company Name:	Du	ucor Telephone	Company	U#: <u>U-1007</u>	7-C Report Year: 2018
eporting Unit Type:	☑ otal Company	Exchange	☐Wire Center	Reporting Unit Name:	: Total Ducor, Kennedy Meadows, and Rancho Tehama

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	nthly, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
		İ	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.82	1.52	4.39	3.48	3.61	2.9	1.82	2.93	1.99		1	
Installation Interv		Total # of service orders	3	6	11	11	9	9	8	12	8			
Min. standard = 5	bus. days	Avg. # of business days	0.27	0.25	0.4	0.32	0.4	0.32	0.23	2.93	0.25			
		Total # of installation commitments	3	6	11	11	9	9	8	12	8			<u> </u>
Installation Comr	nitment	Total # of installation commitment met	3	6	11	11	9	9	8	12	8			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	958	958	957	952	948	948	939	945	934			
Customer Troubl	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Ð	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
ğ	8% (8 per 100 working lines for	Total # of trouble reports												1
	units w/ 1,001 - 2,999 lines)	% of trouble reports												1
E		Total # of working lines	958	958	957	952	948	948	939	945	934			
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)		Total # of trouble reports	12	8	8	5	0	2	3	19	15			
	ior units w/ ≤ 1,000 lines)	% of trouble reports	1%	1%	1%	1%	0	1%	0%	2%	2%			
		Total # of outage report tickets	9	1	5	3	0	0	3	6	15			1
		Total # of repair tickets restored in < 24hrs	9	1	5	3	0	0	3	6	15			1
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100.0%	%	%	100.0%	100.0%	100.0%			<b>†</b>
Out of Service Re		Sum of the duration of all outages (hh:mm)	13:20	00:47	6:34	4:10	0:00	0:00	0:00	7:27	17:38			1
Min. standard = 9	00% within 24 hrs	Avg. outage duration (hh:mm)	01:29	00:47	1:19	1:23	0:00	0:00	0:00	1:15	1:11			1
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			1
		Total # of outage report tickets	9	1	5	3	0	0	0	6	15			<b>†</b>
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	9	1	5	3	0	0	0	6	15			<b>†</b>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	%	%	%	%	100.0%	100.0%			
		Sum of the duration of all outages (hh:mm)	13:20	00:47	6:34	4:10	0	0	0	7:27	17:38			
		Avg. outage duration (hh:mm)	01:29	00:47	1:19	1:23	0	0	0:00	1:15	1:11			1
		Number of customers who received refunds	0	10	1	1	1	1	0	0	0			
Refunds		Monthly amount of refunds	\$0.00	\$464.32	\$26.05	\$10.00	\$40.00	\$34.78	\$0.00	\$0.00	\$0.00		İ	
Answer Time (Tro	uble Reports, Billing & Non-Billing)	·					·						İ	
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
	and again,	%< 60 seconds												
		<sup>-</sup>											i e	<b>†</b>

Primary Utility Contact Information

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

Company Name:	Ducor Telephone	e Company	U#:	U-1007-C	Report Year:	2018
Reporting Unit Type:	☐otal Company	☐Wire Center	Reporting Uni	t Name:	Ducor Exchange	

	Management (Compatitions	mathin file accounts which		Date filed			Date filed			Date filed			Date filed (02/27/2017	)
	Measurement (Compile mo	ntniy, file quarterly)		1st Quarter			2nd Quarter		3rd Quarter				4th Quarter	
			Jan	Jan Feb Mar Apr May Jun		Jul	Jul Aug Sep			Oct Nov				
		Total # of business days	0	0	0.12	0.21	1.13	0.22	0.41	0	0.82			
Installation Interva Min. standard = 5 b		Total # of service orders	0	0	1	1	1	1	2	0	4			
iviiri. Staridard = 5 b	ous. days	Avg. # of business days	0	0	0.12	0.21	1.13	0.22	0.21	0	0.21			
		Total # of installation commitments	0	0	1	1	1	1	2	0	4			
Installation Comm	nitment	Total # of installation commitment met	0	0	1	1	1	1	2	0	4			
Min. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	258	258	256	253	250	250	248	250	245			
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
<del>,</del>	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
ig Eg	8% (8 per 100 working lines for	Total # of trouble reports												
c,	units w/ 1,001 - 2,999 lines)	% of trouble reports												
. <u>ċ</u>		Total # of working lines	258	258	256	253	250	250	248	250	245			
	10% (10 per 100 working lines	Total # of trouble reports	7	0	0	203	0	0	0	2	4			
	for units w/ ≤ 1,000 lines)	% of trouble reports	3%	0%	0%	0%	0%	0%	0%	1%	2%			
		Total # of outage report tickets	6	0	0	1	0	0	0	2	270 A			
		Total # of oddage report tickets  Total # of repair tickets restored in < 24hrs	6	0	0	1	0	0	0	2	4			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Out of Service Rep	port	· ·					0:00							
Min. standard = 909	% within 24 hrs	Sum of the duration of all outages (hh:mm)	08:05	0:00	0:00	1:24		0:00	0:00	0:00	5:40			
		Avg. outage duration (hh:mm)	01:21	0:00	0:00	1:24	0:00	0:00	0:00	0:00	1:25			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			-
		Total # of outage report tickets	6	0	0	1	0	0	0	2	4			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	6	0	0	1	0	0	0	2	4			
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	%	%	100%	%	%	%	100%	100%			
		Sum of the duration of all outages (hh:mm)	08:05	00:00	0:00	1:24	0:00	0:00	0:00	0:00	5:40			
		Avg. outage duration (hh:mm)	01:21	00:00	0:00	1:24	0:00	0:00	0:00	0:00	1:25			
		Number of customers who received refunds	0	0	0	0	1	0	0	0	0			
Refunds		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$ -	\$ 40.00	\$ -						
Answer Time (Trou	ble Reports, Billing & Non-Billing)													
Min. standard = 80°	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												

**Primary Utility Contact Information** 

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz
Name. End votaw	Filone. 555-554-2211	Elliali. evotaw@varcomm.biz

Company Name:	Ducor Telephone	e Company	U#: <u>U-</u>	1007-C Report Year:	2018
Reporting Unit Type:	☐total Company ☐xchange	☐ <b>V</b> Vire Center	Reporting Unit Na	ame: Rancho Tehama Exchange	

	Measurement (Compile mo	onthly file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)	
	Measurement (Compile mo	intility, the quarterry)	1st Quarter				2nd Quarter			3rd Quarter			4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inetallation Interv	al	Total # of business days	0.82	1.48	4.05	2.21	0.51	2.42	1.41	2.73	1.17			
Installation Interval Min. standard = 5 bus. days		Total # of service orders	3	5	9	8	2	7	6	11	4			
min. otanaara – o k		Avg. # of business days	0.27	0.3	0.45	0.28	0.26	0.35	0.24	0.25	0.29			
		Total # of installation commitments	3	5	9	8	2	7	6	11	4			
Installation Comm		Total # of installation commitment met	3	5	9	8	2	7	6	11	4			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	543	543	544	541	536	536	530	534	532			
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
9	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines						1						
fa	8% (8 per 100 working lines for	Total # of trouble reports												
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
ri		Total # of working lines	543	543	544	541	536	536	530	534	532			
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	5	7	8	4	0	0	1	14	9			
	ior units w/ ± 1,000 lines)	% of trouble reports	1%	1%	1%	1%	0%	0%	0%	3%	2%			
	•	Total # of outage report tickets	3	1	5	2	0	0	1	5	9			
		Total # of repair tickets restored in < 24hrs	3	1	5	2	0	0	1	5	9			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	%	%	100%	100%	100%			
Out of Service Re		Sum of the duration of all outages (hh:mm)	5:15	00:47	6:34	2:46	0:00	0:00	0:00	6:27	8:18			
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	1:45	00:47	1:19	1:23	0:00	0:00	0:00	1:17	:55			
		Indicate if catastrophic event is in month	No	No	No.	No.	No.00	No.	No.	No.	No.			
		Total # of outage report tickets	3	1	5	2	0	0	0	5	9			
Unadjusted		Total # of oddage report tickets  Total # of repair tickets restored in < 24hrs	3	1	5	2	0	0	0	5	9			
Out of Service Re	enort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	%	%	%	100%	100%			<b>-</b>
Out of Service Re	port	·	05:15	00:47	6:34	2:46	0:00	0:00	0:00	6:27				-
		Sum of the duration of all outages (hh:mm)									8:18			
		Avg. outage duration (hh:mm)	01:45	00:47	1:19	1:23	0:00	0.00	0.00	1:17	0:55			-
		Number of customers who received refunds	0	0	0	1 10.00	0	0	0	0	0			
Refunds		Monthly amount of refunds	0	0	0	\$ 10.00	\$ -	\$ -	0.00	0.00	0.00			
	uble Reports, Billing & Non-Billing)									ļ				
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing								ļ				<b></b>
live agent (w/a mei	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
					<u> </u>	1		<u> </u>		<u> </u>		<u> </u>		

**Primary Utility Contact Information** 

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>	Report Year: 2018
Reporting Unit Type:	☐otal Company ☑txchange ☐Vire Center	Reporting Unit Name:	Kennedy Meadows Exchange

	Measurement (Compile mo	nthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)	
		), qua),	1st Quarter Jan Feb Mar			2nd Quarter		3rd Quarter				4th Quarter		
		T-t-1 # -f bin de			Mar 0.22	Apr	May	Jun	Jul 0	Aug	Sep	Oct	Nov	Dec
Installation Interve	al	Total # of business days	0	0.04		1.06	1.97	0.26		0.2	0			<del></del>
Min. standard = 5 bus. days		Total # of service orders	0	1	1	2	6	1	0	1	0			
		Avg. # of business days Total # of installation commitments	0	0.04	0.22	0.53	0.33	0.26	0	0.2	0			
		Total # of installation commitments  Total # of installation commitment met	0	1	1	2	6	1	0	1 1	0			
Installation Comm		Total # of installation commitment met  Total # of installation commitment missed	0		0		6		0	1				——
iviin. standard = 95	% commitment met		0	0		0	0	0	0	0	0			
_		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			-
Customers		Acct # for voice or bundle, res+bus	157	157	157	158	162	162						
Customer Trouble	Report						1							<b>—</b>
	6% (6 per 100 working lines for	Total # of working lines					1							
	units w/ ≥ 3.000 lines)	Total # of trouble reports												
5	units w/ 2 0,000 inies/	% of trouble reports												l
Standard	20/ /2 422 1: 1: /	Total # of working lines												
ā	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
ei Ei	units w/ 1,001 - 2,999 lines)	% of trouble reports												
ri		Total # of working lines	157	157	157	158	162	162	158	158	154			
	10% (10 per 100 working lines for units w/ ≤ 1.000 lines)	Total # of trouble reports	0	1	0	0	0	2	2	3	2			
	ioi dinto W 2 1,000 iiilos)	% of trouble reports	0%	1%	0%	0%	0%	1%	1%	2%	1%			
	•	Total # of outage report tickets	0	0	0	0	0	0	0	1	2			
		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	1	2			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Out of Service Re		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:00	3:40			
Min. standard = 90	% Within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:00	1:50			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of outage report tickets	0	0	0	0	0	0	0	1	2			
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	1	2			
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	%	%	%	%	100%	100%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	0:00	0:00	0:00	0:00	0:00	1:00	3:40			
		Avg. outage duration (hh:mm)	00:00	00:00	0:00	0:00	0:00	0:00	0:00	1:00	1:50			
		Number of customers who received refunds	0	0	0	0	0	1	0	0	0			
Refunds		Monthly amount of refunds	0	0	0	s -	\$ -	\$ 34.78	0.00	0.00	0.00			
Answer Time (Trou	ible Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			İ	İ	1			i e	İ			
	nu option to reach live agent).	Total # of call seconds to reach live agent												
	and again,	%< 60 seconds								1				
		<sup>-</sup>				1				İ				

**Primary Utility Contact Information** 

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz