California	Dublic	Litilities	Commis	eion
California	Public	utilities	Commis	ssion

Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	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) 1st Quarter			Date filed (8/15/16) 2nd Quarter			Date filed (11/15/16) 3rd Quarter			Date filed (2/15/17) 4th Quarter		
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	
		Total # of business days	103.66	104.44	92.10	92.02	89.55	127.33	130.33	121.68	90.62	OCI	NOV	Dec	
Installation I	Interval	Total # of service orders	47.00	48.00	40.00	41.00	36.00	51.00	53.00	57.00	43.00				
Min. standard	d = 5 bus. days	Avg. # of business days	2.21	2.18	2.30	2.24	2.49	2.50	2.46	2.13	2.11				
		Total # of installation commitments	47.00	48.00	40.00	41.00	36.00	51.00	53.00	57.00	43.00				
	Commitment	Total # of installation commitment met	47.00	48.00	40.00	41.00	36.00	51.00	53.00	57.00	43.00				
Min. standard	d = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				
met		% of commitment met		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				
Customers		Acct # for voice or bundle, res+bus	100.0070	100.0070	100.0070	100.0070	100.0070	100.0070	N/A	6374	6395				
	rouble Report	7,000 // 101 70100 01 2411410, 1001240							14// (007 1	0000				
	6% (6 per 100	Total # of working lines													
	working lines for units	Total # of trouble reports													
		% of trouble reports													
dar	8% (8 per 100	Total # of working lines	6723	6726	6642	6733	6766	6829	6841	6853	6831				
	working lines for units	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%				
Min.		Total # of working lines			804										
	10% (10 per 100		819	820		814	849	941	961	968	928				
	working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	27	10	12	14	13	19	10	5	5				
	w/ 2 1,000 lines)	% of trouble reports	3.30%	1.22%	1.49%	1.72%	1.53%	2.02%	1.04%	0.52%	0.54%				
		Total # of outage report tickets	34	45	51	28	117	70	48	42	23				
Adjusted		Total # of repair tickets restored in ≤ 24hrs	29	41	51	28	102	52	41	35	23				
Out of Servi	ice Report	% of repair tickets restored ≤ 24 Hours	85.29%	91.11%	100.00%	100.00%	87.18%	74.29%	85.42%	83.33%	100.00%				
	d = 90% within 24 hrs	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				
		Total # of unadjusted outage report tickets								89	30				
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								43	25				
Out of Servi		% 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				
Anguar Tim	o (Trouble Penerte	Total # of calls for TR, Billing & Non-Billing											1		
	e (Trouble Reports g & Non-Billing)	Total # of call seconds to reach live agent													
_	d = 80% of calls ≤ 60	% ≤ 60 seconds													
	each live agent (w/ a	70 2 00 00001100													
	to reach live agent)														

Name: Linda J. Roller	Phone: 559-868-6310	Email: <u>lroller@ponderosatel.com</u>

Date Adopted: 7/28/09

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

Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	Report Year:	<u>2016</u>
Reporting Unit Type:	Check Box 1027 Check Box 1025 Check Box 1026	Reporting Unit Name:	Friant	

	Measurement (Com	pile monthly, file quarterly)		Date filed (05/15/16) Ist Quarte			Date filed (8/15/16) 2nd Quarte			Date filed (11/15/16) 3rd Quarte	r		Date filed (2/15/17) 4th Quarter	,
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	7.08	2.61	4.95	5.05	10.03	4.95	11.15	10.82	5.84		1101	
nstallatior		Total # of service orders	3.00	2.00	3.00	3.00	4.00	3.00	3	6.00	4.00			
Min. standa	ard = 5 bus. days	Avg. # of business days	2.36	1.30	1.65	1.68	2.51	1.65	3.72	1.80	1.46			
		Total # of installation commitments	3.00	2.00	3.00	3.00	4.00	3.00	3	6.00	4.00			
istallation Commitment		Total # of installation commitment met	3.00	2.00	3.00	3.00	4.00	3.00	3.00	6.00	4.00			
	ard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
net		% of commitment met	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers	3	Acct # for voice or bundle, res+bus	10010070	10010070	10010070	100.0070	100.0070	100.0070	100.0070	468	472			
	Trouble Report	,												
	6% (6 per 100	Total # of working lines												
	working lines for units	Total # of trouble reports												
5	w/ ≥ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100	Total # of working lines												
tan	. Iw/ 1 001 - 2 999 lines)	Total # of trouble reports												
_		% of trouble reports												
Mi Li	10% (10 per 100	Total # of working lines	905	906	876	886	879	881	874	872	871			
	working lines for units	Total # of trouble reports	7	3	8	5	10	3	5	5	8			
	w/ ≤ 1,000 lines)	% of trouble reports	0.77%	0.33%	0.91%	0.56%	1.14%	0.34%	0.57%	0.57%	0.92%			
	, , , , , , , , , , , , , , , , , , , ,	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			
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	67%	50%	100%	100%			
of Service	-	Sum of the duration of all outages (hh:mm)	8	6	8	8	16	57	30.98	3.9	58.8			
viin. standa	ard = 90% within 24 hrs	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			
		Total # of unadjusted outage report tickets								3	7			
Jnadjuste	d	Total # of repair tickets restored in ≤ 24hrs								2	7			
Out of Serv	vice Report	% 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			
عاد ساء		Number of customers who received refunds								0	0			
Refunds		Monthly amount of rrefunds								0	0			
						·						,		
Answer Tir	me (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												
	ng & Non-Billing)	Total # of call seconds to reach live agent												
•	ard = 80% of calls ≤ 60	% ≤ 60 seconds												-
	reach live agent (w/ a													
	n to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: Iroller@ponderosatel.com

Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	Report Year:	<u>2016</u>
Reporting Unit Type:	✓ Check Box 1027 ☐ Check Box 1025 ✓ Check Box 1026	Reporting Unit Name:	Shaver	

				Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)	
ſ	Measurement (Com	pile monthly, file quarterly)		st Quarte		2nd Quarter			3rd Quarte			4th Quarte		
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
	. Into much	Total # of business days	27.98	16.16	17.72	25.88	23.08	40.18	45.54	18.69	25.86			
Installation		Total # of service orders	12.00	7.00	6.00	10.00	9.00	18.00	17.00	13.00	12.00			
Min. standa	rd = 5 bus. days	Avg. # of business days	2.33	2.31	2.95	2.59	2.56	2.23	2.68	1.44	2.15			
	• " 1	Total # of installation commitments	12.00	7.00	6.00	10.00	9.00	18.00	17.00	13.00	12.00			
	Commitment	Total # of installation commitment met	12.00	7.00	6.00	10.00	9.00	18.00	17.00	13.00	12.00			
	rd = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
et		% 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													
	6% (6 per 100	Total # of working lines												
	working lines for units	Total # of trouble reports												
בַ	w/ ≥ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100	Total # of working lines	1515	1516	1519	1540	1579	1620	1645	1657	1646			
tar	working lines for units	Total # of trouble reports	7	11	10	7	24	25	22	25	8			
	w/ 1,001 - 2,999 lines)	% of trouble reports	0.46%	0.73%	0.66%	0.45%	1.52%	1.54%	1.34%	1.51%	0.49%			
Ā	10% (10 per 100	Total # of working lines			0.0070	011070	11027,	110 170	110170		011070			
	working lines for units	Total # of trouble reports												
	w/ ≤ 1,000 lines)	% of trouble reports												
	, , , , , , , , , , , , , , , , , , , ,	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			
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	75%	100%	100%	100%	100%	79%	88%	85%	100%			
of Service	=	Sum of the duration of all outages (hh:mm)	52	40	42	20	136	272	82.38	144.13	24.22			
VIIn. standa	rd = 90% within 24 hrs	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			
		Total # of unadjusted outage report tickets								16	5			
Unadjusted	d	Total # of repair tickets restored in ≤ 24hrs								11	3			
-	vice Report	% 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			
		Number of customers who received refunds								0	0			
Refunds		Monthly amount of rrefunds								0	0			
		, , , , , , , , , , , , , , , , , , , ,				<u> </u>							!	
Answer Tin	ne (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												
	ig & Non-Billing)	Total # of call seconds to reach live agent												
•	rd = 80% of calls ≤ 60	% ≤ 60 seconds												
	reach live agent (w/ a					<u> </u>		1						
	n to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: <u>Iroller@ponderosatel.com</u>

Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	Report Year:	<u>2016</u>
Reporting Unit Type:	Check Box 1027 Check Box 1025 Check Box 1026	Reporting Unit Name:	Auberry	

				Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)	
	Measurement (Com	pile monthly, file quarterly)		st Quarte			2nd Quarte	er		3rd Quarte			4th Quarte	r
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
l atallatia	. Into much	Total # of business days	40.05	54.42	47.04	34.18	19.15	35.13	28.50	48.34	29.16			
Installation		Total # of service orders	19	24	20	14.00	11.00	11.00	9.00	18.00	15.00			
viin. standa	rd = 5 bus. days	Avg. # of business days	2.11	2.27	2.35	2.44	1.74	3.19	3.17	2.69	1.94			
	0	Total # of installation commitments	19.00	24	20	14	11	11	9	18	15			
	Commitment	Total # of installation commitment met	19.00	24.00	20.00	14.00	11.00	11.00	9.00	18.00	15.00			
	ard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
met		% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
		Acct # for voice or bundle, res+bus								2176	2182			
Customer	Trouble Report													
	6% (6 per 100	Total # of working lines												
	working lines for units	Total # of trouble reports												
<u>r</u> d	w/ ≥ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100	Total # of working lines	2563	2560	2531	2570	2569	2565	2562	2562	2566			
ţ	working lines for units	Total # of trouble reports	19	24	38	35	102	39	27	26	23			
Min.	w/ 1,001 - 2,999 lines)	% 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	Total # of working lines												
	working lines for units	Total # of trouble reports												
		% of trouble reports												
	,	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			
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	88%	82%	100%	100%	82%	63%	77%	85%	100%			
of Service	-	Sum of the duration of all outages (hh:mm)	68	305	152	88	997	1353	191.38	234.98	40.88			
Min. standa	ard = 90% within 24 hrs	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			
		Total # of unadjusted outage report tickets								16	12			
Unadjuste	d	Total # of repair tickets restored in ≤ 24hrs								7	9			
-	vice Report	% 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			
D - (!		Number of customers who received refunds								3	0			
Refunds		Monthly amount of rrefunds								80	0			
											-			
Answer Tir	ne (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												
	ng & Non-Billing)	Total # of call seconds to reach live agent												
	ard = 80% of calls ≤ 60	% ≤ 60 seconds												
	reach live agent (w/ a					<u> </u>		1						
	n to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: <u>lroller@ponderosatel.com</u>
		-

Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	Report Year:	<u>2016</u>
Reporting Unit Type:	Check Box 1027 Check Box 1025 Check Box 1026	Reporting Unit Name:	Wishon	

				Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)	
	Measurement (Com	pile monthly, file quarterly)		st Quarte		2nd Quarter				3rd Quarte			4th Quarte	
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
	1.4	Total # of business days	0.00	0.00	3.05	0.00	0.00	0.00	0.00	0.00	6.34			
Installation		Total # of service orders	0	0	1	0	0	0	0	0	2.00			
Min. standa	ard = 5 bus. days	Avg. # of business days	0.00	0.00	3.05	0.00	0.00	0.00	0.00	0.00	3.17			
	• "	Total # of installation commitments	0	0	1	0	0	0	0	0	2			
	n Commitment	Total # of installation commitment met	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00			
	ard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
met		% of commitment met	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers	3	Acct # for voice or bundle, res+bus								33	34			
Customer Trouble Report														
	6% (6 per 100	Total # of working lines												
	working lines for units	Total # of trouble reports												
בַ	w/ ≥ 3,000 lines)	% of trouble reports												
<u>g</u>	w/≥ 3,000 lines) 8% (8 per 100 working lines for units	Total # of working lines												
ā	working lines for units	Total # of trouble reports												
Min Min (M/	_	% of trouble reports												
	10% (10 per 100	Total # of working lines	87	87	88	88	89	90	89	89	91			
	working lines for units	Total # of trouble reports	2	0	2	0	2	6	3	1	0			
	w/ ≤ 1,000 lines)	% of trouble reports	2.30%	0.00%	2.27%	0.00%	2.25%	6.67%	3.37%	1.12%	0.00%			
	,	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			
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	100%	0%	100%			
of Service	-	Sum of the duration of all outages (hh:mm)	14	0	39	0	0	86	48.00	143.28	0.00			
iviin. standa	ard = 90% within 24 hrs	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			
		Total # of unadjusted outage report tickets								1	0			
Unadjuste	d	Total # of repair tickets restored in ≤ 24hrs								0	0			
-	vice Report	% of repair tickets restored ≤ 24 Hours								0%	100%			
	•	Sum of the duration of all outages (hh:mm)								143.28	0			
		Avg. unadjusted outage duration (hh:mm)								143.28	0.00			
Definishs		Number of customers who received refunds								0	0			-
Refunds		Monthly amount of rrefunds								0	0			
		· ·											!	
Answer Ti	me (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												
	ng & Non-Billing)	Total # of call seconds to reach live agent												
	ard = 80% of calls ≤ 60	% ≤ 60 seconds												
	reach live agent (w/ a											•		
	n to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: <u>Iroller@ponderosatel.com</u>
	·	

Date Adopted: 7/28/09

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

Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	Report Year:	<u>2016</u>
Reporting Unit Type:	☐ Check Box 1039 ☑ Check Box 1037 ☐ Check Box 1038	Reporting Unit Name:	O'Neals	

	Measurement (Com	pile monthly, file quarterly)	Date filed (05/15/16) 1st Quarter			Date filed (8/15/16) 2nd Quarter				Date filed (11/15/16) 3rd Quarte			Date filed (2/15/17) 4th Quarter	r
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	4.54	0.00	6.67	7.17	3.20	2.20	3.85	5.69	2.73			-
Installation		Total # of service orders	2	0	3	3.00	1.00	2.00	1.00	2.00	1.00			
Min. standa	ard = 5 bus. days	Avg. # of business days	2.27	0.00	2.22	2.39	3.20	1.10	3.85	2.85	2.73			
	•	Total # of installation commitments	2	0	3	3	1	2	1	2	1			
nstallation Commitment Min. standard = 95% commitment net		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			
met		% of commitment met		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customers	 S	Acct # for voice or bundle, res+bus								262	261			
Customer	Trouble Report	·												
	6% (6 per 100	Total # of working lines												
	working lines for units	Total # of trouble reports												
5	w/ ≥ 3,000 lines)	% of trouble reports												
g	8% (8 per 100	Total # of working lines												
Standard	working lines for units	Total # of trouble reports												
		% of trouble reports												
Ā	10% (10 per 100	Total # of working lines	328	329	327	333	333	332	334	331	331			
_	working lines for units	Total # of trouble reports	6	8	7	11	2	2	2	1	3			
	w/ ≤ 1,000 lines)	% of trouble reports	1.83%	2.43%	2.14%	3.30%	0.60%	0.60%	0.60%	0.30%	0.91%			
	, , , , , , , , , , , , , , , , , , , ,	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			
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	100%	100%	100%	100%			
of Service	-	Sum of the duration of all outages (hh:mm)	22	28	8	4	149	0	4	1	11			
Min. standa	ard = 90% within 24 hrs	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			
		Total # of unadjusted outage report tickets								1	2			
Unadjuste	d	Total # of repair tickets restored in ≤ 24hrs								1	2			
-	vice Report	% 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			
		Number of customers who received refunds								0	0			
Refunds		Monthly amount of rrefunds								0	0			
		,						•					<u> </u>	
Answer Ti	me (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												
	ng & Non-Billing)	Total # of call seconds to reach live agent												•
•	ard = 80% of calls ≤ 60	% ≤ 60 seconds												
	reach live agent (w/ a							,						
	n to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: Iroller@ponderosatel.com

Date Adopted: 7/28/09

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

Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	Report Year: <u>2016</u>
Reporting Unit Type:	☐ Check Box 1042 ☑ Check Box 1040 ☐ Check Box 1041	Reporting Unit Name:	North Fork

	M	wile we and his file would ank A		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)	
	Measurement (Com	pile monthly, file quarterly)	1	st Quarte	r	2nd Quarter				3rd Quarte	r		4th Quarter	ŗ
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installatio	n Interval	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			
viiri. Standa	ard = 5 bus. days	Avg. # of business days	2.10	2.06	2.01	1.80	3.08	2.64	2.01	2.01	2.01			
nstallation Commitment Min. standard = 95% commitment		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			
	ard = 95% communent	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
met		% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
Customer	S	Acct # for voice or bundle, res+bus								1517	1521			
ustomer	Trouble Report													
	6% (6 per 100	Total # of working lines												
	working lines for units	Total # of trouble reports												
ī	w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100	Total # of working lines	1740	1744	1716	1737	1739	1763	1760	1762	1748			
Standard	· '	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%			
M i	10% (10 per 100	Total # of working lines												
_	· · ·	Total # of trouble reports												
	w/ ≤ 1,000 lines)	% of trouble reports												
	,	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			
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	100%	93%	100%	100%	100%	93%	94%	100%	100%			
of Service		Sum of the duration of all outages (hh:mm)	25	78	49	31	53	70	86.12	60.95	25.50			
/lin. standa	ard = 90% within 24 hrs	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		0.20				0.00		no	no			
		Total # of unadjusted outage report tickets								51	3			
Jnadjuste	ed	Total # of repair tickets restored in < 24hrs								22	3			
-	vice Report	% 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			
		Number of customers who received refunds								0	0			
Refunds		Monthly amount of rrefunds								0	0			
		, , , , , , , , , , , , , , , , , , , ,				<u> </u>								
Answer Ti	me (Trouble Reports	Total # of calls for TR, Billing & Non-Billing											I	
	ng & Non-Billing)	Total # of call seconds to reach live agent												
	ard = 80% of calls ≤ 60	% ≤ 60 seconds												
	reach live agent (w/ a							1					<u>ļ</u>	
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Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: <u>lroller@ponderosatel.com</u>

Date Adopted: 7/28/09

menu option to reach live agent)

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

Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	Report Year:	<u>2016</u>
Reporting Unit Type:	☐ Check Box 1045 ☑ Check Box 1043 ☐ Check Box 1044	Reporting Unit Name:	Big Creek	

	Management (0	wile mentile, file accordants		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)	
	weasurement (Com	pile monthly, file quarterly)	1st Quarter			2nd Quarter			3rd Quarter				4th Quarte	r
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
le etelletie e	lintam ral	Total # of business days		2.46	2.62	0.00	3.32	7.91	10.67	5.62	3.55			
Installation		Total # of service orders	1	1	2	0.00	1.00	3.00	11.00	5	1.00			
wiin. Standa	rd = 5 bus. days	Avg. # of business days	2.98	2.46	1.31	0.00	3.32	2.64	0.97	1.12	3.55			
matallatia.	Commitment	Total # of installation commitments	1	1	2	0.00	1	3	11	5	1			
	Commitment	Total # of installation commitment met	1.00	1.00	2.00	0.00	1.00	3.00	11.00	5.00	1.00			
	ard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
met		% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
ustomers		Acct # for voice or bundle, res+bus								394	392			
Customer	Trouble Report													
	6% (6 per 100	Total # of working lines												·
	working lines for units	Total # of trouble reports												 [
ב	w/ ≥ 3,000 lines)	% of trouble reports												
рq	w/≥ 3,000 lines) 8% (8 per 100 working lines for units	Total # of working lines												
Min.		Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100	Total # of working lines	348	348	344	346	380	472	491	491	459			
_	working lines for units w/ ≤ 1,000 lines)	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%			
	,	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			
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	75%	0%	100%			
of Service		Sum of the duration of all outages (hh:mm)	24	0.27	6	0	27	53	48.87	28.18	3.62			
VIIn. standa	ard = 90% within 24 hrs	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			
		Total # of unadjusted outage report tickets								1	1			
Unadjuste	d	Total # of repair tickets restored in ≤ 24hrs								0	1			
-	vice Report	% 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			
		Number of customers who received refunds								0	0			
Refunds		Monthly amount of rrefunds								0	0			
		, , , , , , , , , , , , , , , , , , , ,					<u> </u>							
Answer Tir	me (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												
	ng & Non-Billing)	Total # of call seconds to reach live agent												 I
•	ard = 80% of calls ≤ 60	% ≤ 60 seconds												
	reach live agent (w/ a													
	n to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: Iroller@ponderosatel.com
<u> </u>	- Herrer <u></u>	

Date Adopted: 7/28/09

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

Company Name:	The Ponderosa Telephone Co.	U#:	<u>1014-C</u>		Report Year:	<u>2016</u>
Reporting Unit Type:	Check Box 1048 Check Box 1046 Check Box 1047	Reporting U	nit Name:	Cima		

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)		Date filed (8/15/16) 2nd Quarter			Date filed (11/15/16) 3rd Quarter			Date filed (2/15/17) 4th Quarter				
		1st Quarter												
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days Total # of business days Total # of service orders Avg. # of business 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			
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Installation Commitment Min. standard = 95% commitment		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			
met		% 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								38	38			
Customer	Trouble Report													
	6% (6 per 100	Total # of working lines												
	working lines for units	Total # of trouble reports												
5	w/ ≥ 3,000 lines)	% of trouble reports												
pp	8% (8 per 100	Total # of working lines												
Standard	working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100	Total # of working lines	56	56	45	47	47	47	47	57	47			
_	working lines for units	Total # of trouble reports	17	0	1	2	1	1	1	1	0			
	w/ ≤ 1,000 lines)	% of trouble reports	30.36%	0.00%	2.22%	4.26%	2.13%	2.13%	2.13%	1.75%	0.00%			
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		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			
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	100%	100%	100%			
of Service	rcport	Sum of the duration of all outages (hh:mm)	241	0	0	1	0	0	29	0	0			
Iviin. standa	rd = 90% within 24 hrs	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			
		Total # of unadjusted outage report tickets								0	0			
Unadjusted	k	Total # of repair tickets restored in ≤ 24hrs								0	0			
Out of Serv		% of repair tickets restored ≤ 24 Hours								100%	100%			
out of control mapore		Sum of the duration of all outages (hh:mm)								0	0			
		Avg. unadjusted outage duration (hh:mm)								0	0			
Ratunds		Number of customers who received refunds								0	0			
		Monthly amount of rrefunds								0	0			
		,						L					L	
Answer Time (Trouble Reports "TR", Billing & Non-Billing)		Total # of calls for TR, Billing & Non-Billing						I						
		Total # of call seconds to reach live agent												
•	rd = 80% of calls ≤ 60	% ≤ 60 seconds												
	reach live agent (w/ a													
	n to reach live agent)													
-1							ntaat Informa	_						

Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: <u>Iroller@ponderosatel.com</u>
		<u> </u>

Date Adopted: 7/28/09

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