

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Ducor, Kennedy Meadows, and Rancho Tehama

Measurement (Compile monthly, file quarterly)		Date filed (6/14/2017)			Date filed			Date filed			Date filed			
		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	-0.53	2.29	1.19	35.7	36.56	21.82							
	Total # of service orders	19	14	22	1.48	1.51	0.92							
	Avg. # of business days	-0.03	0.16	0.05	0.09	0.06	0.12							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	19	14	22	17	22	8							
	Total # of installation commitment met	19	14	22	17	22	8							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	100%	100%	100%	100%	100%	100%							
Customers	Acct # for voice or bundle, res+bus	995	998	993	1,032	1,041	1,038							
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				1,032	1,041	1,038						
		Total # of trouble reports				7	7	17						
		% of trouble reports				0.01	0.01	0.02						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	995	998	993									
		Total # of trouble reports	15	10	8									
		% of trouble reports	0.01	0.01	0.01									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	12	9	7	2	5	13							
	Total # of repair tickets restored in ≤ 24hrs	12	9	7	2	5	12							
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%							
	Sum of the duration of all outages (hh:mm)	36:43:00	10:55	31:40	3:45	10:40	40:40:00							
	Avg. outage duration (hh:mm)	10:43:00	1:13	4:31	1:53	2:08	3:08							
	Indicate if catastrophic event is in month	No	No	No	No	No	No							
Unadjusted Out of Service Report	Total # of outage report tickets	12	9	7	2	5	15							
	Total # of repair tickets restored in ≤ 24hrs	12	9	7	2	5	14							
	% of repair tickets restored ≤ 24 Hours	3	100%	100%	1	1	93							
	Sum of the duration of all outages (hh:mm)	36:45:00	10:55	31:40	3:45	10:50	86:30:00							
	Avg. outage duration (hh:mm)	4:04:15	1:13	4:31	1:53	2:08	5:46							
Refunds	Number of customers who received refunds	3	4	3	7	5	5							
	Monthly amount of refunds	\$35.07	\$45.59	\$53.00	\$234.77	\$84.06	\$120.96							
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													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: Eric Votaw

Phone: 661-834-7700

Email: evotaw@ducortelco.com

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: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Ducor Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)		
		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	-78.41	8.06	2:30	9.55	-5.47	4.5						
	Total # of service orders	-3.27	0.36	0.1	0.4	-0.23	0.19						
	Avg. # of business days	-0.82	0.12	0.01	0.13	-0.06	0.1						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	3	5	3	3	2						
	Total # of installation commitment met	4	3	5	3	3	2						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	279	280	281	283	282	283						
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	279	280	281	283	282	283					
		Total # of trouble reports	7	1	4	0	2	1					
		% of trouble reports	2%	0%	1%	0	1%	0%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	1	4	0	1	0						
	Total # of repair tickets restored in ≤ 24hrs	4	1	4	0	1	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	9:15	2:00	12:40	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	2:19	2:00	3:10	0:00	0:00	0:00						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	4	1	4	0	1	0						
	Total # of repair tickets restored in ≤ 24hrs	4	1	4	0	1	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	9:15	2:00	12:40	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	2:19	2:00	3:10	0:00	0:00	0:00						
Refunds	Number of customers who received refunds												
	Monthly amount of refunds												
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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Rancho Tehama Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)		
		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	65.6	46.17	26.01	20.99	38.37	14.32						
	Total # of service orders	2.74	1.92	1.08	0.86	1.59	0.60						
	Avg. # of business days	0.18	0.19	0.02	0.009	0.1	0.15						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	15	10	16	10	15	4						
	Total # of installation commitment met	15	10	16	10	15	4						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	564	565	559	578	584	578						
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	564	565	559	577	584	578					
		Total # of trouble reports	5	7	2	7	5	15					
		% of trouble reports	1%	1%	0%	1%	1%	3%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	6	1	2	4	12						
	Total # of repair tickets restored in ≤ 24hrs	5	6	1	2	4	11						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	92%						
	Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15	3:45	10:30	35:20:00						
	Avg. outage duration (hh:mm)	1:09	0:56	15:15	1:53	2:38	2:57						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	5	6	1	2	4	14						
	Total # of repair tickets restored in ≤ 24hrs	5	6	1	2	4	13						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	93%						
	Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15	3:45	10:30	0:00						
	Avg. outage duration (hh:mm)	1:09	0:56	13:15	1:53	2:38	5.48						
Refunds	Number of customers who received refunds												
	Monthly amount of refunds												
	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												
Total # of call seconds to reach live agent													
% ≤ 60 seconds													

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Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kennedy Meadows Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)			
		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	0	1	0.01	5.16	3.66	3							
	Total # of service orders	0	0.27	0.01	0.22	0.15	0.13							
	Avg. # of business days	0	0.01	0.01	0.06	0.04	0.07							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	1	4	4	2							
	Total # of installation commitment met	0	1	1	4	4	2							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	0%	100%	100%	100%	100%	100%							
Customers		Acct # for voice or bundle, res+bus	152	153	153	171	172	175						
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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	152	153	153	171	172	175						
		Total # of trouble reports	3	2	1	0	0	1						
		% of trouble reports	2%	1%	1%	0%	0%	1%						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	2	0	0	1							
	Total # of repair tickets restored in ≤ 24hrs	3	2	2	0	0	1							
	% of repair tickets restored ≤ 24 Hours	100	100%	100%	100%	100%	100%							
	Sum of the duration of all outages (hh:mm)	21:43	3:20	5:45	0:00	0:00	5:20							
	Avg. outage duration (hh:mm)	7:15	1:40	2:53	0:00	0:00	5:20							
	Indicate if catastrophic event is in month	No	No	No	No	No	No							
Unadjusted Out of Service Report	Total # of outage report tickets	3	2	2	0	0	1							
	Total # of repair tickets restored in ≤ 24hrs	3	2	2	0	0	1							
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%							
	Sum of the duration of all outages (hh:mm)	21:45	3:20	5:45	0:00	0:00	5:20							
	Avg. outage duration (hh:mm)	7:15	1:40	2:53	0:00	0:00	5:20							
Refunds		Number of customers who received refunds												
	Monthly amount of refunds													
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												
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