

**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						
	Total # of service orders	17.00	18.00	10.00	41.00	187.00	79.00						
	Avg. # of business days	1.21	1.18	0.42	1.33	1.01	0.97						
<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						
	Total # of installation commitment met	17.00	18.00	10.00	41.00	185.00	79.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00						
	% of commitment met	100%	100%	100%	100%	99%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	6051	6033	6022	5979	5970	5954						
<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	5638	5691	5733					
		Total # of trouble reports	62	33	54	53	54	50					
		% of trouble reports	1%	0.57%	0.94%	0.94%	0.95%	0.87%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1591	1588	1585	1519	1589	1645					
		Total # of trouble reports	14	10	11	8	8	10					
		% of trouble reports	1%	0.63%	0.69%	0.53%	0.50%	0.61%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	23	18	20	21	21	25						
	Total # of repair tickets restored in ≤ 24hrs	23	18	20	21	21	25						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	202.82	135.39	227.73	150.45	151.40	133.37						
	Avg. outage duration (hh:mm)	8.82	7.52	11.39	7.16	7.21	5.33						
	Indicate if catastrophic event is in a month	No	Yes	Yes	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	36	21	39	24	30	42						
	Total # of repair tickets restored in ≤ 24hrs	30	18	32	20	24	36						
	% of repair tickets restored ≤ 24 Hours	83.33%	85.71%	82.05%	83.33%	80.00%	85.71%						
	Sum of the duration of all outages (hh:mm)	3644.47	403.45	600.82	277.22	3275.63	504.70						
	Avg. outage duration (hh:mm)	101.24	19.21	15.41	11.55	109.19	12.02						
<b>Refunds</b>	Number of customers who received refunds	1.00	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						
<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	1377	830	906	890	1112	1,184						
	Total # of call seconds to reach live agent	22,491	9,020	10,788	8,860	12,155	12,947						
	% ≤ 60 seconds	84.6%	93.5%	94.2%	94.5%	93.6%	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.