	Califor	nia Public Utilities Commission	
Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	Repo
Reporting Unit Type:	✓ Check Box 1027 Check Box 1025 Check Box 1026	Reporting Unit Name:	Total Company

	Measurement (Com	pile monthly, file quarterly)		Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			(2/15/17)	
				1st Quarte		A	2nd Quarte			3rd Quarte				T
		Total # of husiness days	Jan	Feb	Mar 92.10	Apr	May	June	Jul	Aug	-	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	Dec	
Installatio	n Interval	Total # of business days	103.66	104.44		92.02	89.55 36.00	127.33	130.33	121.68				111.17
Min. standa	ard = 5 bus. days	Total # of service orders	47.00	48.00	40.00	41.00		51.00	53.00	57.00				52.00
	•	Avg. # of business days Total # of installation commitments	2.21	2.18	2.30	2.24	2.49	2.50	2.46	2.13				2.14
Installatio	n Commitment	Total # of installation commitment met	47.00 47.00	48.00 48.00	40.00	41.00 41.00	36.00 36.00	51.00 51.00	53.00 53.00	57.00 57.00				52.00 52.00
Min. standa	ard = 95% commitment	Total # of installation commitment missed												
met	t stomers stomer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				0.00
C	•	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%				
		Acct # for voice or bundle, res+bus							N/A	6374	6395	6406	6436	6447
Justomer	· ·	Total # of working line -												───
	· · ·	Total # of working lines												───
	-	Total # of trouble reports												Ļ
ard	w/ ≥ 3,000 lines)	% of trouble reports												
nstallation Int Vin. standard = nstallation Co Vin. standard = met Customers Customer Trou B Customer Trou 0 0 0 0 0 0 0 0 0 0 0 0 0	8% (8 per 100	Total # of working lines	6723	6726	6642	6733	6766	6829	6841	6853	6831	5916	5900	5896
	working lines for units	Total # of trouble reports	52	63	77	61	153	95	80	120	49	65	93	74
	w/ 1,001 - 2,999 lines)	% of trouble reports	0.77%	0.94%	1.16%	0.91%	2.26%	1.39%	1.17%	1.75%	0.72%	1.10%	1.58%	1.26%
	10% (10 per 100	Total # of working lines	819	820	804	814	849	941	961	968				1613
	working lines for units	Total # of trouble reports	27	10	12	14	13	19	10	5	(16) (2 arter 4th Sep Oct N 90.62 87.01 172 43.00 40.00 77 2.11 2.18 2.0 43.00 40.00 77 43.00 40.00 77 43.00 40.00 77 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 68395 6406 6406 6831 5916 596 49 655 992 0.72% $1.10%$ 1.596 928 1719 100 928 1719 100 23 63 63 23 63 63 23 63 63 23 57 66 $100.00%$ $90.48%$ $94.$ 163.60 731.97 $55.$ 7.11 11.62 $83%$ 0 <		21	
	w/ ≤ 1,000 lines)	% of trouble reports	3.30%	1.22%	1.49%	1.72%	1.53%	2.02%	1.04%	0.52%		Sep Oct 90.62 87.01 43.00 40.00 2.11 2.18 43.00 40.00 43.00 40.00 43.00 40.00 43.00 40.00 43.00 40.00 43.00 40.00 43.00 40.00 43.00 40.00 100.00% 100% 6395 6406 6395 6406 6831 5916 49 65 0.72% 1.10% 928 1719 5 29 0.54% 1.69% 23 63 23 57 100.00% 90.48% 163.60 731.97 7.11 11.62 no no 30 69 25 57 83% 83% 605.92 2094 20.20 30.35		1.30%
	, ,	Total # of outage report tickets	34	45	51	28	117	70	48	42				46
		Total # of repair tickets restored in \leq 24hrs	29	41	51	28	102	52	41	35				45
Adjusted		% of repair tickets restored \leq 24 Hours	85.29%	91.11%	100.00%	100.00%	87.18%	74.29%	85.42%	83.33%			(2/15/17) 4th Quarter Oct Nov 87.01 172.52 1 40.00 77.00 6 2.18 2.24 1 40.00 77.00 6 2.18 2.24 1 40.00 77.00 6 0.00 0.00 1 100% 100% 6 6406 6436 1 6406 6436 1 5916 5900 1 5916 5900 1 5916 5900 1 65 93 1 1719 1671 1 29 23 1 63 67 1 57 63 3 11.62 8.28 3 11.62 8.28 3 11.62 8.3% 3 2094 3243 3 3 1 1	97.83%
	•	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				308.27
Min. standa	ard = 90% within 24 hrs	Avg. outage duration (hh:mm)	13.39	10.16	5.94	5.48	11.77	27.02	10.24	15.99				6.70
		Indicate if catastrophic event is in month			0.0.	0.10				no				no
		Total # of unadjusted outage report tickets								89				61
Unadiuste	ed	Total # of repair tickets restored in \leq 24hrs								43				50
-		% of repair tickets restored ≤ 24 Hours								48%				82%
		Sum of the duration of all outages (hh:mm)								8569.79				835
		Avg. unadjusted outage duration (hh:mm)								96.29				13.68
		Number of customers who received refunds								3			1	1
Refunds		Monthly amount of rrefunds								80	0	11.00	19.00	29.00
						L I								1
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					l I								<u>.</u>
	on to reach live agent)													

Phone: 559-868-6310

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)

port Year:

<u>2016</u>

Reporting Ur Reporting Ur Mea Installation Inter Ain. standard = Installation Co Ain. standard = Installation Co Ain. standard = Installation Co Ain. standard = Installation Co Ain. standard = Ain. standard = Inadjusted Adjusted of Service Rep Ain. standard = Inadjusted Dut of Service Refunds Answer Time (TR", Billing & Ain. standard =	Name:	The Ponderosa Telephone Co.	C	alifornia	a Public		Commissio U#:	on <u>1014-C</u>			Report Year:		<u>2016</u>	
		✓ Check Box 1027 Check Box 1025 Check	k Box 1026				Reporting U		-	Friant				-
Γ	Measurement (Com	pile monthly, file quarterly)	,	Date filed (05/15/16) 1st Quarte) er	Ann	Date file (8/15/16 2nd Quar) ter		Date filed (11/15/16) 3rd Quarte	r		Date filed (2/15/17) 4th Quarte	er
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation	Interval	Total # of business days	7.08	2.61	4.95	5.05	10.03	4.95	11.15	10.82	5.84	1.05	12.01	0.85
Reporting Unit T Measu Installation Interv Min. standard = 5 k Installation Comm Min. standard = 95 Met Customer Trouble G% (i workin W/ 2.3 Swet Customer Trouble G% (i workin w/ 2.3 Swet Customer Trouble G% (i workin w/ 2.3 Swet Customer Trouble Swet Min. standard = 90 Unadjusted Out of Service Re Refunds Answer Time (Troo TR", Billing & No Min. standard = 80 Seconds to reach li		Total # of service orders	3.00	2.00	3.00	3.00	4.00	3.00	3	6.00	4.00	2.00	5.00	3.00
		Avg. # of business days	2.36	1.30	1.65	1.68	2.51	1.65	3.72	1.80	1.46	0.53	2.40	0.28
Installation	Commitment	Total # of installation commitments	3.00	2.00	3.00	3.00	4.00	3.00	3	6.00	4.00	2.00	5.00	3.00
		Total # of installation commitment met	3.00	2.00	3.00	3.00	4.00	3.00	3.00	6.00	4.00	2.00	5.00	3.00
		Total # of installation commitment missed	0.00	0.00	0.00	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%	100%	100%	100%
		Acct # for voice or bundle, res+bus								468	472	470	472	471
Customer 7	Frouble Report													
	6% (6 per 100	Total # of working lines												
	working lines for units	Total # of trouble reports												
Neporting only type. Measurement (Comp Installation Interval Installation Commitment Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment Installation Commitment Via S 3,000 lines) Installation Commitment W/ ≥ 3,000 lines) Installation Commitment W/ ≥ 3,000 lines) Installation Commitment W/ ≥ 3,000 lines) Installation Commitment W/ 1,001 - 2,999 lines) Installation Commitment Installated Out Of Service Report Installation Commitment Min. standard = 90% within 24 hrs Installation Commitment Inadjusted Installation Commitment Installation Commitment Inadjusted Installation Commitment Installation Commitment Min. standard = 90% within 24 hrs Installation Commitment Inst	w/ ≥ 3,000 lines)	% of trouble reports												
	8% (8 per 100	Total # of working lines												
	working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
	Total # of working lines	905	906	876	886	879	881	874	872	871	861	855	827	
-	working lines for units	Total # of trouble reports	7	3	8	5	10	3	5	5	8	7	3	6
	3	% of trouble reports	0.77%	0.33%	0.91%	0.56%	1.14%	0.34%	0.57%	0.57%	0.92%	0.81%	0.35%	0.73%
Reporting Un Reporting Un Mea Installation Inter Vin. standard = Installation Co Vin. standard = Installation Co Vin. standard = Customer Trou B Wo W/ B M B C C C C C C C C C C C C C		Total # of outage report tickets	4	2	4	3	7	3	2	2	7	3	3	3
	•	Total # of repair tickets restored in < 24hrs	4	2	4	3	7	2	1	2	7	3	3	3
-		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	67%	50%	100%	100%	100.00%	100.00%	100.00%
	-	Sum of the duration of all outages (hh:mm)	8	6	8	8	16	57	30.98	3.9	58.8	17.77	23.68	27.05
Min. standa	rd = 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	5.92	7.89	9.02
		Indicate if catastrophic event is in month								no	no	no	no	no
		Total # of unadjusted outage report tickets								3	7	3	3	5
Unadiusted	1	Total # of repair tickets restored in < 24hrs								2	7	3	3	4
-		% of repair tickets restored ≤ 24 Hours								67%	100%	100%	100%	80%
		Sum of the duration of all outages (hh:mm)								700	58.8	17.77	23.68	54.7
		Avg. unadjusted outage duration (hh:mm)								233.33	8.40	5.92	7.89	10.94
		Number of customers who received refunds								0	0	0	0	0
Refunds		Monthly amount of rrefunds								0	0	0	0	0
								ļ			U U	, v	5	<u> </u>
Answer Tin	ne (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												<u> </u>
		$\% \le 60$ seconds												<u> </u>
														<u> </u>
	•													
	i to reach live agent	J			Primary									

Phone: 559-868-6310

Company	Name:	The Ponderosa Telephone Co.		Californ	ia Public			-			Report Year:		<u>2016</u>	
Reporting	g Unit Type:	Check Box 1027 Check Box 1025 Check	x Box 1026				Reporting Ur	nit Name:	-	Shaver				
ſ	Measurement (Com	pile monthly, file quarterly)		, ,			(8/15/16)			(11/15/16)	1		Date filed (2/15/17)	
	•		-			Δnr			. Jul I			Oct	4th Quarte Nov	Dec
		Total # of business days				-	-			-	-	30.47	50.44	33.37
		-										13.00	20.00	17.00
Min. standa	rd = 5 bus. days											2.34	2.52	1.96
		o										13.00	20.00	17.00
Measure Installation Interval Ain. standard = 5 bus Installation Commitm Ain. standard = 95% of Installation Commitm Alin. standard = 95% of Installation Commitm Alin. standard = 95% of Installation Commitm Min. standard = 95% of Installation Commitm Min. standard = 95% of Installation Commitm Installation Commitme Installatin </td <td></td> <td>13.00</td> <td>20.00</td> <td>17.00</td>												13.00	20.00	17.00
Min. standa	rd = 95% commitment											0.00	0.00	0.00
Reporting Uni Meas Installation Inter Min. standard = 5 Installation Corr Min. standard = 5 met Customer Trouk B Customer S Customer S Custo												100%	100%	100%
Customers	stomers // stomer Trouble Report 6% (6 per 100		100.0070	100.0070	100.0070	100.0070	100.0078	100.0078	100.0070			1495	1502	1510
										1470	1407	1435	1502	1310
		Total # of working lines										<u>├</u>		
		5												
q	•	·												
Min. standard = 5 bus. days Inclai # of service orders 12.00 7.00 6.00 10.00 9.00 18.0 Installation Commitment met Installation Commitment met Total # of installation commitments 12.00 7.00 6.00 10.00 9.00 18.0 Nin. standard = 95% commitment met 95% commitment met 12.00 7.00 6.00 10.00 9.00 18.0 Customers Acct # of installation commitment met 12.00 7.00 6.00 10.00 9.00 18.0 Customer Touble Report Or commitment met 100.00% 100% </td <td>. ,</td> <td></td> <td>1515</td> <td>1516</td> <td>1510</td> <td>1540</td> <td>1570</td> <td>1620</td> <td>1645</td> <td>1657</td> <td>1646</td> <td>1612</td> <td>1591</td> <td>1580</td>	. ,		1515	1516	1510	1540	1570	1620	1645	1657	1646	1612	1591	1580
		5				7							22	1560
	3	•		-		1					-	÷	1.38%	0.51%
	1.34%	1.34%	1.31%	0.49%	0.50%	1.30%	0.51%							
Σ		5												
	3		Part Deck Bax 1025 Oreck Bax 1025 Reporting Unit Name: Shaver A, file quarterly) Date filed (05/15/16) Date filed (05/15/16) Date filed (11/15/16) Date filed (11/15/16) ness days 27.99 16.16 17.72 25.88 23.08 40.18 45.54 18.69 25.86 30.0 ness days 2.33 2.31 2.95 2.56 2.23 2.68 1.44 2.15 2.3 liation commitments 12.00 7.00 6.00 10.00 9.00 18.00 17.00 13.00 12.00 13. liation commitments 12.00 7.00 6.00 10.00 9.00 18.00 17.00 13.00 12.00 13. liation commitments 12.00 7.00 6.00 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00%											
Reporting Unit Type: Check Box 1027 Check Box 1027 Check Box 1025 Installation Interval Min. standard = 5 bus. days Total # of business days Installation Commitment Min. standard = 95% commitment met Total # of installation commitments Customers Total # of installation commitment met Customers Commitment W/2 3,000 lines) Total # of rouble reports W/2 3,000 lines) Yo frouble reports W/2 3,000 lines) Yo for trouble reports W/2 1,000 lines) Yo for trouble reports W/2 1,000 lines) Yo for trouble reports Min. standard = 90% within 24 hrs Yo of trouble reports Moding lines for units Total # of	1	6	0	1	15	1.1	0	10	2	2	10	3		
		2 .	-		-	1							13	
Adjusted	Out				v	1000/			-				11	2 66.67%
of Service I	Report	•											84.62%	
Min. standa	rd = 90% within 24 hrs												191.72	47.63
			12.94	0.02	5.20	20.40	9.03	19.42	10.30				14.75	15.88
												no 2	no	no
Unadiustas													14	6
-		· · ·											11	2
Out of Serv	ice Report	•											79%	33%
		3 ()										27.25	2118.9	218.47
		ö , ö , (, ,											151.35	36.41
Refunds										-	-	-	0	0
										0	0	U	0	0
	o (Trouble Deverte	Total # of calls for TP Billing & Non Billing				I						<u>г г</u>		
		5										┣───┤		
menu optior	i to reach live agent)													

Phone: 559-868-6310

Reporting Unit Type Measure Installation Interval In. standard = 5 bus Installation Commitme In. standard = 95% Installation Commitme Sustomers Sustomer Trouble R 6% (6 p working W/ ≥ 3,00 8% (8 p working W/ 1,001 10% (10 working W/ 2 1,00 Inadjusted for Service Report Inadjusted put of Service Report Inadjusted wut of Service Report inswer Time (Troub TR", Billing & Non-	v Name:	The Ponderosa Telephone Co.					Commissic U#:	<u>1014-C</u>			Report Year:	_	<u>2016</u>	<u>'</u>
Reporting	g Unit Type:	Check Box 1027 Check Box 1025 Check	k Box 1026				Reporting U	nit Name:	-	Auberry				-
	Measurement (Com	pile monthly, file quarterly)		Date filed (05/15/16) 1st Quarte)		Date fileo (8/15/16) 2nd Quart			Date filed (11/15/16) 3rd Quarte			Date filed (2/15/17) 4th Quarte	
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	40.05	54.42	47.04	34.18	19.15	35.13	28.50	48.34	29.16	28.01	63.05	37.71
		Total # of service orders	19	24	20	14.00	11.00	11.00	9.00	18.00	15.00	9.00	31.00	14.00
√lin. 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	3.11	2.03	2.69
		Total # of installation commitments	19.00	24	2.00	14	11	11	9	18	15	9.00	31.00	14.00
		Total # of installation commitment met	19.00	24.00	20.00	14.00	11.00	11.00	9.00	18.00	15.00	9.00	31.00	14.00
Reporting Unit Reporting Unit Measu Installation Intervent Min. standard = 5 Installation Common Min. standard = 98 met Customer Troubl Customer Troubl Solution Prepuest Customer Troubl 6% (work w/ 2. 8% (work w/ 1. 10% work w/ 2. 8% (work w/ 2. 8% (Min. standard = 8% seconds to reach	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	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%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	100.00 %	100.00 %	100.00 /6	100.00 %	100.00 %	100.00 %	100.00 %	2176	2182	2179	2202	2197
										2170	2102	2179	2202	2197
Sustomer		Total # of working lines												
		Total # of trouble reports												
Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment Min. standard = 95% commitment Customers Customer Trouble Report 6% (6 per 100 working lines for w/ ≥ 3,000 lines) 8% (8 per 100 working lines for w/ 1,001 - 2,999 10% (10 per 100 working lines for w/ 1,000 lines) 8% (8 per 100 working lines for w/ 1,000 lines) 8% (8 per 100 working lines for w/ 1,000 lines) Adjusted of Service Report Min. standard = 90% within 24 Unadjusted Out of Service Report Min. standard = 90% within 24 Particle Report Min. standard = 80% of calls ≤ seconds to reach live agent (w	5	% of trouble reports						 						
	· ,	Total # of working lines	0500	2500	0504	0570	2500	0505	2502	0500	2500	0555	2505	0570
		Total # of trouble reports	2563	2560 24	2531 38	2570	2569 102	2565 39	2562	2562	2566 23	2555	2565	2572 31
	e e e e e e e e e e e e e e e e e e e	% of trouble reports	19			35			27	26		18	25	
	,	Total # of working lines	0.74%	0.94%	1.50%	1.36%	3.97%	1.52%	1.05%	1.01%	0.90%	0.70%	0.97%	1.21%
		Total # of trouble reports												
														───
Reporting Unit Type: Measurement (Comp Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment Min. standard = 90% working lines for units W/ 1,001 - 2,999 lines) 10% (10 per 100 Working lines for units W/ 1,000 lines) Adjusted Out Of Service Report Min. standard = 90% within 24 hrs Jnadjusted Out Dut of Service Report Refunds	% of trouble reports Total # of outage report tickets	0	47	00	40	70	07	10	40	7	10.00	10.00	12.00	
		Total # of repair tickets restored in \leq 24hrs	8	17	23	13	79	27	13	13	7	10.00	12.00	13.00
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	-	14	23	13	65	17	10	11	•	10.00	11.00	13.00
of Service I	Report	Sum of the duration of all outages (hh:mm)	88%	82%	100%	100%	82%	63%	77%	85%	100%	100.00%	91.67%	100.00%
Min. standa	rd = 90% within 24 hrs		68	305	152	88	997	1353	191.38	234.98	40.88	47.82	106.25	89.77
		Avg. outage duration (hh:mm)	8.51	17.93	6.63	6.80	12.62	50.11	14.72	18.08	5.84	4.78	8.85	6.91
		Indicate if catastrophic event is in month Total # of unadjusted outage report tickets								no	no	no	no 10	no 40
lleadiustee		Total # of repair tickets restored in \leq 24hrs								16	12	11	12	18
•		% of repair tickets restored \leq 24 Hours								7	9	10	11	14
Adjusted of Service Re Min. standard Unadjusted	-									44%	75%	91%	92%	78%
		Sum of the duration of all outages (hh:mm) Avg. unadjusted outage duration (hh:mm)								5074	206	96.6	106.25	272.62
										317.13	17.17	8.78	8.85	15.15
Refunds		Number of customers who received refunds								3	0	1	0	$\frac{1}{1}$
		Monthly amount of rrefunds								80	0	3	0	29
		Total # of calls for TD, Dilling 9 Mar Dilling						r				,		
		Total # of calls for TR, Billing & Non-Billing						 						┫
		Total # of call seconds to reach live agent $\frac{9}{5} \leq 60$ accords						 						───
		% ≤ 60 seconds												<u> </u>
	- · ·													
menu optior	n to reach live agent)													

Phone: 559-868-6310

Company	v Name:	The Ponderosa Telephone Co.	C	alifornia	a Public		Commissio U#:	on <u>1014-C</u>			Report Year:		<u>2016</u>	
	g Unit Type:	Check Box 1027 Check Box 1025 Check	k Box 1026	-			Reporting U		-	Wishon				-
ſ	Measurement (Com	pile monthly, file quarterly)		Date filed (05/15/16) 1st Quarte)		Date filed (8/15/16) 2nd Quart)		Date filed (11/15/16) 3rd Quarte			Date filed (2/15/17) 4th Quarte	
			Jan	Feb	Mar	Apr	Мау	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation	Interval	Total # of business days	0.00	0.00	3.05	0.00	0.00	0.00	0.00	0.00	6.34	0.00	0.00	3.61
		Total # of service orders	0	0	1	0	0	0	0	0	2.00	0	0	1.00
iviiri. Stariua	ru = 5 bus. uays	Avg. # of business days	0.00	0.00	3.05	0.00	0.00	0.00	0.00	0.00	3.17	0.00	0.00	3.61
Installation	Commitment	Total # of installation commitments	0	0	1	0	0	0	0	0	2	0	0	1.00
	allation Interval . standard = 5 bus. days tallation Commitment . standard = 95% commitment . sta	Total # of installation commitment met	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	2.00	0.00	0.00	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	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%	100%	100%	100%
		Acct # for voice or bundle, res+bus								33	34	35	35	37
Customer	Frouble Report													
		Total # of working lines												
_		Total # of trouble reports												
	w/ ≥ 3,000 lines)	% of trouble reports												
pu	8% (8 per 100	Total # of working lines												
Installation Co Min. standard = met Customers Customer Troo Puepue So ui So So So ui So ui So ui So ui So ui So ui So So So ui So So So So So So So So ui So So So So So So So So So So So So So		Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	10% (10 per 100	Total # of working lines	87	87	88	88	89	90	89	89	91	89	86	67
	working lines for units	Total # of trouble reports	2	0	2	0	2	6	3	1	0	3	7	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%	3.37%	8.14%	0.00%
		Total # of outage report tickets	2	0	2	0	0	3	2	1	0	2.00	0.00	0.00
Adjusted	Out	Total # of repair tickets restored in \leq 24hrs	2	0	2	0	0	0	2	0	0	2.00	0.00	0.00
-		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	100%	0%	100%	100.00%	100.00%	100.00%
	•	Sum of the duration of all outages (hh:mm)	14	0	39	0	0	86	48.00	143.28	0.00	40.27	0.00	0.00
iviiri. Stariua	10 = 90 % WILLIN 24 115	Avg. outage duration (hh:mm)	7.20	0	19.40	0.00	0.00	28.68	24.00	143.28	0.00	20.14	0.00	0.00
Min. standard = Installation Co Min. standard = met Customers Customer Trou Customer Trou 6 Wo W/ 8 W/ 1 W/ Adjusted of Service Rep Min. standard = Unadjusted Out of Service Refunds Answer Time ("TR", Billing 8 Min. standard =		Indicate if catastrophic event is in month								no	no	no	no	no
		Total # of unadjusted outage report tickets								1	0	2	6	0
Unadjusted	ł	Total # of repair tickets restored in \leq 24hrs								0	0	2	0	0
Out of Serv	vice Report	% of repair tickets restored \leq 24 Hours								0%	100%	100.00%	0.00%	100%
		Sum of the duration of all outages (hh:mm)								143.28	0	40.27	334.13	0
		Avg. unadjusted outage duration (hh:mm)								143.28	0.00	20.14	55.69	0.00
Refunde		Number of customers who received refunds								0	0	1	0	0
iterunus		Monthly amount of rrefunds								0	0	5	0	0
Answer Tir	ne (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												<u> </u>
		Total # of call seconds to reach live agent												<u> </u>
		$\% \le 60$ seconds												<u> </u>
	reach live agent (w/ a													<u> </u>
	n to reach live agent)													
	i to reach live agent)	J												

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

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#:	<u>1014-C</u>		Re
Reporting Unit Type:	Check Box 1039 Check Box 1037 Check Box 1038	Reporting L	Init Name:	O'Neals	

				Date filed			Date filed			Date filed			Date filed	
	A. standard = 5 bus. days Total # of service orders Avg. # of business days Avg. # of business days Total # of installation commitments tallation Commitment a. standard = 95% commitment t stomers stomer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ ≥ 1,000 lines) working lines for units w/ ≤ 1,000 lines) working lines for units w/ ≤ 1,000 lines) W ≤ 1,000 lines) Working lines for units w/ ≤ 1,000 lines) W ≤ 1,000 lines W ≤ 1,000 lines W ≤ 1,000 lines W ≤ 1,000 l		(05/15/16)			(8/15/16)			(11/15/16)			(2/15/17)		
	measurement (com	plie montiny, me quarterry)		Ist Quarte			2nd Quarte	ər		3rd Quarte			4th Quarte	r
			Jan	Feb	Mar	Apr	Мау	June	Jul	Aug	Sep	Oct	Nov	Dec
Inctallatio	n Intonyal	Total # of business days	4.54	0.00	6.67	7.17	3.20	2.20	3.85	5.69	2.73	0.00	0.00	0.00
		Total # of service orders	2	0	3	3.00	1.00	2.00	1.00	2.00	1.00	0	0	0
IVIIII. Stanu	aru = 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	0.00	0.00	0.00
Installation Interval Installation Commitment Alin. standard = 5 bus. days Installation Commitment Alin. standard = 95% commitment Installation Commitment Alin. standard = 95% commitment Installation Commitment Alin. standard = 95% commitment Installation Commitment Customers Installation Commitment Customers Installation Commitment Customers Installation Commitment Sustomer Trouble Report Installation Commitment Sustomer Trouble Report Installation Commitment Sustomer Trouble Report Installation Commits W/ ≥ 3,000 lines) Installation Commits Sw (8 per 100 Working lines for units W/ 1,001 - 2,999 lines) Installation Commits Indjusted Out Of Service Report Instandard = 90% within 24 hrs Inadjusted Instandard = 90% within 24 hrs	Total # of installation commitments	2	0	3	3	1	2	1	2	1	0	0	0	
	Installation Interval Image: Transmitter in. standard = 5 bus. days Installation Commitment Image: Transmitter in. standard = 95% commitment Installation Commitment Image: Transmitter in. standard = 95% commitment Installation Commitment Image: Transmitter in. standard = 95% commitment Installation Commitment Image: Transmitter in. standard = 95% commitment Installation Commitment Image: Transmitter in. standard = 90% within 24 hrs Installation Commitment Image: Transmitter in. standard = 90% within 24 hrs	Total # of installation commitment met	2.00	0.00	3.00	3.00	1.00	2.00	1.00	2.00	1.00	0.00	0.00	0.00
	aid = 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	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%	100.00%	100.00%	100.00%
Customer	stallation Interval in. standard = 5 bus. days stallation Commitment in. standard = 95% commitment in. standard = 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) djusted Out Service Report in. standard = 90% within 24 hrs	Acct # for voice or bundle, res+bus								262	261	259	258	256
Customer	Trouble Report													
	6% (6 per 100	Total # of working lines												
		Total # of trouble reports												
Id	w/ ≥ 3,000 lines)	% of trouble reports												
anda	. ,													
tan	· ·	•												
	, and a second s	% of trouble reports												
Installation In Min. standard Installation C Min. standard met Customers Customer Tro Customer Tro Customer Customer Tro Customer Customer Tro Manage Standard Unadjusted Out of Servic Refunds Answer Time "TR", Billing Min. standard seconds to rea			328	329	327	333	333	332	334	331	331	328	326	326
		Total # of trouble reports	6	8	7	11	2	2	2	1	3			10
	5	% of trouble reports	1.83%	2.43%	2.14%	3.30%	0.60%	0.60%	0.60%	0.30%	0.91%			3.07%
	///		3	4	3	3	1	0	1	1	2		0	5.00
	-	Total # of repair tickets restored in \leq 24hrs	3	4	3	3	0	0	1	1	2		0	5.00
Preprese 6% (6 per 100 working lines for w/ ≥ 3,000 lines) 8% (8 per 100 working lines for w/ ≥ 3,000 lines) 8% (8 per 100 working lines for w/ 1,001 - 2,999 10% (10 per 100 working lines for w/ 1,000 lines) Adjusted 10% (10 per 100 working lines for w/ ≤ 1,000 lines) Adjusted 00% working lines for w/ ≤ 1,000 lines) Adjusted 00% within 24 Jnadjusted 00% within 24	Out	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	100%	100%	100%	100%		-	100.00%
	Report	Sum of the duration of all outages (hh:mm)	22	28	8	4	149	0	4	1	11			32.55
Min. stand	ard = 90% within 24 hrs		7.34	7.00	2.67	1.43	148.70	0.00	3.65	1.33	5.29			6.51
								0.00	0.00	no	no			no
										1	2			7
Unadiuste	ed									1	2			6
Adjusted of Service Re Min. standard Unadjusted										100%	100%		÷	85.71%
		•								1.33	11			80.98
		3 ()								1.33	5.29			11.57
		Number of customers who received refunds								0	0.20	0.00	0	0
Refunds		Monthly amount of rrefunds								0	0	0	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	0
								1			, , , , , , , , , , , , , , , , , , ,	, v	~	
Answer Ti	ime (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
	ard = 80% of calls ≤ 60	$\% \le 60$ seconds												
	ard = 00 % or cards $= 00$													
	on to reach live agent (w/ a													

menu option to reach live agent)

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

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)

eport Year:

<u>2016</u>

California Public Utilities Commission

Company Name:	The Ponderosa Telephone Co.	U#:	<u>1014-C</u>	R	e
Reporting Unit Type:	Check Box 1042 Check Box 1040 Check Box 1041	Reporting U	nit Name:	North Fork	

	Indard = 5 bus. daysTotal # of service orders Avg. # of business daysion Commitment ndard = 95% commitmentTotal # of installation commitments Total # of installation commitment met Total # of installation commitment metersAcct # for voice or bundle, res+buser Trouble ReportTotal # of trouble reports % of commitment met6% (6 per 100 working lines for units w/ ≥ 3,000 lines)Total # of working lines % of trouble reports8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)Total # of working lines % of trouble reports10% (10 per 100 working lines for units w/ ≤ 1,000 lines)Total # of working lines % of trouble reportsd Cort mdard = 90% within 24 hrsOut			Date filed (05/15/16)			Date filed (8/15/16)			Date filed (11/15/16)			Date filed (2/15/17)	
	Measurement (Com	plie monthly, file quarterly)		1st Quarte			· · ·	er		. ,			4th Quarte	er
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	21.03	28.78	10.05		30.78	36.97	30.62	32.51	17.15	13.16	40.41	28.83
		· · · · · · · · · · · · · · · · · · ·	10	14	5	11.00	10.00	14.00	12.00	13.00	8.00	8.00	17.00	11.00
viin. standa	rd = 5 bus. days	Avg. # of business days	2.10	2.06	2.01	1.80		2.64	2.01	2.01	2.01	1.64	2.38	2.62
	0		10	14	5	11	10		12		8	8.00	17.00	11.00
			10.00	14.00	5.00	11.00	10.00		12.00		8.00	8.00	17.00	11.00
	rd = 95% commitment	Total # of installation commitment missed				0.00	0.00		0.00		0.00	0.00	0.00	0.00
net													100%	100%
Customers													1523	1527
Customer	Frouble Report												-	-
		Total # of working lines												
		¥												
D		· · · · · · · · · · · · · · · · · · ·												
Min. standard = met Customers Customer Tro Customer Tro w prepues v. u W V Adjusted of Service Re Min. standard =		•	1740	1744	1716	1737	1739	1763	1760	1762	1748	1748	1744	1744
	· ·	, and the second s											46	35
	_	· · · · · · · · · · · · · · · · · · ·											2.64%	2.01%
2	· · ·	>				$\begin{array}{ c c c c c c c c c c c c c c c c c c c$								
	-	· · · · · · · · · · · · · · · · · · ·												
w	·		8	15	9	6	12	14	18	10	3	31.00	38.00	19.00
	- .		8	14	9	6							37.00	19.00
Installation Interval Ain. standard = 5 but Installation Commit Ain. standard = 95% net Customers Customer Trouble I 6% (6 working w/ ≥ 3,0 8% (8 working w/ ≥ 3,0 8% (8 working w/ ≥ 3,0 8% (8 working w/ 1,00 10% (1 working w/ 2 1,00 10% (1 working w/ 1,00 10% (1 working w/ 2 3,0 By any (2 + 1,0) 10% (1 working w/ 1,00 10% (1 working w/ 1,00 10% (1 working w/ 2 0,0 Majusted Dut of Service Report Answer Time (Troul TR", Billing & Non Ain. standard = 80%				1									97.37%	100.00%
	-	· · · · · · · · · · · · · · · · · · ·											214.48	107.02
vlin. standa	rd = 90% within 24 hrs	_ /		-									5.64	5.63
													no	no
											-		39	21
Jnadjuste	ł										-		37	20
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 17.16 Natallation Commitment Min. standard = 5 bus. days Total # of business days 2.10 2.06 10.00 14.00 12.00 13.00 8.00 Natallation Commitment met Total # of installation commitment met 100 14 5 11 10 14 13.00 8.00 Customers Total # of installation commitment met 100.00 14.00 13.00 8.00 0.00		95%	95%											
										285	199.25			
		_ /											7.31	9.49
												1	1	0
Refunds												3	19	0
										*				ı
Answer Tir	ne (Trouble Reports	Total # of calls for TR, Billing & Non-Billing												
								ļ.						<u> </u>
	- · ·													

menu option to reach live agent)

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

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)

eport Year:

<u>2016</u>

Company	Name	The Ponderosa Telephone Co.	C	alifornia	a Public (Commissio _{U#:}				Report Year:		<u>2016</u>	
	g Unit Type:	Check Box 1045 Check Box 1043 Check	k Box 1044				Reporting Ur	<u>1014-C</u> nit Name:	_	Big Creek		-	2010	
				Data (ita)										
				Date filed			Date filed			Date filed			Date filed (2/15/17)	
1	Measurement (Com	pile monthly, file quarterly)		(05/15/16) 1st Quarte			(8/15/16) 2nd Quarte			(11/15/16) 3rd Quarte	,		4th Quarte	
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	Jan	2.46	2.62	0.00	3.32	7.91	10.67	5.62	3.55	14.32	6.57	6.78
Installation	Interval	Total # of service orders	1	2.40	2.02	0.00	1.00	3.00	11.00	5	1.00	8.00	3.00	6.00
Min. 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	1.79	2.19	1.13
		Total # of installation commitments	2.90	2.40	2	0.00	1	3	11	5	1	8.00	3.00	6.00
	Commitment	Total # of installation commitment met	1.00	1.00	2.00	0.00	1.00	3.00	11.00	5.00	1.00	8.00	3.00	6.00
Min. standa	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	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%	100.00%	100.00%
Customers	stomers stomer Trouble Report 6% (6 per 100	Acct # for voice or bundle, res+bus	100.0070	100.0070	100.0070	100.0070	100.0070	100.0070	100.0070	394	392	399	399	405
											002	000	000	100
• 40101101		Total # of working lines												
	working lines for units	Total # of trouble reports												
<u>r</u>	w/ ≥ 3,000 lines)	% of trouble reports												
da	8% (8 per 100	Total # of working lines												
Met Customers Customer Trou 6% wo prepuest wo w/ 8% wo w/ 10 wo w/ Adjusted of Service Repu	working lines for units	Total # of trouble reports												
	U U	% of trouble reports												
Min	10% (10 per 100	Total # of working lines	348	348	344	346	380	472	491	491	459	394	357	346
2	working lines for units	Total # of trouble reports	2	2	2	1	8	10	4	1	2	7	1	3
	$w/ \leq 1,000$ lines)	% of trouble reports	0.57%	0.57%	0.58%	0.29%	2.11%	2.12%	0.81%	0.20%	0.44%	1.78%	0.28%	0.87%
		Total # of outage report tickets	2	1	2	0	3	9	4	1	1	4.00	1.00	3.00
	_	Total # of repair tickets restored in < 24hrs	2	1	2	0	3	9	3	0	1	3.00	1.00	3.00
-	Out	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	75%	0%	100%	75.00%	100.00%	100.00%
	•	Sum of the duration of all outages (hh:mm)	24	0.27	6	0	27	53	48.87	28.18	3.62	68.50	18.73	4.25
Min. standa	rd = 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	17.13	18.73	1.42
		Indicate if catastrophic event is in month		0.2.		0.00	0.01	0.00		no	no	no	no	no
		Total # of unadjusted outage report tickets								1	1	6	1	3
Unadjusted	1	Total # of repair tickets restored in \leq 24hrs								0	1	3	1	3
-	vice Report	% of repair tickets restored ≤ 24 Hours								0%	100%	50.00%	100.00%	100.00%
		Sum of the duration of all outages (hh:mm)								28.18	3.62	1221.95	18.73	4.25
		Avg. unadjusted outage duration (hh:mm)								28.18	3.62	203.66	18.73	1.42
		Number of customers who received refunds								0	0	0	0	0
Refunds		Monthly amount of rrefunds								0	0	0	0	0
Answer Tir	ne (Trouble Reports	Total # of calls for TR, Billing & Non-Billing										<u>г г</u>		
	g & Non-Billing)	Total # of call seconds to reach live agent												
	rd = 80% of calls ≤ 60	$\% \le 60$ seconds												
	reach live agent (w/ a							1						<u>I</u>
	to reach live agent)													
		1												

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)

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#:	<u>1014-C</u>	_		Re
Reporting	g Unit Type:	Check Box 1048 Check Box 1046 Chec	k Box 1047				Reporting U	nit Name:	<u>(</u>	Cima	
	leasurement (Com	pile monthly, file quarterly)		Date filed (05/15/16)			Date filec (8/15/16)			Date filed (11/15/16))
			Jan	1st Quarte Feb	r Mar	Apr	2nd Quart May	er June	Jul	3rd Quarte Aug	er T
		Total # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-
Installation	Interval	Total # of service orders	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-
Min. standa	rd = 5 bus. days	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-
		Total # of installation commitments	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-
Installation	Commitment	Total # of installation commitment met	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-
Min. standa	rd = 95% commitment	Total # of installation commitment missed	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%	-
Customers		Acct # for voice or bundle, res+bus	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	38	-
	Trouble Report								++		-
oustonier i	6% (6 per 100	Total # of working lines							++		-
	working lines for units	Total # of trouble reports							+		-
ģ	working intestor units $w/ \ge 3,000$ lines)	% of trouble reports							+		-
Standa	8% (8 per 100	Total # of working lines							++		-
	working lines for units	Total # of trouble reports						1	++		-
	w/ 1,001 - 2,999 lines)	•							++		-
lin.	10% (10 per 100	Total # of working lines	56	56	45	47	47	47	47	57	-
2	working lines for units	Total # of trouble reports	17	0	+J 1	2	1		1	1	-
	w/ \leq 1,000 lines)	% of trouble reports	30.36%	0.00%	2.22%	4.26%	2.13%	2.13%	2.13%	1.75%	
		Total # of outage report tickets	3	0.0070	0	4.2070	0	0	1	0	
		Total # of repair tickets restored in \leq 24hrs	0	0	0	2	0	0	0	0	-
Adjusted	Out	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	100%	100%	-
of Service I	•	Sum of the duration of all outages (hh:mm)	241	0	0	1	0	0	29	0	-
Min. standa	rd = 90% within 24 hrs	Avg. outage duration (hh:mm)	80.41	0	0	0.58	0.00	0.00	0	0	-
		Indicate if catastrophic event is in month	00.11	0	<u> </u>	0.00	0.00	0.00	+ <u> </u>	no	
		Total # of unadjusted outage report tickets								0	
Unadjusted	I	Total # of repair tickets restored in < 24hrs								0	
Out of Serv		% of repair tickets restored ≤ 24 Hours								100%	
		Sum of the duration of all outages (hh:mm)								0	
		Avg. unadjusted outage duration (hh:mm)								0	
		Number of customers who received refunds								0	
Refunds		Monthly amount of rrefunds								0	
		,						1			
Answer Tim	TR", Billing & Non-Billing)	Total # of calls for TR, Billing & Non-Billing									
		Total # of call seconds to reach live agent						1			
		% ≤ 60 seconds									
	reach live agent (w/ a							•			
	to reach live agent)										
	. ,	_			Primary	Utility Co	ntact Informa	ation			

Name: Linda J. Roller

Phone: 559-868-6310

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)

eport Year:

<u>2016</u>

	Date filed (2/15/17)			
		4th Quarte	4th Quarter	
Sep	Oct	Nov	Dec	
0.00	0.00	0.04	0.00	
0	0	1.00	0	
0.00	0.00	0.04	0.00	
0	0	1.00	0	
0.00	0.00	1.00	0.00	
0.00	0.00	0.00	0.00	
100.00%	100.00%	100.00%	100.00%	
38	38	38	38	
47	47	47	47	
0	4	3	2	
0.00%	8.51%	6.38%	4.26%	
0	4.00	0.00	0.00	
0	2.00	0.00	0.00	
100%	50.00%	100.00%	100.00%	
0	188.58	0.00	0.00	
0	47.15	0.00	0.00	
no	no	no	no	
0	4	1	1	
0	2	0	1	
100%	50.00%	0.00%	100.00%	
0	212.58	356.7	4.33	
0	53.15	356.70	4.33	
0	0	0	0	
0	0	0	0	
			-	

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