

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/24)			Date filed (08/15/24)			Date filed (11/15/2024)			Date filed (2/14/25)			
		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	20.51	21.31	4.23	54.50	188.93	76.78	23.21	5.74	4.13	0.00	0.00	0.00	
	Total # of service orders	17.00	18.00	10.00	41.00	187.00	79.00	26.00	14.00	5.00	0.00	0.00	0.00	
	Avg. # of business days	1.21	1.18	0.42	1.33	1.01	0.97	0.89	0.41	0.83	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	17.00	18.00	10.00	41.00	187.00	79.00	26.00	14.00	5.00	0.00	0.00	0.00	
	Total # of installation commitment met	17.00	18.00	10.00	41.00	185.00	79.00	26.00	14.00	5.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	99%	100%	100%	100%	100%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	6051	6033	6022	5979	5970	5954	5891	5801	4993	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	5771	5751	5735	5707	5760	5802	5785	5771	5106	0	0	0
		Total # of trouble reports	62	33	54	53	54	50	80	82	36	0	0	0
		% of trouble reports	1%	0.57%	0.94%	0.93%	0.94%	0.86%	1.38%	1.42%	0.71%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1591	1588	1585	1577	1647	1703	1719	1710	1558	0	0	0
		Total # of trouble reports	14	10	11	8	8	10	14	18	9	0	0	0
		% of trouble reports	1%	0.63%	0.69%	0.51%	0.49%	0.59%	0.81%	1.05%	0.58%	0.00%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	23	18	20	21	21	25	42	50	22	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	23	18	20	21	21	25	40	45	21	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	95%	90%	95%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	202.82	135.39	227.73	150.45	151.40	133.37	479.07	509.55	307.38	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	8.82	7.52	11.39	7.16	7.21	5.33	11.41	10.19	13.97	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month	No	Yes	Yes	No	No	No	No	Yes					
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	36	21	39	24	30	42	64	60	26	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	30	18	32	20	24	36	45	48	24	0	0	0	
	% of repair tickets restored ≤ 24 Hours	83.33%	85.71%	82.05%	83.33%	80.00%	85.71%	70.31%	80.00%	92.31%	0.00%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	3644.47	403.45	600.82	277.22	3275.63	504.70	5877.98	1822.87	404.20	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	101.24	19.21	15.41	11.55	109.19	12.02	91.84	30.38	15.55	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	1.00	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	52.17	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	1377	830	906	890	1112	1,184	1,232	1,162	1,119				
	Total # of call seconds to reach live agent	22,491	9,020	10,788	8,860	12,155	12,947	13,508	11,400	11,190				
	% ≤ 60 seconds	84.6%	93.5%	94.2%	94.5%	93.6%	91.9%	93.3%	92.8%	94.5%				

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.