Reporting Unit Type: 🛛 Total Company 🗋 Exchange 🗋 Wire Center Reporting Unit Name: <u>Total Ducor, K</u>	Kennedy Meade								
		Date filed 4th Quarter Oct Nov Dec							
Measurement (Compile monthly, file quarterly)         1st Quarter         2nd Quarter         3rd Quarter           Jan         Feb         Mar         Apr         May         Jun         Jug	Sep								
Total # of business days 0.82 1.52 4.39	Sep	UCI	NOV	Dec					
Installation Interval									
Min. standard = 5 bus. days 100 at w/0 starting at w/0 startin									
Total # of installation commitments 3 6 11									
Installation Commitment Total # of installation commitment met 3 6 11									
Min. standard = 95% commitment met Total # of installation commitment missed 0 0 0 0									
% of commitment met 100% 100% 100%									
Customers         Acct # for voice or bundle, res+bus         958         958         957									
Customer Trouble Report									
Total # of working lines									
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)									
P will s w 2 3,000 mes) % of trouble reports									
Product     % of trouble reports       8% (8 per 100 working lines for     Total # of working lines									
B% (8 per 100 working lines to Total # of trouble reports									
c units w 1,001-2,359 mics) % of trouble reports									
E         Total # of working lines         958         957         Image: Contract of the second									
10% (10 per 100 working lines) 704 # 0 frouble reports 12 8 8 8									
Not units w 2 1,000 mes)         % of trouble reports         1%         1%         1%									
Total # of outage report tickets 9 1 5									
Total # of repair tickets restored in ≤ 24hrs 9 1 5									
Adjusted % of repair tickets restored ≤ 24 Hours 100% 100% 0%									
Out of Service Report         Sum of the duration of all outages (hh:mm)         13:20         00:47         6:34									
Avg. outage duration (hh:mm)         01:29         00:47         1:19									
Indicate if catastrophic event is in month No No No									
Total # of outage report tickets 9 1 5									
Unadjusted         Total # of repair tickets restored in ≤ 24hrs         9         1         5 </td <td></td> <td></td> <td></td> <td></td>									
Out of Service Report % of repair tickets restored \$ 24 Hours 100% 100% 100%									
Sum of the duration of all outages (hh:mm) 13:20 00:47 6:34	Image: sector								
Avg. outage duration (hh:mm) 01:29 00:47 1:19									
Number of customers who received refunds 0 10 1									
Refunds Monthly amount of refunds \$0.00 \$464.32 \$26.05									
Answer Time (Trouble 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 menu option to reach live agent). Total # of call seconds to reach live agent									

Primary Utility Contact Information

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Company Name: Reporting Unit Type: Total Company		Ducor Telephone Company					U#:	U-1007-C	_		Report Year:		2018	_
		Total Company I Exchange Wire Ce	I Company I Exchange I Wire Center							Ducor Exchange				-
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	onthly, file quarterly)	(05/16/2016) 1st Quarter				(08/15/2016) 2nd Quarter			(11/15/2016) 3rd Quarter		(02/27/2017) 4th Quarter		
		Jan Feb Mar			Apr May Jun		Jul Aug Sep			Oct Nov De				
Total #		Total # of business days	0	0	0.12									
nstallation Intervation Intervatio Intervation Intervation Intervation Intervation Interva		Total # of service orders	0	0	1									
/iiii. stanuaru – 5 t	Jus. days	Avg. # of business days	0	0	0.12									
		Total # of installation commitments	0	0	1									
nstallation Comm		Total # of installation commitment met	0	0	1									
/lin. standard = 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	258	258	256									
Customer Trouble	e Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
P	units w/ $\geq$ 3,000 lines)	% of trouble reports												
dai	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
Min. Standard		Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	258	258	256									
		Total # of trouble reports	7	0	0									
		% of trouble reports	3%	0%	0%									
		Total # of outage report tickets	6	0	0					_	-			
		Total # of repair tickets restored in < 24hrs	6	0	0					_				
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	0	0			-		-		-		
Out of Service Re		Sum of the duration of all outages (hh:mm)	08:05	0:00	0:00			-				-		
/lin. standard = 90	% within 24 hrs	Avg. outage duration (hh:mm)	01:21	0:00	0:00	-		-		1	r	-		
		Indicate if catastrophic event is in month	No	No	No			-		-		-		
		Total # of outage report tickets		-	-					-	ł			
			6	0	0					-				
Inadjusted Out of Service Re		Total # of repair tickets restored in $\leq$ 24hrs	6	0	0			_		-				
Jut of Service Re	port	% of repair tickets restored ≤ 24 Hours												
		Sum of the duration of all outages (hh:mm)	08:05	00:00	0:00		1							
		Avg. outage duration (hh:mm)	01:21	00:00	0:00									
Refunds Monthly amount		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
	ble Reports, Billing & Non-Billing)													$\vdash$
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												$\vdash$
ve agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds		1	1			1					1	1

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Company Name: Reporting Unit Type: Total Company		Ducor Telephone Company	у	_			U#:	U-1007-C	_		Report Year:		2018		
		Total Company Exchange Wire Co				Reporting Unit	Rancho Tehama Exchange								
Measurement (Compile monthly, file guarterly)				Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)		
	measurement (complie mo	intiny, me quarterry)	1st Quarter				2nd Quarter			3rd Quarter		4th Quarter			
		Total # of business days	Jan 0.82	Feb 1.48	Mar 4.05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Inter	rval	Total # of service orders	3	5	9					-		-			
Min. standard = 5	5 bus. days	Avg. # of business days	0.27	0.3	0.45					_					
		Total # of installation commitments	3	5	9					-		-			
Installation Com	mitment	Total # of installation commitment met	3	5	9										
	95% commitment met	Total # of installation commitment missed	0	0	0										
		% of commitment met	100%	100%	100%		1	1							
Customers		Acct # for voice or bundle, res+bus	543	543	544		1	1							
Customer Troub	ble Report		2.15	2.15			1	1							
		Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports			1			-							
	units w/ ≥ 3,000 lines)	% of trouble reports													
andard	8% (8 per 100 working lines for	· · · · ·			1			-	-	-	-				
and		Total # of working lines			-	_				-					
st	units w/ 1,001 - 2,999 lines)	Total # of trouble reports			-	_				-					
Min.		% of trouble reports								_					
	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines	543	543	544										
		Total # of trouble reports	5	7	8										
		% of trouble reports	1%	1%	1%										
		Total # of outage report tickets	3	1	5										
المعقوب الم		Total # of repair tickets restored in ≤ 24hrs	3	1	5										
Adjusted Out of Service R	Ponort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	5:15	00:47	6:34										
otanda a		Avg. outage duration (hh:mm)	1:45	00:47	1:19										
		Indicate if catastrophic event is in month	No	No	No										
		Total # of outage report tickets	3	1	5										
Unadjusted		Total # of repair tickets restored in < 24hrs	3	1	5										
Out of Service R	Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
		Sum of the duration of all outages (hh:mm)	05:15	00:47	6:34										
		Avg. outage duration (hh:mm)	01:45	00:47	1:19										
		Number of customers who received refunds	0	0	0										
Refunds		Monthly amount of refunds	0	0	0										
Answer Time (Tro	ouble Reports, Billing & Non-Billing)														
		Total # of calls for TR, Billing & Non-Billing													
	enu option to reach live agent).	Total # of call seconds to reach live agent		1		1									
		%< 60 seconds		1	1	1	1	1							
				1		1	1								

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Company Name:		Ducor Telephone Compan	y	_			U#:	U-1007-C	_		Report Year:		2018		
		Total Company Z Exchange Wire C		Reporting Unit N		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)		
	incucai cincit (compile inc		lan	1st Quarter		2nd Quarter		lum.	- Ind	3rd Quarter	Cam	4th Quarter			
		Total # of business days	Jan 0	Feb 0.04	Mar 0.22	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Inter		Total # of service orders	0	1	1										
Min. standard = 5	bus. days	Avg. # of business days	0	0.04	0.22										
		Total # of installation commitments	0	1	1										
Installation Com	mitment	Total # of installation commitment met	0	1	1										
	5% commitment met	Total # of installation commitment missed	0	0	0										
		% of commitment met	100%	100%	100%										
Customers		Acct # for voice or bundle, res+bus	157	157	157								1		
Customer Troub	le Report														
		Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
σ	units w/ ≥ 3,000 lines)	% of trouble reports													
andar		Total # of working lines													
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports				-	-			-					
. St		% of trouble reports				-	-			-					
Min	10% (10 per 100 working lines	Total # of working lines	457	457	457										
-		Total # of trouble reports	157	157	157		-								
	for units w/ ≤ 1,000 lines)		0	1	-	_	-			_		-			
		% of trouble reports	0%	1%	0%		-								
		Total # of outage report tickets	0	0	0		-								
Adjusted		Total # of repair tickets restored in $\leq$ 24hrs	0	0	0	_	-			_					
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	-	-								
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	_	-			_					
		Avg. outage duration (hh:mm)	0:00	0:00	0:00	_	-			_					
		Indicate if catastrophic event is in month	No	No	No	_	_								
		Total # of outage report tickets	0	0	0	_									
Unadjusted		Total # of repair tickets restored in $\leq$ 24hrs	0	0	0										
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
		Sum of the duration of all outages (hh:mm)	00:00	00:00	0:00										
		Avg. outage duration (hh:mm)	00:00	00:00	0:00										
		Number of customers who received refunds	0	0	0										
Refunds		Monthly amount of refunds	0	0	0										
Answer Time (Trouble Reports, Billing & Non-Billing)															
		Total # of calls for TR, Billing & Non-Billing			1	1									
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent													
	- /	%<_60 seconds			1	1									
					1										

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