

**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	
<b>Installation Interval</b> 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	87.01	172.52	111.17	
	Total # of service orders	47.00	48.00	40.00	41.00	36.00	51.00	53.00	57.00	43.00	40.00	77.00	52.00	
	Avg. # of business days	2.21	2.18	2.30	2.24	2.49	2.50	2.46	2.13	2.11	2.18	2.24	2.14	
<b>Installation Commitment</b> 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	40.00	77.00	52.00	
	Total # of installation commitment met	47.00	48.00	40.00	41.00	36.00	51.00	53.00	57.00	43.00	40.00	77.00	52.00	
	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	
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus							N/A	6374	6395	6406	6436	6447	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	5916	5900	5896
		Total # of trouble reports	52	63	77	61	153	95	80	120	49	65	93	74
		% 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 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	819	820	804	814	849	941	961	968	928	1719	1671	1613
		Total # of trouble reports	27	10	12	14	13	19	10	5	5	29	23	21
		% of trouble reports	3.30%	1.22%	1.49%	1.72%	1.53%	2.02%	1.04%	0.52%	0.54%	1.69%	1.38%	1.30%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	34	45	51	28	117	70	48	42	23	63	67	46	
	Total # of repair tickets restored in ≤ 24hrs	29	41	51	28	102	52	41	35	23	57	63	45	
	% of repair tickets restored ≤ 24 Hours	85.29%	91.11%	100.00%	100.00%	87.18%	74.29%	85.42%	83.33%	100.00%	90.48%	94.03%	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	163.60	731.97	554.86	308.27	
	Avg. outage duration (hh:mm)	13.39	10.16	5.94	5.48	11.77	27.02	10.24	15.99	7.11	11.62	8.28	6.70	
	Indicate if catastrophic event is in month								no	no	no	no	no	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								89	30	69	76	61	
	Total # of repair tickets restored in ≤ 24hrs								43	25	57	63	50	
	% of repair tickets restored ≤ 24 Hours								48%	83%	83%	83%	82%	
	Sum of the duration of all outages (hh:mm)								8569.79	605.92	2094	3243	835	
	Avg. unadjusted outage duration (hh:mm)								96.29	20.20	30.35	42.68	13.68	
<b>Refunds</b>	Number of customers who received refunds								3	0	3	1	1	
	Monthly amount of rrefunds								80	0	11.00	19.00	29.00	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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](mailto: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	
<b>Installation Interval</b> 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	1.05	12.01	0.85	
	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	
<b>Installation Commitment</b> 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	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	
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus								468	472	470	472	471	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	861	855	827
		Total # of trouble reports	7	3	8	5	10	3	5	5	8	7	3	6
		% 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%
<b>Adjusted of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	Total # of outage report tickets	4	2	4	3	7	3	2	2	7	3	3	
		Total # of repair tickets restored in ≤ 24hrs	4	2	4	3	7	2	1	2	7	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
		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
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								3	7	3	3	5	
	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	
<b>Refunds</b>	Number of customers who received refunds								0	0	0	0	0	
	Monthly amount of rrefunds								0	0	0	0	0	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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](mailto: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	
<b>Installation Interval</b> 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	30.47	50.44	33.37	
	Total # of service orders	12.00	7.00	6.00	10.00	9.00	18.00	17.00	13.00	12.00	13.00	20.00	17.00	
	Avg. # of business days	2.33	2.31	2.95	2.59	2.56	2.23	2.68	1.44	2.15	2.34	2.52	1.96	
<b>Installation Commitment</b> 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	13.00	20.00	17.00	
	Total # of installation commitment met	12.00	7.00	6.00	10.00	9.00	18.00	17.00	13.00	12.00	13.00	20.00	17.00	
	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	
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus								1478	1487	1495	1502	1510	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	1613	1591	1580
		Total # of trouble reports	7	11	10	7	24	25	22	25	8	8	22	8
		% of trouble reports	0.46%	0.73%	0.66%	0.45%	1.52%	1.54%	1.34%	1.51%	0.49%	0.50%	1.38%	0.51%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	Total # of outage report tickets	4	6	8	1	15	14	8	13	3	3	13	3
		Total # of repair tickets restored in ≤ 24hrs	3	6	8	1	15	11	7	11	3	3	11	2
		% of repair tickets restored ≤ 24 Hours	75%	100%	100%	100%	100%	79%	88%	85%	100%	100.00%	84.62%	66.67%
		Sum of the duration of all outages (hh:mm)	52	40	42	20	136	272	82.38	144.13	24.22	27.25	191.72	47.63
		Avg. outage duration (hh:mm)	12.94	6.62	5.20	20.40	9.03	19.42	10.30	11.09	8.07	9.08	14.75	15.88
		Indicate if catastrophic event is in month								no	no	no	no	no
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								16	5	3	14	6	
	Total # of repair tickets restored in ≤ 24hrs								11	3	3	11	2	
	% of repair tickets restored ≤ 24 Hours								69%	60%	100%	79%	33%	
	Sum of the duration of all outages (hh:mm)								1007	301	27.25	2118.9	218.47	
	Avg. unadjusted outage duration (hh:mm)								62.94	60.20	9.08	151.35	36.41	
<b>Refunds</b>	Number of customers who received refunds								0	0	0	0	0	
	Monthly amount of rrefunds								0	0	0	0	0	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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](mailto: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	
<b>Installation Interval</b> 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	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	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	19.00	24	20	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	
	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	
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus								2176	2182	2179	2202	2197	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	2555	2565	2572
		Total # of trouble reports	19	24	38	35	102	39	27	26	23	18	25	31
		% of trouble reports	0.74%	0.94%	1.50%	1.36%	3.97%	1.52%	1.05%	1.01%	0.90%	0.70%	0.97%	1.21%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	Total # of outage report tickets	8	17	23	13	79	27	13	13	7	10.00	12.00	13.00
		Total # of repair tickets restored in ≤ 24hrs	7	14	23	13	65	17	10	11	7	10.00	11.00	13.00
		% of repair tickets restored ≤ 24 Hours	88%	82%	100%	100%	82%	63%	77%	85%	100%	100.00%	91.67%	100.00%
		Sum of the duration of all outages (hh:mm)	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								no	no	no	no	no
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								16	12	11	12	18	
	Total # of repair tickets restored in ≤ 24hrs								7	9	10	11	14	
	% of repair tickets restored ≤ 24 Hours								44%	75%	91%	92%	78%	
	Sum of the duration of all outages (hh:mm)								5074	206	96.6	106.25	272.62	
	Avg. unadjusted outage duration (hh:mm)								317.13	17.17	8.78	8.85	15.15	
<b>Refunds</b>	Number of customers who received refunds								3	0	1	0	1	
	Monthly amount of rrefunds								80	0	3	0	29	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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](mailto: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	
<b>Installation Interval</b> 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	0.00	0.00	3.61	
	Total # of service orders	0	0	1	0	0	0	0	0	2.00	0	0	1.00	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	1	0	0	0	0	0	2	0	0	1.00	
	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	
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus								33	34	35	35	37	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	89	86	67
		Total # of trouble reports	2	0	2	0	2	6	3	1	0	3	7	0
		% 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%
<b>Adjusted of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	Total # of outage report tickets	2	0	2	0	0	3	2	1	0	2.00	0.00	0.00
		Total # of repair tickets restored in ≤ 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
		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
		Indicate if catastrophic event is in month								no	no	no	no	no
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								1	0	2	6	0	
	Total # of repair tickets restored in ≤ 24hrs								0	0	2	0	0	
	% of repair tickets restored ≤ 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	
<b>Refunds</b>	Number of customers who received refunds								0	0	1	0	0	
	Monthly amount of rrefunds								0	0	5	0	0	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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](mailto: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	
<b>Installation Interval</b> 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	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	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	0	3	3	1	2	1	2	1	0	0	0	
	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	
	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	
	% 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%	
<b>Customers</b>		Acct # for voice or bundle, res+bus												
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	328	326	326
		Total # of trouble reports	6	8	7	11	2	2	2	1	3	8	9	10
		% of trouble reports	1.83%	2.43%	2.14%	3.30%	0.60%	0.60%	0.60%	0.30%	0.91%	2.44%	2.76%	3.07%
<b>Adjusted of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	Total # of outage report tickets	3	4	3	3	1	0	1	1	2	6.00	0	5.00
		Total # of repair tickets restored in ≤ 24hrs	3	4	3	3	0	0	1	1	2	6.00	0	5.00
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	100%	100%	100%	100%	100.00%	100%	100.00%
	Sum of the duration of all outages (hh:mm)	22	28	8	4	149	0	4	1	11	33.93	0	32.55	
	Avg. outage duration (hh:mm)	7.34	7.00	2.67	1.43	148.70	0.00	3.65	1.33	5.29	5.66	0.00	6.51	
	Indicate if catastrophic event is in month								no	no	no	no	no	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								1	2	6	0	7	
	Total # of repair tickets restored in ≤ 24hrs								1	2	6	0	6	
	% of repair tickets restored ≤ 24 Hours								100%	100%	100.00%	100%	85.71%	
	Sum of the duration of all outages (hh:mm)								1.33	11	33.93	0	80.98	
Avg. unadjusted outage duration (hh:mm)								1.33	5.29	5.66	0.00	11.57		
<b>Refunds</b>	Number of customers who received refunds								0	0	0	0	0	
	Monthly amount of rrefunds								0	0	0	0	0	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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](mailto: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	
<b>Installation Interval</b> 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	13.16	40.41	28.83	
	Total # of service orders	10	14	5	11.00	10.00	14.00	12.00	13.00	8.00	8.00	17.00	11.00	
	Avg. # of business days	2.10	2.06	2.01	1.80	3.08	2.64	2.01	2.01	2.01	1.64	2.38	2.62	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10	14	5	11	10	14	12	13	8	8.00	17.00	11.00	
	Total # of installation commitment met	10.00	14.00	5.00	11.00	10.00	14.00	12.00	13.00	8.00	8.00	17.00	11.00	
	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	
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%	
<b>Customers</b>		Acct # for voice or bundle, res+bus												
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	1748	1744	1744
		Total # of trouble reports	19	25	21	14	17	28	26	64	10	39	46	35
		% of trouble reports	1.09%	1.43%	1.22%	0.81%	0.98%	1.59%	1.48%	3.63%	0.57%	2.23%	2.64%	2.01%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	Total # of outage report tickets	8	15	9	6	12	14	18	10	3	31.00	38.00	19.00
		Total # of repair tickets restored in < 24hrs	8	14	9	6	12	13	17	10	3	28.00	37.00	19.00
		% of repair tickets restored ≤ 24 Hours	100%	93%	100%	100%	100%	93%	94%	100%	100%	90.32%	97.37%	100.00%
		Sum of the duration of all outages (hh:mm)	25	78	49	31	53	70	86.12	60.95	25.50	307.85	214.48	107.02
		Avg. outage duration (hh:mm)	3.16	5.23	5.40	5.11	4.42	5.03	4.78	6.09	8.50	9.93	5.64	5.63
		Indicate if catastrophic event is in month								no	no	no	no	no
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								51	3	34	39	21	
	Total # of repair tickets restored in < 24hrs								22	3	28	37	20	
	% of repair tickets restored ≤ 24 Hours								43%	100%	82%	95%	95%	
	Sum of the duration of all outages (hh:mm)								1616	25.5	443.9	285	199.25	
	Avg. unadjusted outage duration (hh:mm)								31.69	8.50	13.06	7.31	9.49	
<b>Refunds</b>	Number of customers who received refunds								0	0	1	1	0	
	Monthly amount of rrefunds								0	0	3	19	0	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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](mailto: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	
<b>Installation Interval</b> 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	14.32	6.57	6.78	
	Total # of service orders	1	1	2	0.00	1.00	3.00	11.00	5	1.00	8.00	3.00	6.00	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	1	2	0.00	1	3	11	5	1	8.00	3.00	6.00	
	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	
	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	
	% 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%	
<b>Customers</b>	Acct # for voice or bundle, res+bus								394	392	399	399	405	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	394	357	346
		Total # of trouble reports	2	2	2	1	8	10	4	1	2	7	1	3
		% 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%
<b>Adjusted of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	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
		% 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
		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							no	no	no	no	no	no	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets							1	1	6	1	3	3	
	Total # of repair tickets restored in ≤ 24hrs							0	1	3	1	3	3	
	% of repair tickets restored ≤ 24 Hours							0%	100%	50.00%	100.00%	100.00%	100.00%	
	Sum of the duration of all outages (hh:mm)							28.18	3.62	1221.95	18.73	4.25	4.25	
	Avg. unadjusted outage duration (hh:mm)							28.18	3.62	203.66	18.73	1.42	1.42	
<b>Refunds</b>	Number of customers who received refunds							0	0	0	0	0	0	
	Monthly amount of rrefunds							0	0	0	0	0	0	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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](mailto: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 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	
<b>Installation Interval</b> 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	0.00	0.04	0.00	
	Total # of service orders	0	0	0	0	0	0	0	0	0	0	1.00	0	
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.04	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0	0	0	0	0	1.00	0	
	Total # of installation commitment met	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	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	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%	100.00%	100.00%	100.00%	
<b>Customers</b>	Acct # for voice or bundle, res+bus							38	38	38	38	38		
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	47	47	47	
	Total # of trouble reports	17	0	1	2	1	1	1	1	0	4	3	2	
	% of trouble reports	30.36%	0.00%	2.22%	4.26%	2.13%	2.13%	2.13%	1.75%	0.00%	8.51%	6.38%	4.26%	
	<b>Adjusted of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	0	0	2	0	0	1	0	0	4.00	0.00	0.00
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	0	0	0	0	0	2.00	0.00	0.00
		% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	100%	100%	100%	50.00%	100.00%	100.00%
	Sum of the duration of all outages (hh:mm)	241	0	0	1	0	0	29	0	0	188.58	0.00	0.00	
	Avg. outage duration (hh:mm)	80.41	0	0	0.58	0.00	0.00	0	0	0	47.15	0.00	0.00	
	Indicate if catastrophic event is in month								no	no	no	no	no	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets								0	0	4	1	1	
	Total # of repair tickets restored in ≤ 24hrs								0	0	2	0	1	
	% of repair tickets restored ≤ 24 Hours								100%	100%	50.00%	0.00%	100.00%	
	Sum of the duration of all outages (hh:mm)								0	0	212.58	356.7	4.33	
	Avg. unadjusted outage duration (hh:mm)								0	0	53.15	356.70	4.33	
<b>Refunds</b>	Number of customers who received refunds								0	0	0	0	0	
	Monthly amount of rrefunds								0	0	0	0	0	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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](mailto: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)