

**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	
<b>Installation Interval</b> 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	3.29	9.33	11.86	
	Total # of service orders	17.00	18.00	10.00	41.00	187.00	79.00	26.00	14.00	5.00	7.00	9.00	9.00	
	Avg. # of business days	1.21	1.18	0.42	1.33	1.01	0.97	0.89	0.41	0.83	0.47	1.04	1.32	
<b>Installation Commitment</b> 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	7.00	9.00	9.00	
	Total # of installation commitment met	17.00	18.00	10.00	41.00	185.00	79.00	26.00	14.00	5.00	7.00	9.00	9.00	
	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%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	6051	6033	6022	5979	5970	5954	5891	5801	4993	4748	4539	4427	
<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	5771	5751	5735	5707	5760	5802	5785	5771	5106	4931	4621	4505
		Total # of trouble reports	62	33	54	53	54	50	80	82	36	59	25	45
		% of trouble reports	1%	0.57%	0.94%	0.93%	0.94%	0.86%	1.38%	1.42%	0.71%	1.20%	0.54%	1.00%
	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	1480	1415	1388
		Total # of trouble reports	14	10	11	8	8	10	14	18	9	22	10	11
		% of trouble reports	1%	0.63%	0.69%	0.51%	0.49%	0.59%	0.81%	1.05%	0.58%	1.49%	0.71%	0.79%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	23	18	20	21	21	25	42	50	22	10	11	28	
	Total # of repair tickets restored in ≤ 24hrs	23	18	20	21	21	25	40	45	21	10	11	27	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	95%	90%	95%	100%	100%	96%	
	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	69.84	117.95	219.63	
	Avg. outage duration (hh:mm)	8.82	7.52	11.39	7.16	7.21	5.33	11.41	10.19	13.97	6.98	10.72	7.84	
	Indicate if catastrophic event is in a month	No	Yes	Yes	No	No	No	No	No	Yes	No	Nov	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	36	21	39	24	30	42	64	60	26	45	21	34	
	Total # of repair tickets restored in ≤ 24hrs	30	18	32	20	24	36	45	48	24	32	20	30	
	% of repair tickets restored ≤ 24 Hours	83.33%	85.71%	82.05%	83.33%	80.00%	85.71%	70.31%	80.00%	92.31%	71.11%	95.24%	88.24%	
	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	631.82	199.22	397.03	
	Avg. outage duration (hh:mm)	101.24	19.21	15.41	11.55	109.19	12.02	91.84	30.38	15.55	14.04	9.49	11.68	
<b>Refunds</b>	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	
<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	1473	830	906	890	1112	1,184	1,232	1,160	1,119	1113	919	834	
	Total # of call seconds to reach live agent	22,736	9,020	10,788	8,860	12,155	12,947	13,508	11,380	11,190	9,972	8,118	8,300	
	% ≤ 60 seconds	85.0%	93.5%	94.2%	94.5%	93.6%	91.9%	93.3%	92.8%	94.5%	95.1%	94.2%	94.0%	

**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.