

**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
Installation Interval Min. standard = 5 bus. days	Total # of business days	149.23	74.29	116.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	43.00	31.00	54.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	3.47	2.40	2.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	43.00	31.00	54.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	43.00	31.00	54.00	0.00	0.00	0.00	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	
	% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	6461	6452	6401	0	0	0	0	0	0	0	0	
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	5911	5936	5959	0	0	0	0	0	0	0	0
		Total # of trouble reports	41	57	40	0	0	0	0	0	0	0	0
		% of trouble reports	1%	0.96%	0.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1521	1535	1543	0	0	0	0	0	0	0	0
		Total # of trouble reports	14	11	17	0	0	0	0	0	0	0	0
		% of trouble reports	1%	0.72%	1.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	26	27	29	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	24	27	29	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	92%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	310.80	143.93	151.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	11.95	5.33	5.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	28	37	32	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	24	34	30	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	85.71%	91.89%	93.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	415.73	379.70	567.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	14.85	10.26	17.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
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	
	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	
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												
	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)