

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2026

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 (11/14/2025)			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	7.48	11.99	12.00	17.46	98.29	10.73	0.00	0.00	0.00	0.00	0.00	0.00
	Total # of service orders	9.00	10.00	13.00	31.00	83.00	25.00	0.00	0.00	0.00	0.00	0.00	0.00
	Avg. # of business days	0.83	1.20	0.92	0.56	1.18	0.43	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	9.00	10.00	13.00	31.00	83.00	25.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total # of installation commitment met	9.00	10.00	13.00	31.00	83.00	25.00	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	0.00
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Customers	Acct # for voice or bundle, res+bus	3044	2859	2731	2612	2557	2501	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	3353	3188	3063	2995	2994	2965	0	0	0	0	0
		Total # of trouble reports	24	39	33	53	38	33	0	0	0	0	0
		% of trouble reports	1%	1.22%	1.08%	1.77%	1.27%	1.11%	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	1111	1060	1042	1022	1052	1049	0	0	0	0	0
		Total # of trouble reports	5	11	9	12	7	5	0	0	0	0	0
		% of trouble reports	0%	1.04%	0.86%	1.17%	0.67%	0.48%	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	11	20	24	32	17	12	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	11	19	23	31	17	11	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	95%	96%	97%	100%	92%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	67.23	167.63	186.90	271.56	204.08	172.57	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	6.11	8.38	7.79	8.49	12.00	14.38	0.00	0.00	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month	No	Yes	Yes									
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	14	30	27	34	27	17	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	12	23	25	30	20	11	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	85.71%	76.67%	92.59%	88.24%	74.07%	64.71%	0.00%	0.00%	0.00%	0.00%	0.00%
		Sum of the duration of all outages (hh:mm)	187.40	480.68	261.88	503.98	1260.88	437.98	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	13.39	16.02	9.70	14.82	46.70	25.76	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	918	934	943	958	919	556						
	Total # of call seconds to reach live agent	9,845	10,872	11,064	10,395	9,080	6,039						
	% ≤ 60 seconds	90.6%	88.7%	88.2%	92.3%	93.7%	93.0%						

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.