

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

**Company Name:** The Ponderosa Telephone Co.

**U#:** 1014-C

**Report Year:** 2021

**Reporting Unit Type:**  Total Company  Exchange  Wire Center

**Reporting Unit Name:** Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	71.93	68.67	139.91	138.61	206.83	172.69	74.34	117.47	86.92	87.54	98.85	68.62	
	Total # of service orders	57.00	40.00	61.00	92.00	165.00	93.00	37.00	46.00	36.00	30.00	43.00	29.00	
	Avg. # of business days	1.26	1.72	2.29	1.51	1.25	1.86	2.01	2.55	2.41	2.92	2.30	2.37	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	57.00	40.00	61.00	92.00	165.00	93.00	37.00	46.00	36.00	30.00	43.00	29.00	
	Total # of installation commitment met	57.00	40.00	61.00	92.00	165.00	93.00	37.00	46.00	36.00	30.00	43.00	29.00	
	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	
<b>Customers</b>	Acct # for voice or bundle, res+bus	6290	6312	6328	6348	6363	6390	6388	6422	6429	6421	6429	6446	
<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	5911	5936	5959	6014	6073	6121	6141	6158	6162	6127	6081	6074
		Total # of trouble reports	48	91	57	45	32	38	35	44	44	25	41	46
		% of trouble reports	1%	1.53%	0.96%	0.75%	0.53%	0.62%	0.57%	0.71%	0.71%	0.41%	0.67%	0.76%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1521	1535	1543	1552	1652	1724	1748	1750	1734	1686	1673	1668
		Total # of trouble reports	22	14	20	14	16	24	18	15	8	4	4	16
		% of trouble reports	1%	0.91%	1.30%	0.90%	0.97%	1.39%	1.03%	0.86%	0.46%	0.24%	0.24%	0.96%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	34	57	33	28	21	28	22	30	20	15	8	28	
	Total # of repair tickets restored in ≤ 24hrs	33	55	32	27	21	26	22	29	20	15	8	27	
	% of repair tickets restored ≤ 24 Hours	97%	96%	97%	96%	100%	93%	100%	97%	100%	100%	100%	96%	
	Sum of the duration of all outages (hh:mm)	322.62	513.82	901.50	319.37	179.47	262.68	807.22	278.47	133.00	155.26	56.75	192.55	
	Avg. outage duration (hh:mm)	9.49	9.01	27.32	11.41	8.55	9.38	36.69	9.28	6.65	10.35	7.09	6.88	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	41	74	39	31	31	34	31	33	29	15	30	33	
	Total # of repair tickets restored in ≤ 24hrs	37	63	33	28	22	28	25	30	27	15	25	29	
	% of repair tickets restored ≤ 24 Hours	90.24%	85.14%	84.62%	90.32%	70.97%	82.35%	80.65%	90.91%	93.10%	100.00%	83.33%	87.88%	
	Sum of the duration of all outages (hh:mm)	527.17	2586.60	1438.50	5309.90	8966.03	869.58	2408.17	499.92	304.88	155.27	726.77	374.98	
	Avg. outage duration (hh:mm)	12.86	34.95	36.88	171.29	289.23	25.58	77.68	15.15	10.51	10.35	24.23	11.36	
<b>Refunds</b>	Number of customers who received refunds	4.00	1.00	0.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	1.00	0.00	
	Monthly amount of refunds	183.60	81.20	0.00	6.30	6.30	4.40	43.05	0.00	0.00	0.00	29.40	0.00	
<b>Answer Time (Trouble Reports, 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:** Georganna Payne

**Phone:** 559-868-6343

**Email:** georgannap@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)

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

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	13.89	7.54	0.00	4.52	1.44	4.09	3.14	1.90	5.00	9.54	6.51	
	Total # of service orders	0.00	6.00	5.00	0.00	1.00	1.00	1.00	2.00	2.00	2.00	3.00	2.00	
	Avg. # of business days	0.00	2.32	1.51	0.00	4.52	1.44	4.09	1.57	0.95	2.50	3.18	3.26	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0.00	6.00	5.00	0.00	1.00	1.00	1.00	2.00	2.00	2.00	3.00	2.00	
	Total # of installation commitment met	0.00	6.00	5.00	0.00	1.00	1.00	1.00	2.00	2.00	2.00	3.00	2.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	0%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	413	413	414	413	412	412	409	408	408	407	406	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	830	837	843	842	841	840	840	834	835	833	863	859
		Total # of trouble reports	6	4	5	5	2	4	6	2	3	1	2	6
		% of trouble reports	1%	0.48%	0.59%	0.59%	0.24%	0.48%	0.71%	0.24%	0.36%	0.12%	0.23%	0.70%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	4	3	1	0	2	2	2	0	0	4	
	Total # of repair tickets restored in ≤ 24hrs	2	1	4	3	1	0	2	2	2	0	0	4	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	100%	100%	100%	0%	0%	100%	
	Sum of the duration of all outages (hh:mm)	29.12	2.52	11.12	8.47	4.92	0.00	3.97	24.83	3.78	0.00	0.00	45.73	
	Avg. outage duration (hh:mm)	14.56	2.52	2.78	2.82	4.92	0.00	1.98	12.42	1.89	0.00	0.00	11.43	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	4	3	4	3	1	0	2	2	2	0	1	5	
	Total # of repair tickets restored in ≤ 24hrs	2	1	4	3	1	0	2	2	2	0	0	5	
	% of repair tickets restored ≤ 24 Hours	50.00%	33.33%	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%	0.00%	0.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	166.52	239.40	11.12	8.47	4.92	0.00	3.97	24.83	3.78	0.00	311.68	69.67	
	Avg. outage duration (hh:mm)	41.63	79.80	2.78	2.82	4.92	0.00	1.98	12.42	1.89	0.00	311.68	13.93	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	1	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	6.30	0.00	0.00	0	0	0	0	0	0	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

**Primary Utility Contact Information**

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	11.06	16.65	38.98	45.37	42.66	51.02	17.33	27.72	17.43	22.91	27.95	30.63	
	Total # of service orders	11.00	8.00	19.00	38.00	38.00	28.00	9.00	15.00	8.00	6.00	14.00	10.00	
	Avg. # of business days	1.01	2.08	2.05	1.19	1.12	1.82	1.93	1.85	2.18	3.82	2.00	3.06	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	11.00	8.00	19.00	38.00	38.00	28.00	9.00	15.00	8.00	6.00	14.00	10.00	
	Total # of installation commitment met	11.00	8.00	19.00	38.00	38.00	28.00	9.00	15.00	8.00	6.00	14.00	10.00	
	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	
<b>Customers</b>	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Acct # for voice or bundle, res+bus	1644	1653	1663	1684	1687	1701	1705	1711	1712	1716	1722	1727	
<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	1671	1682	1696	1733	1772	1811	1828	1833	1836	1815	1790	1782
		Total # of trouble reports	13	27	11	20	9	13	6	10	7	7	18	9
		% of trouble reports	1%	1.61%	0.65%	1.15%	0.51%	0.72%	0.33%	0.55%	0.38%	0.39%	1.01%	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 Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	19	5	8	3	8	2	4	4	4	4	4	
	Total # of repair tickets restored in ≤ 24hrs	6	18	5	7	3	7	2	4	4	4	4	4	
	% of repair tickets restored ≤ 24 Hours	100%	95%	100%	88%	100%	88%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	40.42	55.43	68.63	169.02	24.85	105.82	6.27	15.18	26.92	23.45	47.98	4.70	
	Avg. outage duration (hh:mm)	6.74	2.92	13.73	21.13	8.28	13.23	3.13	3.80	6.73	5.86	12.00	1.18	
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	yes	no	no	no	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	10	23	6	10	6	9	4	4	4	4	14	6	
	Total # of repair tickets restored in ≤ 24hrs	10	19	5	7	4	7	2	4	4	4	13	5	
	% of repair tickets restored ≤ 24 Hours	100%	83%	83%	70%	67%	78%	50%	100%	100%	100%	93%	83%	
	Sum of the duration of all outages (hh:mm)	76.53	685.50	162.60	5154.02	446.95	246.42	1378.52	15.18	26.92	23.45	260.62	52.15	
	Avg. outage duration (hh:mm)	7.65	29.80	27.10	515.40	74.49	27.38	344.63	3.80	6.73	5.86	18.62	8.69	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	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	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

**Primary Utility Contact Information**

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Auberry

Measurement (Compile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	19.83	21.66	63.19	22.49	24.64	35.31	8.29	42.42	25.57	35.25	31.53	17.04	
	Total # of service orders	10.00	9.00	18.00	14.00	9.00	10.00	3.00	14.00	11.00	13.00	11.00	8.00	
	Avg. # of business days	1.98	2.41	3.51	1.61	2.74	3.53	2.76	3.03	2.32	2.71	2.87	2.13	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10.00	9.00	18.00	14.00	9.00	10.00	3.00	14.00	11.00	13.00	11.00	8.00	
	Total # of installation commitment met	10.00	9.00	18.00	14.00	9.00	10.00	3.00	14.00	11.00	13.00	11.00	8.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	2058	2066	2063	2062	2058	2059	2044	2056	2058	2048	2049	2062	
<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	2519	2530	2532	2542	2540	2536	2527	2532	2533	2531	2532	2539
		Total # of trouble reports	19	33	28	17	8	10	10	17	23	7	19	20
		% of trouble reports	1%	1.30%	1.11%	0.67%	0.31%	0.39%	0.40%	0.67%	0.91%	0.28%	0.75%	0.79%
	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 Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	10	23	8	8	4	3	6	9	6	4	2	11	
	Total # of repair tickets restored in ≤ 24hrs	10	23	8	8	4	3	6	9	6	4	2	11	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	88.60	175.48	52.75	76.12	42.36	42.72	63.43	95.32	39.63	59.25	3.42	105.42	
	Avg. outage duration (hh:mm)	8.86	7.63	6.59	9.51	10.59	14.24	10.57	10.59	6.61	14.81	1.71	9.58	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	11	26	10	9	4	4	7	9	13	4	13	11	
	Total # of repair tickets restored in ≤ 24hrs	10	24	9	9	4	4	6	9	11	4	10	11	
	% of repair tickets restored ≤ 24 Hours	91%	92%	90%	100%	100%	100%	86%	100%	85%	100%	77%	100%	
	Sum of the duration of all outages (hh:mm)	119.63	227.02	132.87	81.65	42.37	48.95	94.77	95.32	210.15	59.25	149.12	105.42	
	Avg. outage duration (hh:mm)	10.88	8.73	13.29	9.07	10.59	12.24	13.54	10.59	16.17	14.81	11.47	9.58	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	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	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

**Primary Utility Contact Information**

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Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Wishon

Measurement (Compile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	0.00	4.56	0.32	7.63	0.00	0.77	0.00	3.46	4.95	0.00	0.00	
	Total # of service orders	0.00	0.00	1.00	2.00	2.00	0.00	1.00	0.00	1.00	1.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	4.56	0.16	3.81	0.00	0.77	0.00	3.46	4.95	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	1.00	2.00	2.00	0.00	1.00	0.00	1.00	1.00	0.00	0.00	
	Total # of installation commitment met	0.00	0.00	1.00	2.00	2.00	0.00	1.00	0.00	1.00	1.00	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	0%	0%	100%	100%	100%	0%	100%	0%	100%	100%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	28	28	30	29	29	29	30	31	32	33	33	34	
<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	77	76	77	76	80	79	82	84	84	84	84	84
		Total # of trouble reports	0	0	1	0	0	0	0	0	0	0	0	0
		% of trouble reports	0%	0.00%	1.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0.00%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	1	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	309.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	0.00	0.00	309.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	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	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

**Primary Utility Contact Information**

Name: Georganna Payne

Phone: 559-868-6343

Email: georgannap@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)

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

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	3.72	0.01	7.14	8.43	2.90	0.00	6.55	0.89	2.82	5.23	5.23	
	Total # of service orders	1.00	1.00	1.00	3.00	3.00	1.00	0.00	2.00	1.00	1.00	2.00	4.00	
	Avg. # of business days	0.00	3.72	0.01	2.38	2.81	2.90	0.00	3.28	0.89	2.82	2.61	1.31	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1.00	1.00	1.00	3.00	3.00	1.00	0.00	2.00	1.00	1.00	2.00	4.00	
	Total # of installation commitment met	1.00	1.00	1.00	3.00	3.00	1.00	0.00	2.00	1.00	1.00	2.00	4.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	244	245	247	249	251	250	250	250	250	249	249	251	
<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	317	318	319	321	323	320	321	322	320	320	319	325
		Total # of trouble reports	13	6	9	5	0	4	2	4	1	2	1	9
		% of trouble reports	4%	1.89%	2.82%	1.56%	0.00%	1.25%	0.62%	1.24%	0.31%	0.63%	0.31%	2.77%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	2	7	4	0	0	1	1	0	1	0	2	
	Total # of repair tickets restored in ≤ 24hrs	7	2	7	4	0	0	1	1	0	1	0	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%	100%	100%	0%	100%	0%	100%	
	Sum of the duration of all outages (hh:mm)	43.12	26.47	11.68	34.02	0.00	0.00	5.07	18.90	0.00	3.28	0.00	22.07	
	Avg. outage duration (hh:mm)	6.16	13.23	1.67	8.50	0.00	0.00	5.07	18.90	0.00	3.28	0.00	11.03	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	7	2	8	4	0	0	1	1	0	1	0	
		Total # of repair tickets restored in ≤ 24hrs	7	2	7	4	0	0	1	1	0	1	0	
		% of repair tickets restored ≤ 24 Hours	100%	100%	88%	100%	0%	0%	100%	100%	0%	100%	0%	100%
		Sum of the duration of all outages (hh:mm)	43.12	26.47	36.47	34.02	0.00	0.00	5.07	18.90	0.00	3.28	0.00	22.07
	Avg. outage duration (hh:mm)	6.16	13.23	4.56	8.50	0.00	0.00	5.07	18.90	0.00	3.28	0.00	11.03	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	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	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

**Primary Utility Contact Information**

Name: Georganna Payne

Phone: 559-868-6343

Email: georgannap@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)

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

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: North Fork

Measurement (Compile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	17.84	8.33	24.72	42.37	36.98	36.63	29.51	29.22	27.46	16.58	24.53	7.95	
	Total # of service orders	8.00	4.00	15.00	20.00	17.00	14.00	11.00	8.00	10.00	6.00	11.00	3.00	
	Avg. # of business days	2.23	2.08	1.65	2.12	2.18	2.62	2.68	3.65	2.75	2.76	2.23	2.65	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	8.00	4.00	15.00	20.00	17.00	14.00	11.00	8.00	10.00	6.00	11.00	3.00	
	Total # of installation commitment met	8.00	4.00	15.00	20.00	17.00	14.00	11.00	8.00	10.00	6.00	11.00	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1546	1550	1556	1553	1563	1571	1575	1583	1583	1584	1585	1584	
<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	1721	1724	1731	1739	1761	1774	1786	1793	1793	1781	1759	1753
		Total # of trouble reports	16	31	18	8	15	15	19	17	14	11	4	17
		% of trouble reports	1%	1.80%	1.04%	0.46%	0.85%	0.85%	1.06%	0.95%	0.78%	0.62%	0.23%	0.97%
	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 Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	11	6	4	8	7	6	9	6	5	2	7	
	Total # of repair tickets restored in ≤ 24hrs	6	11	6	4	8	7	6	9	6	5	2	6	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	86%	
	Sum of the duration of all outages (hh:mm)	53.27	130.57	46.87	13.47	75.38	32.85	650.93	64.75	52.40	47.10	5.35	14.63	
	Avg. outage duration (hh:mm)	8.88	11.87	7.81	3.37	9.42	4.69	108.49	7.19	8.73	9.42	2.67	2.09	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	6	18	6	4	9	7	11	12	8	5	2	9	
	Total # of repair tickets restored in ≤ 24hrs	6	17	6	4	8	7	9	10	8	5	2	6	
	% of repair tickets restored ≤ 24 Hours	100%	94%	100%	100%	89%	100%	82%	83%	100%	100%	100%	67%	
	Sum of the duration of all outages (hh:mm)	53.27	176.85	46.87	13.47	635.12	32.85	650.93	286.20	53.77	47.10	5.35	125.68	
	Avg. outage duration (hh:mm)	8.88	9.83	7.81	3.37	70.57	4.69	59.18	23.85	6.72	9.42	2.67	13.96	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	1	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	43.05	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

**Primary Utility Contact Information**

Name: Georganna Payne

Phone: 559-868-6343

Email: georgannap@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)

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

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Big Creek

Measurement (Compile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	23.20	4.41	0.90	20.93	81.96	45.39	14.21	8.43	10.22	0.02	0.07	1.26	
	Total # of service orders	27.00	12.00	2.00	15.00	95.00	39.00	11.00	5.00	3.00	1.00	2.00	2.00	
	Avg. # of business days	0.86	0.37	0.45	1.40	0.86	1.16	1.29	1.69	3.41	0.02	0.04	0.63	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	27.00	12.00	2.00	15.00	95.00	39.00	11.00	5.00	3.00	1.00	2.00	2.00	
	Total # of installation commitment met	27.00	12.00	2.00	15.00	95.00	39.00	11.00	5.00	3.00	1.00	2.00	2.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	323	322	320	324	330	335	342	350	353	351	352	351	
<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	254	264	264	274	368	445	464	471	456	411	369	362
		Total # of trouble reports	2	3	4	4	13	16	9	6	4	1	0	0
		% of trouble reports	1%	1.14%	1.52%	1.46%	3.53%	3.60%	1.94%	1.27%	0.88%	0.24%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	2	1	5	10	5	5	2	1	0	0	
	Total # of repair tickets restored in ≤ 24hrs	1	0	2	1	5	9	5	4	2	1	0	0	
	% of repair tickets restored ≤ 24 Hours	50%	0%	100%	100%	100%	90%	100%	80%	100%	100%	0%	0%	
	Sum of the duration of all outages (hh:mm)	50.15	123.35	40.47	18.28	31.95	81.30	77.55	59.48	10.27	22.18	0.00	0.00	
	Avg. outage duration (hh:mm)	25.08	123.35	20.23	18.28	6.39	8.13	15.51	11.90	5.13	22.18	0.00	0.00	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	1	3	1	10	14	6	5	2	1	0	0	
	Total # of repair tickets restored in ≤ 24hrs	1	0	2	1	5	10	5	4	2	1	0	0	
	% of repair tickets restored ≤ 24 Hours	50%	0%	67%	100%	50%	71%	83%	80%	100%	100%	0%	0%	
	Sum of the duration of all outages (hh:mm)	50.15	171.35	69.55	18.28	7693.97	541.37	274.92	59.48	10.27	22.18	0.00	0.00	
	Avg. outage duration (hh:mm)	25.08	171.35	23.18	18.28	769.40	38.67	45.82	11.90	5.13	22.18	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	1	1	0	0	0	0	1	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	6.30	4.40	0.00	0.00	0.00	0.00	29.40	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

**Primary Utility Contact Information**

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	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	0.15	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	0.00	0.00	0.00	0.00	0.00	1.00	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	0.00	0.00	0.00	
	% of commitment met	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	34	35	35	34	33	33	33	33	33	33	33	32	
<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	43	40	40	39	40	40	41	39	39	38	38	38
		Total # of trouble reports	1	1	1	0	1	0	1	3	0	0	1	1
		% of trouble reports	2%	2.50%	2.50%	0.00%	2.50%	0.00%	2.44%	7.69%	0.00%	0.00%	2.63%	2.63%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	1	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	17.95	0.00	669.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	17.95	0.00	669.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	1	1	0	1	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	17.95	1060.02	669.98	0.00	142.72	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	17.95	1060.02	669.98	0.00	142.72	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	4	1	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	183.60	81.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

**Primary Utility Contact Information**

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Date 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)