

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2025

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/14/25)			Date filed (2/16/26)			
		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	2.88	15.06	6.08	29.15	132.55	50.09	9.57	11.92	8.09	8.62	10.57	7.62	
	Total # of service orders	7.00	13.00	13.00	34.00	128.00	72.00	18.00	6.00	9.00	9.00	5.00	4.00	
	Avg. # of business days	0.41	1.16	0.47	0.86	1.04	0.70	0.53	1.99	0.90	0.96	2.11	1.91	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7.00	13.00	13.00	34.00	128.00	72.00	18.00	6.00	9.00	9.00	5.00	4.00	
	Total # of installation commitment met	7.00	13.00	13.00	34.00	128.00	72.00	18.00	6.00	9.00	9.00	5.00	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%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	4319	4046	3837	3727	3597	3532	3466	3387	3312	3250	3203	3153	
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	4398	4198	3988	3892	3861	3861	3810	3757	3696	3608	3523	3463
		Total # of trouble reports	53	29	31	39	57	28	18	24	44	39	41	48
		% of trouble reports	1%	0.69%	0.78%	1.00%	1.48%	0.73%	0.47%	0.64%	1.19%	1.08%	1.16%	1.39%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1356	1323	1274	1258	1282	1296	1288	1265	1244	1181	1148	1129
		Total # of trouble reports	12	12	14	14	11	6	8	17	6	19	14	20
		% of trouble reports	1%	0.91%	1.10%	1.11%	0.86%	0.46%	0.62%	1.34%	0.48%	1.61%	1.22%	1.77%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	24	15	22	18	15	9	12	18	21	35	23	30	
	Total # of repair tickets restored in < 24hrs	23	14	22	18	15	8	12	17	20	35	23	28	
	% of repair tickets restored ≤ 24 Hours	96%	93%	100%	100%	100%	89%	100%	94%	95%	100%	100%	93%	
	Sum of the duration of all outages (hh:mm)	503.87	125.40	136.73	157.65	117.30	59.65	119.51	138.13	155.42	141.12	158.13	192.41	
	Avg. outage duration (hh:mm)	20.99	8.36	6.22	8.76	7.82	6.63	9.96	7.67	7.40	4.03	6.88	6.41	
	Indicate if catastrophic event is in a month	No	Yes	Yes	No	No	No	No	No	Yes	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	34	19	26	22	16	20	12	20	32	41	24	39	
	Total # of repair tickets restored in ≤ 24hrs	31	16	24	22	16	16	10	17	30	39	24	34	
	% of repair tickets restored ≤ 24 Hours	91.18%	84.21%	92.31%	100.00%	100.00%	80.00%	83.33%	85.00%	93.75%	95.12%	100.00%	87.18%	
	Sum of the duration of all outages (hh:mm)	758.43	396.60	293.27	164.30	118.55	249.10	166.52	189.58	258.18	262.90	158.35	420.92	
	Avg. outage duration (hh:mm)	22.31	20.87	11.28	7.47	7.41	12.45	13.88	9.48	8.07	6.41	6.60	10.79	
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	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	
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	938	989	1,006	869	1,056	884	806	794	901	992	831	832	
	Total # of call seconds to reach live agent	9,280	9,750	8,973	8,510	9,405	7,902	7,209	7,128	8,850	9,780	9,009	9,042	
	% ≤ 60 seconds	92.3%	92.3%	93.1%	91.3%	93.5%	93.8%	94.0%	95.0%	91.6%	91.5%	91.2%	91.9%	

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.