

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			Date filed (08/13/23)			Date filed (11/15/2023)			Date filed (2/15/24)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	27.85	35.94	30.75	61.41	133.69	143.77	24.70	52.07	14.10	23.13	44.34	29.60	
	Total # of service orders	12.00	20.00	17.00	27.00	113.00	141.00	27.00	62.00	27.00	19.00	27.00	19.00	
	Avg. # of business days	2.32	1.80	1.81	2.27	1.18	1.02	0.91	0.84	0.52	1.22	1.64	1.56	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12.00	20.00	17.00	27.00	113.00	141.00	27.00	62.00	27.00	19.00	27.00	19.00	
	Total # of installation commitment met	12.00	20.00	17.00	27.00	113.00	141.00	27.00	62.00	27.00	19.00	27.00	19.00	
	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	6255	6228	6218	6196	6167	6148	6130	6150	6139	6117	6102	6076	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	5939	5921	5895	5919	5945	6000	5984	6006	6003	5930	5858	5820
		Total # of trouble reports	96	42	135	46	71	39	56	62	55	81	47	48
		% of trouble reports	2%	0.71%	2.29%	0.78%	1.19%	0.65%	0.94%	1.03%	0.92%	1.37%	0.80%	0.82%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1631	1618	1618	1618	1622	1716	1744	1738	1720	1661	1611	1609
		Total # of trouble reports	26	1	8	13	12	18	16	8	13	11	11	7
		% of trouble reports	2%	0.06%	0.49%	0.80%	0.74%	1.05%	0.92%	0.46%	0.76%	0.66%	0.68%	0.44%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	74	14	38	27	42	25	40	40	23	16	26	18	
	Total # of repair tickets restored in ≤ 24hrs	74	14	36	23	41	23	37	40	23	16	25	18	
	% of repair tickets restored ≤ 24 Hours	100%	100%	95%	85%	98%	92%	93%	100%	100%	100%	96%	100%	
	Sum of the duration of all outages (hh:mm)	439.84	75.82	354.92	615.20	269.97	208.47	303.74	399.84	179.87	118.31	205.64	91.60	
	Avg. outage duration (hh:mm)	5.94	5.42	9.34	22.79	6.43	8.34	7.59	10.00	7.82	7.39	7.91	5.09	
	Indicate if catastrophic event is in a month	no	no	yes	no	no	no	yes	no					
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	90	32	121	38	47	41	51	52	40	57	44	
		Total # of repair tickets restored in ≤ 24hrs	75	31	81	30	44	30	39	45	30	54	31	40
	% of repair tickets restored ≤ 24 Hours	83.33%	96.88%	66.94%	78.95%	93.62%	73.17%	76.47%	86.54%	75.00%	94.74%	81.58%	90.91%	
	Sum of the duration of all outages (hh:mm)	16959.82	226.08	5392.20	1135.10	500.65	886.20	4934.52	1886.87	14521.82	664.35	454.70	1027.57	
	Avg. outage duration (hh:mm)	188.44	7.07	44.56	29.87	10.65	21.61	96.76	36.29	363.05	11.66	11.97	23.35	
Refunds	Number of customers who received refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	83.40	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	1012	972	1,215	889	1187	1,267	1,048	1,203	1,132	1251	1033	1025	
	Total # of call seconds to reach live agent	10,890	11,100	12,980	10,392	13,992	12,530	12,204	16,674	14,756	18,112	14,850	13,026	
	% ≤ 60 seconds	91.5%	87.3%	90.1%	90.1%	92.1%	93.4%	90.4%	89.9%	83.7%	79.1%	86.0%	89.6%	

Primary Utility Contact Information

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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)

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

*Footnote - Ponderosa is unable to provide the new Raw Data Template for Q1 2023. The changes necessary to update system to provide the information required in the format requested were not able to be implemented in time to facilitate Q1 deadlines. We will be able to comply for Q2 2023.