

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2022

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/13/22)			Date filed (08/15/22)			Date filed (11/15/2022)			Date filed (2/15/23)			
		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	149.23	74.29	116.26	140.36	210.92	108.29	123.88	103.22	106.21	66.77	30.25	57.32	
	Total # of service orders	43.00	31.00	54.00	77.00	151.00	83.00	36.00	47.00	46.00	36.00	14.00	19.00	
	Avg. # of business days	3.47	2.40	2.15	1.82	1.40	1.30	3.44	2.20	2.31	1.85	2.16	3.02	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	43.00	31.00	54.00	77.00	151.00	83.00	36.00	47.00	46.00	36.00	14.00	19.00	
	Total # of installation commitment met	43.00	31.00	54.00	76.00	151.00	83.00	36.00	47.00	46.00	36.00	14.00	19.00	
	Total # of installation commitment missed	0.00	0.00	0.00	1.00	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	6460	6451	6400	6386	6356	6349	6332	6321	6330	6313	6293	6291	
<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	6024	6070	6110	6109	6104	6112	6067	5991	5960
		Total # of trouble reports	41	57	40	43	59	32	39	47	63	32	105	74
		% of trouble reports	1%	0.96%	0.67%	0.71%	0.97%	0.52%	0.64%	0.77%	1.03%	0.53%	1.75%	1.24%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1521	1535	1543	1677	1730	1789	1789	1782	1767	1701	1648	1638
		Total # of trouble reports	14	11	17	11	12	33	10	17	25	6	20	16
		% of trouble reports	1%	0.72%	1.10%	0.66%	0.69%	1.84%	0.56%	0.95%	1.41%	0.35%	1.21%	0.98%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	26	27	29	22	42	24	18	27	60	21	62	50	
	Total # of repair tickets restored in ≤ 24hrs	24	27	29	21	39	21	18	27	60	21	61	46	
	% of repair tickets restored ≤ 24 Hours	92%	100%	100%	95%	93%	88%	100%	100%	100%	100%	98%	92%	
	Sum of the duration of all outages (hh:mm)	310.80	143.93	151.68	191.28	312.84	921.54	163.26	209.50	499.60	101.44	442.83	588.73	
	Avg. outage duration (hh:mm)	11.95	5.33	5.23	8.69	7.45	38.40	9.07	7.76	8.33	4.83	7.14	11.77	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	28	37	32	27	48	28	24	35	71	21	102	59	
	Total # of repair tickets restored in ≤ 24hrs	24	34	30	26	41	23	20	27	71	21	81	54	
	% of repair tickets restored ≤ 24 Hours	85.71%	91.89%	93.75%	96.30%	85.42%	82.14%	83.33%	77.14%	100.00%	100.00%	79.41%	91.53%	
	Sum of the duration of all outages (hh:mm)	415.73	379.70	567.70	256.10	889.47	1781.18	3712.23	1047.20	542.17	101.43	1443.35	685.92	
	Avg. outage duration (hh:mm)	14.85	10.26	17.74	9.49	18.53	63.61	154.68	29.92	7.64	4.83	14.15	11.63	
<b>Refunds</b>	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	0.00	
	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	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)