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

Company Name:	Ducor Telephone Company	U#:
Reporting Unit Type:	✓ Total Company	Reporti

		Date filed (6/14/2017)				Date filed		Date filed				
	1st Quarter				2nd Quarter		3rd Quarter	-	4th Quarter			
	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	-0.53	2.29	1.19									<b> </b>
	19	14	22									
	-0.03	0.16	0.05									<b> </b>
ents	19	14	22									
ent met	19	14	22									<b> </b>
ent missed	0	0	0									<b> </b>
	100%	100%	100%									ļ
+bus	995	998	993									
												Í
												Ī
												Í
												ĺ
	995	998	993									ĺ
	15	10	8									
	0.01	0.01	0.01							<u> </u>		
	12	9	7									
d in <u>&lt;</u> 24hrs	12	9	7									
_	100.0%	100.0%	100.0%									
	36:43:00	10:55	31:40									
	10:43:00	1:13	4:31									
	No	No	4.31 No									
s in month										ļ		
	12	9	7									<b> </b>
ed in <u>&lt;</u> 24hrs	12	9	7									ļ
24 Hours	3	100%	100%									
ges (hh:mm) 3	36:45:00	10:55	31:40									
4	4:04:15	1:13	4:31									1
eived refunds	3	4	3									[
	\$35.07	\$45.59	\$53.00									
k Non-Billing												i
h live agent												i
												[
											Image: Second se Image: Exact second seco	Image: Constraint of the second se

Primary Utility Contact Information

Name: Eric Votaw

Phone: 661-834-7700

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)

U-1007-C

Report Year:

2017

Reporting Unit Name:

## Total Ducor, Kennedy Meadows, and Rancho Tehama

Email: <u>evotaw@ducortelco.com</u>

Company Name:

Ducor Telephone Company

Reporting Unit Type:

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) 4th Quarter				
			lon	1st Quarter	Mor	Apr	2nd Quarter	lun		3rd Quarter		Oct		
		Total # of business days	Jan -78.41	<b>Feb</b> 8.06	Mar 2:30	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min_standard = 5 bus_days		· · · · · · · · · · · · · · · · · · ·	-3.27	0.36	0.1									<u> </u>
		Avg. # of business days	-0.82	0.12	0.01									
Total # of installation commitments		4	3	5									<u> </u>	
Installation Comn	nitment	Total # of installation commitment met	4	3	5									<u> </u>
	5% commitment met	Total # of installation commitment missed	0	0	0									<u> </u>
		% of commitment met	100%	100	100%									
Customers		Acct # for voice or bundle, res+bus	279	280	281									
Customer Trouble	e Report	í												
		Total # of working lines												
	6% (6 per 100 working lines for units w/ $\geq$ 3,000 lines)	Total # of trouble reports												
ą		% of trouble reports												
. Standar		Total # of working lines												
	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Mir		Total # of working lines	279	280	281	-								<u> </u>
	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of trouble reports	7	1	4									<u> </u>
		% of trouble reports	2%	0%	1%									<u> </u>
	I	Total # of outage report tickets	4	1	4									<u> </u>
		Total # of repair tickets restored in $\leq$ 24hrs	4	1	4									<u> </u>
Adjusted		% of repair tickets restored $\leq$ 24 Hours	100%	100%	100%									<u> </u>
Out of Service Re		Sum of the duration of all outages (hh:mm)	9:15	2:00	12:40									<u> </u>
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	2:19	2:00	3:10									<u> </u>
		Indicate if catastrophic event is in month	No	No	No									
		Total # of outage report tickets	4	1	1									
Unadjusted		Total # of repair tickets restored in $\leq$ 24hrs	4	1	4									<b> </b>
Out of Service Re	Port	% of repair tickets restored $\leq 24$ Hours	100%	100%	100%									<b> </b>
	port													<b> </b>
		Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)	9:15	2:00	12:40									<u> </u>
		5 5 V /	2:19	2:00	3:10									<b> </b>
		Number of customers who received refunds												<u> </u>
Refunds	uble Penerte Pilling 9 Neg Pilling)	Monthly amount of refunds												<u> </u>
	uble Reports, Billing & Non-Billing) 0% of calls <u>&lt; 6</u> 0 seconds to reach	Total # of calls for TD, Dilling & Mar Dilling												<u> </u>
		Total # of calls for TR, Billing & Non-Billing												<u> </u>
nive agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent %<_60 seconds												<u> </u>
														<b> </b>
														L

Primary Utility Contact Information

Name: Eric Votaw

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)

Phone: 661-834-7700

U#: U-1007-C

Report Year:

2016

Reporting Unit Name:

Ducor Exchange

Email: evotaw@ducortelco.com

Company Name:

**Ducor Telephone Company** 

Reporting Unit Type:

Measurement (Compile monthly, file quarterly)				Date filed (05/16/2016)			Date filed (08/15/2016)				Date filed (11/15/2016)			
	measurement (Complie montiny, me quartery)			1st Quarter			2nd Quarter		3rd Quarter			4th Quarte		
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Total # of business days   Min. standard = 5 bus. days Total # of service orders   Avg. # of business days			65.6	46.17	26.01									<u> </u>
			2.74	1.92	1.08									
			0.18	0.19	0.02									
		Total # of installation commitments	15	10	16									<u> </u>
Installation Com		Total # of installation commitment met	15	10	16									
Min. standard = 9	95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	564	565	559									
Customer Troub	ble Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ $\geq$ 3,000 lines)	Total # of trouble reports												
p	units $W \ge 3,000$ lines)	% of trouble reports												
nda	8% (8 per 100 working lines for	Total # of working lines												
òtar	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ů Ľ		% of trouble reports												
Ä		Total # of working lines	564	565	559									
	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of trouble reports	5	7	2									
		% of trouble reports	1%	1%	0%									
	•	Total # of outage report tickets	5	6	1									
		Total # of repair tickets restored in $\leq$ 24hrs	5	6	1									1
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									<u> </u>
Out of Service R Min. standard = 9		Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15									1
1011111111111111111111111111111111111	50 % within 24 ms	Avg. outage duration (hh:mm)	1:09	0:56	15:15									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of outage report tickets	5	6	1									
Unadjusted		Total # of repair tickets restored in $\leq$ 24hrs	5	6	1									1
Out of Service R	Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									1
		Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15		1							1
		Avg. outage duration (hh:mm)	1:09	0:56	13:15									1
		Number of customers who received refunds											1	<u>†</u>
Refunds		Monthly amount of refunds												1
Answer Time (Trouble Reports, Billing & Non-Billing)													1	<u> </u>
		Total # of calls for TR, Billing & Non-Billing			1			1					1	1
	nenu option to reach live agent).	Total # of call seconds to reach live agent			1								1	1
	· · · · · · · · · · · · · · · · · · ·	$\frac{1}{2}$ $\frac{1}$												<u>†</u>
		- F				1		1					1	<u>+</u>

Primary Utility Contact Information

Name: Eric Votaw

Phone: 661-834-7700

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)

U#:

U-1007-C

Report Year:

2016

**Reporting Unit Name:** 

Rancho Tehama Exchange

Email: evotaw@ducortelco.com

Company Name:

**Ducor Telephone Company** 

Reporting Unit Type:

Measurement (Compile monthly, file quarterly)			Date filed (05/16/2016)					Date filed (11/15/2016)	Date filed (02/27/2017)					
	measurement (Complie ind	onthiy, me quarteriy)		1st Quarter		2nd Quarter			3rd Quarter				4th Quarter	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inte	rval	Total # of business days	0	1	0.01								<b></b>	
Min. standard = 5 bus. days $\frac{1}{A}$		Total # of service orders	0	0.27	0.01								<b></b>	
		Avg. # of business days	0	0.01	0.01								<b>_</b>	
		Total # of installation commitments	0	1	1	-							<b>_</b>	
Installation Con		Total # of installation commitment met	0	1	1	-							<b>_</b>	
Min. standard =	95% commitment met	Total # of installation commitment missed	0	0	0							L	<b></b>	
-		% of commitment met	0%	100%	100%								<b></b>	
Customers		Acct # for voice or bundle, res+bus	152	153	153								<b></b>	
Customer Troul	ble Report									_			<u> </u>	
	6% (6 per 100 working lines for units w/ $\geq$ 3,000 lines)	Total # of working lines				_							<b></b>	
		Total # of trouble reports											<b>_</b>	
2		% of trouble reports												
Ida		Total # of working lines												
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ů.	units w 1,001 - 2,999 mies)	% of trouble reports												
Mi		Total # of working lines	152	153	153								1	
	10% (10 per 100 working lines	Total # of trouble reports	3	2	1								<u>+</u>	
	for units w/ $\leq$ 1,000 lines)	% of trouble reports	2%	1%	1%								<u> </u>	
		Total # of outage report tickets	3	2	2								<u> </u>	
		Total # of repair tickets restored in $\leq$ 24hrs	3	2	2								+	
Adjusted		% of repair tickets restored $\leq$ 24 Hours	100	100%	100%							-	+	
Out of Service F		Sum of the duration of all outages (hh:mm)	21:43	3:20	5:45							-	+	
Min. standard = 9	90% within 24 hrs	Avg. outage duration (hh:mm)	7:15	1:40	2:53								+	
		Indicate if catastrophic event is in month	No	No	No								<u> </u>	
		Total # of outage report tickets											<u> </u>	
		Total # of repair tickets restored in $\leq$ 24hrs	3	2	2								<u> </u>	
Unadjusted	Donort		3		2								+	
Out of Service F	Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%								<b></b>	
		Sum of the duration of all outages (hh:mm)	21:45	3:20	5:45								<b></b>	
		Avg. outage duration (hh:mm)	7:15	1:40	2:53								<b></b>	
		Number of customers who received refunds											<u> </u>	
Refunds		Monthly amount of refunds											<u> </u>	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach													<u> </u>	
		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	nenu option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt;</u> 60 seconds												
		ſ												

Primary Utility Contact Information

Name: Eric Votaw

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)

Phone: 661-834-7700

U#:

U-1007-C

Report Year:

2016

**Reporting Unit Name:** 

Kennedy Meadows Exchange

Email: <u>evotaw@ducortelco.com</u>