

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2016

Reporting Unit Type: Check Box 1027 Check Box 1025 Check Box 1026

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	103.66	104.44	92.10	92.02	89.55	127.33	130.33	121.68	90.62			
	Total # of service orders	47.00	48.00	40.00	41.00	36.00	51.00	53.00	57.00	43.00			
	Avg. # of business days	2.21	2.18	2.30	2.24	2.49	2.50	2.46	2.13	2.11			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	47.00	48.00	40.00	41.00	36.00	51.00	53.00	57.00	43.00			
	Total # of installation commitment met	47.00	48.00	40.00	41.00	36.00	51.00	53.00	57.00	43.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers	Acct # for voice or bundle, res+bus							N/A	6374	6395			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	6723	6726	6642	6733	6766	6829	6841	6853	6831		
		Total # of trouble reports	52	63	77	61	153	95	80	120	49		
		% of trouble reports	0.77%	0.94%	1.16%	0.91%	2.26%	1.39%	1.17%	1.75%	0.72%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	819	820	804	814	849	941	961	968	928		
		Total # of trouble reports	27	10	12	14	13	19	10	5	5		
		% of trouble reports	3.30%	1.22%	1.49%	1.72%	1.53%	2.02%	1.04%	0.52%	0.54%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	34	45	51	28	117	70	48	42	23			
	Total # of repair tickets restored in ≤ 24hrs	29	41	51	28	102	52	41	35	23			
	% of repair tickets restored ≤ 24 Hours	85.29%	91.11%	100.00%	100.00%	87.18%	74.29%	85.42%	83.33%	100.00%			
	Sum of the duration of all outages (hh:mm)	455.22	457.23	302.73	153.38	1377.43	1891.68	491.38	671.68	163.60			
	Avg. outage duration (hh:mm)	13.39	10.16	5.94	5.48	11.77	27.02	10.24	15.99	7.11			
	Indicate if catastrophic event is in month								no	no			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								89	30			
	Total # of repair tickets restored in ≤ 24hrs								43	25			
	% of repair tickets restored ≤ 24 Hours								48%	83%			
	Sum of the duration of all outages (hh:mm)								8569.79	605.92			
	Avg. unadjusted outage duration (hh:mm)								96.29	20.20			
Refunds	Number of customers who received refunds								3	0			
	Monthly amount of rrefunds								80	0			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2016

Reporting Unit Type: Check Box 1027 Check Box 1025 Check Box 1026

Reporting Unit Name: Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	7.08	2.61	4.95	5.05	10.03	4.95	11.15	10.82	5.84			
	Total # of service orders	3.00	2.00	3.00	3.00	4.00	3.00	3	6.00	4.00			
	Avg. # of business days	2.36	1.30	1.65	1.68	2.51	1.65	3.72	1.80	1.46			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3.00	2.00	3.00	3.00	4.00	3.00	3	6.00	4.00			
	Total # of installation commitment met	3.00	2.00	3.00	3.00	4.00	3.00	3.00	6.00	4.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers	Acct # for voice or bundle, res+bus								468	472			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	905	906	876	886	879	881	874	872	871		
		Total # of trouble reports	7	3	8	5	10	3	5	5	8		
		% of trouble reports	0.77%	0.33%	0.91%	0.56%	1.14%	0.34%	0.57%	0.57%	0.92%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	4	2	4	3	7	3	2	2	7		
		Total # of repair tickets restored in ≤ 24hrs	4	2	4	3	7	2	1	2	7		
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	67%	50%	100%	100%		
		Sum of the duration of all outages (hh:mm)	8	6	8	8	16	57	30.98	3.9	58.8		
		Avg. outage duration (hh:mm)	2.04	2.98	1.91	2.82	2.30	19.13	15.49	1.95	8.40		
		Indicate if catastrophic event is in month								no	no		
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								3	7			
	Total # of repair tickets restored in ≤ 24hrs								2	7			
	% of repair tickets restored ≤ 24 Hours								67%	100%			
	Sum of the duration of all outages (hh:mm)								700	58.8			
	Avg. unadjusted outage duration (hh:mm)								233.33	8.40			
Refunds	Number of customers who received refunds								0	0			
	Monthly amount of rrefunds								0	0			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2016

Reporting Unit Type: Check Box 1027 Check Box 1025 Check Box 1026

Reporting Unit Name: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	27.98	16.16	17.72	25.88	23.08	40.18	45.54	18.69	25.86			
	Total # of service orders	12.00	7.00	6.00	10.00	9.00	18.00	17.00	13.00	12.00			
	Avg. # of business days	2.33	2.31	2.95	2.59	2.56	2.23	2.68	1.44	2.15			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12.00	7.00	6.00	10.00	9.00	18.00	17.00	13.00	12.00			
	Total # of installation commitment met	12.00	7.00	6.00	10.00	9.00	18.00	17.00	13.00	12.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers	Acct # for voice or bundle, res+bus							1478	1487				
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1515	1516	1519	1540	1579	1620	1645	1657	1646		
		Total # of trouble reports	7	11	10	7	24	25	22	25	8		
		% of trouble reports	0.46%	0.73%	0.66%	0.45%	1.52%	1.54%	1.34%	1.51%	0.49%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	4	6	8	1	15	14	8	13	3		
		Total # of repair tickets restored in ≤ 24hrs	3	6	8	1	15	11	7	11	3		
		% of repair tickets restored ≤ 24 Hours	75%	100%	100%	100%	100%	79%	88%	85%	100%		
		Sum of the duration of all outages (hh:mm)	52	40	42	20	136	272	82.38	144.13	24.22		
		Avg. outage duration (hh:mm)	12.94	6.62	5.20	20.40	9.03	19.42	10.30	11.09	8.07		
		Indicate if catastrophic event is in month								no	no		
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								16	5			
	Total # of repair tickets restored in ≤ 24hrs								11	3			
	% of repair tickets restored ≤ 24 Hours								69%	60%			
	Sum of the duration of all outages (hh:mm)								1007	301			
	Avg. unadjusted outage duration (hh:mm)								62.94	60.20			
Refunds	Number of customers who received refunds								0	0			
	Monthly amount of rrefunds								0	0			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2016

Reporting Unit Type: Check Box 1027 Check Box 1025 Check Box 1026

Reporting Unit Name: Auberry

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	40.05	54.42	47.04	34.18	19.15	35.13	28.50	48.34	29.16			
	Total # of service orders	19	24	20	14.00	11.00	11.00	9.00	18.00	15.00			
	Avg. # of business days	2.11	2.27	2.35	2.44	1.74	3.19	3.17	2.69	1.94			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	19.00	24	20	14	11	11	9	18	15			
	Total # of installation commitment met	19.00	24.00	20.00	14.00	11.00	11.00	9.00	18.00	15.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers	Acct # for voice or bundle, res+bus								2176	2182			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2563	2560	2531	2570	2569	2565	2562	2562	2566		
		Total # of trouble reports	19	24	38	35	102	39	27	26	23		
		% of trouble reports	0.74%	0.94%	1.50%	1.36%	3.97%	1.52%	1.05%	1.01%	0.90%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	8	17	23	13	79	27	13	13	7		
		Total # of repair tickets restored in ≤ 24hrs	7	14	23	13	65	17	10	11	7		
		% of repair tickets restored ≤ 24 Hours	88%	82%	100%	100%	82%	63%	77%	85%	100%		
		Sum of the duration of all outages (hh:mm)	68	305	152	88	997	1353	191.38	234.98	40.88		
		Avg. outage duration (hh:mm)	8.51	17.93	6.63	6.80	12.62	50.11	14.72	18.08	5.84		
		Indicate if catastrophic event is in month								no	no		
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								16	12			
	Total # of repair tickets restored in ≤ 24hrs								7	9			
	% of repair tickets restored ≤ 24 Hours								44%	75%			
	Sum of the duration of all outages (hh:mm)								5074	206			
	Avg. unadjusted outage duration (hh:mm)								317.13	17.17			
Refunds	Number of customers who received refunds								3	0			
	Monthly amount of rrefunds								80	0			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2016

Reporting Unit Type: Check Box 1027 Check Box 1025 Check Box 1026

Reporting Unit Name: Wishon

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.00	3.05	0.00	0.00	0.00	0.00	0.00	6.34			
	Total # of service orders	0	0	1	0	0	0	0	0	2.00			
	Avg. # of business days	0.00	0.00	3.05	0.00	0.00	0.00	0.00	0.00	3.17			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	1	0	0	0	0	0	2			
	Total # of installation commitment met	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers	Acct # for voice or bundle, res+bus							33	34				
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	87	87	88	88	89	90	89	89	91		
		Total # of trouble reports	2	0	2	0	2	6	3	1	0		
		% of trouble reports	2.30%	0.00%	2.27%	0.00%	2.25%	6.67%	3.37%	1.12%	0.00%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	2	0	2	0	0	3	2	1	0		
		Total # of repair tickets restored in ≤ 24hrs	2	0	2	0	0	0	2	0	0		
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	100%	0%	100%		
		Sum of the duration of all outages (hh:mm)	14	0	39	0	0	86	48.00	143.28	0.00		
		Avg. outage duration (hh:mm)	7.20	0	19.40	0.00	0.00	28.68	24.00	143.28	0.00		
		Indicate if catastrophic event is in month								no	no		
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							1	0				
	Total # of repair tickets restored in ≤ 24hrs							0	0				
	% of repair tickets restored ≤ 24 Hours							0%	100%				
	Sum of the duration of all outages (hh:mm)							143.28	0				
Refunds	Number of customers who received refunds							0	0				
	Monthly amount of rrefunds							0	0				
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2016

Reporting Unit Type: Check Box 1039 Check Box 1037 Check Box 1038

Reporting Unit Name: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	4.54	0.00	6.67	7.17	3.20	2.20	3.85	5.69	2.73			
	Total # of service orders	2	0	3	3.00	1.00	2.00	1.00	2.00	1.00			
	Avg. # of business days	2.27	0.00	2.22	2.39	3.20	1.10	3.85	2.85	2.73			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	3	3	1	2	1	2	1			
	Total # of installation commitment met	2.00	0.00	3.00	3.00	1.00	2.00	1.00	2.00	1.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers		Acct # for voice or bundle, res+bus						262	261				
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	328	329	327	333	333	332	334	331	331		
		Total # of trouble reports	6	8	7	11	2	2	2	1	3		
		% of trouble reports	1.83%	2.43%	2.14%	3.30%	0.60%	0.60%	0.60%	0.30%	0.91%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	3	4	3	3	1	0	1	1	2		
		Total # of repair tickets restored in ≤ 24hrs	3	4	3	3	0	0	1	1	2		
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	100%	100%	100%	100%		
		Sum of the duration of all outages (hh:mm)	22	28	8	4	149	0	4	1	11		
		Avg. outage duration (hh:mm)	7.34	7.00	2.67	1.43	148.70	0.00	3.65	1.33	5.29		
	Indicate if catastrophic event is in month							no	no				
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							1	2				
	Total # of repair tickets restored in ≤ 24hrs							1	2				
	% of repair tickets restored ≤ 24 Hours							100%	100%				
	Sum of the duration of all outages (hh:mm)							1.33	11				
	Avg. unadjusted outage duration (hh:mm)							1.33	5.29				
Refunds	Number of customers who received refunds							0	0				
	Monthly amount of rrefunds							0	0				
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2016

Reporting Unit Type: Check Box 1042 Check Box 1040 Check Box 1041

Reporting Unit Name: North Fork

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	21.03	28.78	10.05	19.75	30.78	36.97	30.62	32.51	17.15			
	Total # of service orders	10	14	5	11.00	10.00	14.00	12.00	13.00	8.00			
	Avg. # of business days	2.10	2.06	2.01	1.80	3.08	2.64	2.01	2.01	2.01			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	14	5	11	10	14	12	13	8			
	Total # of installation commitment met	10.00	14.00	5.00	11.00	10.00	14.00	12.00	13.00	8.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers		Acct # for voice or bundle, res+bus						1517	1521				
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1740	1744	1716	1737	1739	1763	1760	1762	1748		
		Total # of trouble reports	19	25	21	14	17	28	26	64	10		
		% of trouble reports	1.09%	1.43%	1.22%	0.81%	0.98%	1.59%	1.48%	3.63%	0.57%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	8	15	9	6	12	14	18	10	3		
		Total # of repair tickets restored in < 24hrs	8	14	9	6	12	13	17	10	3		
		% of repair tickets restored ≤ 24 Hours	100%	93%	100%	100%	100%	93%	94%	100%	100%		
		Sum of the duration of all outages (hh:mm)	25	78	49	31	53	70	86.12	60.95	25.50		
		Avg. outage duration (hh:mm)	3.16	5.23	5.40	5.11	4.42	5.03	4.78	6.09	8.50		
		Indicate if catastrophic event is in month								no	no		
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							51	3				
	Total # of repair tickets restored in < 24hrs							22	3				
	% of repair tickets restored ≤ 24 Hours							43%	100%				
	Sum of the duration of all outages (hh:mm)							1616	25.5				
	Avg. unadjusted outage duration (hh:mm)							31.69	8.50				
Refunds	Number of customers who received refunds							0	0				
	Monthly amount of rrefunds							0	0				
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2016

Reporting Unit Type: Check Box 1045 Check Box 1043 Check Box 1044

Reporting Unit Name: Big Creek

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days		2.46	2.62	0.00	3.32	7.91	10.67	5.62	3.55			
	Total # of service orders	1	1	2	0.00	1.00	3.00	11.00	5	1.00			
	Avg. # of business days	2.98	2.46	1.31	0.00	3.32	2.64	0.97	1.12	3.55			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	2	0.00	1	3	11	5	1			
	Total # of installation commitment met	1.00	1.00	2.00	0.00	1.00	3.00	11.00	5.00	1.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers	Acct # for voice or bundle, res+bus							394	392				
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	348	348	344	346	380	472	491	491	459		
		Total # of trouble reports	2	2	2	1	8	10	4	1	2		
		% of trouble reports	0.57%	0.57%	0.58%	0.29%	2.11%	2.12%	0.81%	0.20%	0.44%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	2	1	2	0	3	9	4	1	1		
		Total # of repair tickets restored in ≤ 24hrs	2	1	2	0	3	9	3	0	1		
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	75%	0%	100%		
		Sum of the duration of all outages (hh:mm)	24	0.27	6	0	27	53	48.87	28.18	3.62		
		Avg. outage duration (hh:mm)	12.11	0.27	2.83	0.00	8.97	5.90	12.22	28.18	3.62		
	Indicate if catastrophic event is in month							no	no				
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							1	1				
	Total # of repair tickets restored in ≤ 24hrs							0	1				
	% of repair tickets restored ≤ 24 Hours							0%	100%				
	Sum of the duration of all outages (hh:mm)							28.18	3.62				
	Avg. unadjusted outage duration (hh:mm)							28.18	3.62				
Refunds	Number of customers who received refunds							0	0				
	Monthly amount of rrefunds							0	0				
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

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Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2016

Reporting Unit Type: Check Box 1048 Check Box 1046 Check Box 1047

Reporting Unit Name: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	Total # of service orders	0	0	0	0	0	0	0	0	0			
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0	0	0	0			
	Total # of installation commitment met	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers		Acct # for voice or bundle, res+bus											
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	56	56	45	47	47	47	47	57	47		
		Total # of trouble reports	17	0	1	2	1	1	1	1	0		
		% of trouble reports	30.36%	0.00%	2.22%	4.26%	2.13%	2.13%	2.13%	1.75%	0.00%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	3	0	0	2	0	0	1	0	0		
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	0	0	0	0	0		
		% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	100%	100%	100%		
		Sum of the duration of all outages (hh:mm)	241	0	0	1	0	0	29	0	0		
		Avg. outage duration (hh:mm)	80.41	0	0	0.58	0.00	0.00	0	0	0		
		Indicate if catastrophic event is in month								no	no		
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								0	0			
	Total # of repair tickets restored in ≤ 24hrs								0	0			
	% of repair tickets restored ≤ 24 Hours								100%	100%			
	Sum of the duration of all outages (hh:mm)								0	0			
	Avg. unadjusted outage duration (hh:mm)								0	0			
Refunds	Number of customers who received refunds								0	0			
	Monthly amount of rrefunds								0	0			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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