Company Name:	Ducor Telephone Company	U#: U-1007-C	Report Year: 2019
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 4/30/2019					Date filed	Date filed						
	Measurement (Compile me	onthly, file quarterly)		1st Quarter			2nd Quarter		3rd Quarter	4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	2.86	1.62	3.1	1.47	2.91	1.54	1.54	0.85	1.64			
Min. standard = 5 b		Total # of service orders	10	7	13	6	12	7	8	4	7			
inini otandara – o i	sasi aayo	Avg. # of business days	0.29	0.23	0.24	0.25	0.24	0.22	0.19	0.21	0.23			
		Total # of installation commitments	10	7	13	6	12	7	8	4	7			
Installation Comm		Total # of installation commitment met	10	7	13	6	12	7	8	4	7			Ļ
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												
Customer Trouble	e Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ $\geq$ 3,000 lines)	Total # of trouble reports												
2		% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
Star		Total # of trouble reports								1	1			
		% of trouble reports												
мі Г	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines	939	929	925	925	927	926	921	926	913			
		Total # of trouble reports	24	16	19	12	5	6	12	11	18			1
		% of trouble reports	3%	2%	2%	1%	1%	1%	1%	1%	2%			-
		Total # of outage report tickets	24	16	19	12	5	6	12	11	18			1
		Total # of repair tickets restored in < 24hrs	24	16	19	12	5	6	12	11	18			-
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)	68:27	51:55	25:18	17:35	8:36	6:50	32:10	14:57	102:27			
Min. standard = 9	0% within 24 hrs	Avg. outage duration (hh:mm)	2:52	3:15	1:20	1:28	1:43	1:08	2:41	1:22	5:42			1
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			-
		Total # of outage report tickets	24	16	19	12	5	6	12	11	18			1
Unadjusted		Total # of repair tickets restored in < 24hrs	24	16	19	12	5	6	12	11	18			├───
Out of Service Re	port	% of repair tickets restored $\leq 24$ Hours		100%	100%	100%	100%	100%	12	100%	100%	-		<u> </u>
out of dervice ite	port	Sum of the duration of all outages (hh:mm)	100% 68:27		25:18	17:35	8:36	6:50	32:10	14:57	100%			┝────
				51:55	25:18		8:36	6:50		14:57				<u> </u>
		Avg. outage duration (hh:mm)	2:52	3:15		1:28		1:08	2:41	1:22	5:42			┝───
		Number of customers who received refunds	2 \$87.00	6 \$347.45	5 \$78.83	5 \$192.39	4 \$205.20	3 \$87.50	¢15 15	1 ¢1(0.0)	\$70.02			├───
Refunds	the Descate Different Mars 2000	Monthly amount of refunds	\$87.00	\$347.45	\$78.85	\$192.39	\$205.20	\$87.50	\$15.15	\$160.06	\$79.92	-		───
	uble Reports, Billing & Non-Billing)													┣───
		Total # of calls for TR, Billing & Non-Billing												┣───
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												┢────
		% <u>&lt; 6</u> 0 seconds											l	───

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

Company Name:		Ducor Telephone Compar		U#:	U-1007-C	-		Report Year:		2019				
Reporting Unit Type:		0 Total Company 0 Exchange 0 Wire Cer			Ducor Excha									
	Measurement (Compile mo	onthly file quarterly)	Date filed 4/30/2019				Date filed			Date filed	Date filed			
				1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		Total # of business days	Jan	Feb 0.45	Mar 0.6	Apr 0.84	May 0.47	Jun 0	Jul 0.19	Aug 0.26	Sep 0.26	Oct	Nov	Dec
nstallation Interva		Total # of service orders	0	2	2	3	2	ů 0	1	2	1			
/lin. standard = 5 bu	us. days	Avg. # of business days	0	0.23	0.3	0.28	0.24	ů 0	0.19	0.13	0.26			
		Total # of installation commitments	0	2	2	3	2	ő	1	2	1			
nstallation Commi	itment	Total # of installation commitment met	0	2	2	3	2	0	1	2	1			
	6 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												
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3.000 lines)	Total # of trouble reports												
p	units w/ 2 3,000 lines)	% of trouble reports												
Stan dard		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports												
ŝ	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ě	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	243	239	239	241	240	239	238	239	238			
_		Total # of trouble reports	243	4	239	4	240	239	230	239	230			
		% of trouble reports	1%	2%	2%	4 2%	0%	1%	0%	1%	0%			
		% of trouble reports Total # of outage report tickets	1%	2%	2%	2%	0%	1%	0%	1%	0%			
		Total # of repair tickets restored in < 24hrs	2	4	5	4	0	2	1	3	1			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	4	5	4	100%	2 100%	100%	3 100%	100%			
Out of Service Rep			0:22	3:34	0:34			0:00		2:10	0:05			
/lin. standard = 90%	6 within 24 hrs	Sum of the duration of all outages (hh:mm)	0:22	3:34	0:34	10:17	0:00	0:00	0:03	2:10	0:05			
		Avg. outage duration (hh:mm)												
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of outage report tickets	2	4	5	4	0	2	1	3	1			
Jnadjusted Out of Service Rep		Total # of repair tickets restored in < 24hrs	2	4	5	4	0	2	1	3	1			
out of Service Rep	Joit	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	0:22	3:34	0:34	10:17	0:00	0:00	0:03	2:10	0:05			
		Avg. outage duration (hh:mm)	0:11	0	0:07	2:34	0:00	0:05	0:03	:45	0:05			
Number of customers who received refun   Refunds Monthly amount of refunds			0	1	0	1	2	0						
		Monthly amount of refunds	\$0.00	\$136.76	\$0.00	7.67	94.30	0						
	ble Reports, Billing & Non-Billing)			-		1								
	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing		1										
ive agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent		1										
		%<_60 seconds		1		1								
				1			1	1						

### Primary Utility Contact Information

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Date Adopted: 7/28/09 Date Revised: 2008/09 (Corrects typographical errors) Date Revised: 2008/01 (Added new lines and changed terms to reflect requirements of G.O. 133-D) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name: Eric Votaw

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Company Name: Ducor Telephone Company				-			U#:	U-1007-C	-		Report Year:		2019	-
Reporting Unit T	ype:	0 Total Company 0 Exchange 0 Wire Cen	ter		Reporting Unit Name: Rancho Tehama Exchange									
	Measurement (Compile mo	anthly file quarterly)	Date filed 4/30/2019			Date filed				Date filed	Date filed			
	measurement (complie mo	intitiy, me quarteriy)		1st Quarter			2nd Quarter	r		3rd Quarter			4th Quarte	
		Total # of business days	Jan 2.18	Feb	Mar 2.34	Apr 0.34	May 0.94	Jun 1.14	Jul 1.35	Aug 0.59	Sep 1.38	Oct	Nov	Dec
nstallation Interva	d .		2.18	1:17		0.34	0.94	1.14	1.35	0.59				+
/lin. standard = 5 bu	us. days	Total # of service orders	0.27	0:23	10 0.23	0.17	4	0.23	0.19	0.30	6 0.23			-
		Avg. # of business days Total # of installation commitments	0.27	0:23	0.23	0.17	0.24	0.23	0.19	0.30	0.23			
nstallation Commi	item and	Total # of installation commitment met	8	5	10	2	4	5	7	2	6			
	% commitment met	Total # of installation commitment missed	0	0	0	0	4	0	0	0	0			+
an. otoriouro = oo /		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	10076	10078	10078	100%	10078	10078	100 /6	10078	10078			+
Customer Trouble	Banast	Acct # loi voice di ballale, learbas												+
Justomer Trouble	Report	Total # of working lines												+
	6% (6 per 100 working lines for	Total # of trouble reports												-
_	units w/ ≥ 3,000 lines)													-
ard		% of trouble reports												
pu	8% (8 per 100 working lines for	Total # of working lines												
Min. Standard	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	546	538	538	535	532	532	525	529	519			
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	22	11	14	8	4	3	10	6	13			
		% of trouble reports	4%	2%	3%	2%	1%	1%	2%	1%	3%			
		Total # of outage report tickets	22	11	14	8	4	3	10	6	13			
		Total # of repair tickets restored in < 24hrs	22	11	14	8	4	3	10	6	13			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Out of Service Rep Min. standard = 90		Sum of the duration of all outages (hh:mm)	68:27	41:31	24:44	7:18	6:36	2:40:00	30:52	9:20	97:20			
nin. standaru = 90	7% wiulin 24 hrs	Avg. outage duration (hh:mm)	3:07	3:46	1:46	0:55	1:39	0:53	3:05	1:33	7:29			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of outage report tickets	22	11	14	8	4	3	10	6	13			
Jnadjusted		Total # of repair tickets restored in < 24hrs	22	11	14	8	4	3	10	6	13			
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			-
		Sum of the duration of all outages (hh:mm)	68:27	41:31	24:44	7:18	6:36	2:40:00	30:52	9:20	97:20			-
		Avg. outage duration (hh:mm)	3:07	3:46	1:46	0:55	1:39	0:53	3:05	1:33	7:29			1
Number of customers who received refunds		2	2	2	2	2	3	2.00					1	
Refunds Monthly amount of refunds		\$87.00	\$154.78	\$62.17	132.36	110.90	88						1	
	ble Reports, Billing & Non-Billing)	monally amount or readings	507.00	91.04.70	w02.17	152.30								+
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing		1	1		1	1						+
	u option to reach live agent).	Total # of call seconds to reach live agent		1	1		1	1						+
ve ageni (W/a meni	a option to reach ilve agent).	%< 60 seconds												+
		/os_ou accunus												-

### Primary Utility Contact Information

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Date Adopted: 7/28/09 Date Revised: 52/08/09 (Corrects typographical enrors) Date Revised: 52/04/10 (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)

Name: Eric Votaw

Company Name: Ducor Telephone Company			у	-			U#:	U-1007-C	_		Report Year:		2018	_		
Reporting Unit Ty	Reporting Unit Type: 0 Total Company 0 Exchange 0 Wire Center					Reporting Unit Name: Kennedy Meadows Exchange										
				Date filed 4/30/2019			Date filed	Date filed								
	Measurement (Compile monthly, file quarterly)		1st Quarter				2nd Quarter			3rd Quarter			4th Quarte	r		
				Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Installation Interval		Total # of business days	0.68	0	0.16	0.29	1.5	0.4	0	0	0			<u> </u>		
Min. standard = 5 bu		Total # of service orders	2	0	1	1	6	2	0	0	0					
	Avg. # of busines		0.34	0	0.16	0.29	0.25	0.2	0	0	0			<u> </u>		
Installation Commi		Total # of installation commitments Total # of installation commitment met	2	0		1	6	2	0	0	0			+		
Min. standard = 95%		Total # of installation commitment met	0	0	0	0	0	0	0	0	0			+		
min. domadia = 30 /	o o o manana mat	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			+		
Customers		Acct # for voice or bundle, res+bus	100%	100%	100%	100%	100%	100%	100%	100%	100%			+		
Customer Trouble	Papart	NOV # 101 YOUR OF DUILUID, TESTDUS						1						+		
customer mouble	Report	Total # of working lines												-		
	5% (6 per 100 working lines for	Total # of trouble reports														
	units w/ ≥ 3,000 lines)	% of trouble reports												-		
Standard	8% (8 per 100 working lines for	Total # of working lines														
ano																
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												+		
Ę	10% (10 per 100 working lines	% of trouble reports														
-		Total # of working lines	149	149	145	149	155	155	158	158	156					
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	0	0	1	1	1	2	4					
		% of trouble reports	0%	1%	0%	0%	1%	1%	1%	1%	3%					
		Total # of outage report tickets	0	1	0	0	1	1	1	2	4					
Adjusted		Total # of repair tickets restored in < 24hrs	0	1	0	0	1	1	1	2	4					
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%					
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	0	6:50	0	0:00	2:00	4:00	1:15	3:21	5:02					
		Avg. outage duration (hh:mm)	0	6:50	0	0:00	2:00	4:00	1:15	1:41	1:16					
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No					
		Total # of outage report tickets	0	1	0	0	0	1	1	2	4					
Unadjusted		Total # of repair tickets restored in < 24hrs	0	1	0	0	0	1	1	2	4					
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%					
		Sum of the duration of all outages (hh:mm)	0	6:50	0	0:00	2:00	4:00	1:15	3:21	5:02					
		Avg. outage duration (hh:mm)	0	6:50	0	0:00	2:00	4:00	1:15	1:41	1:16			1		
		Number of customers who received refunds	0	3	3	2	0	0								
Refunds		Monthly amount of refunds	0	\$55.91	\$16.66	52.36	0	0								
Answer Time (Troub	le Reports, Billing & Non-Billing)													1		
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing														
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent														
		%<_60 seconds												1		
		1												1		

#### Primary Utility Contact Information

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Date Adopted: 7/28/09 Date Revised: 52/08/09 (Corrects typographical errors) Date Revised: 56/4/10 (Added new lines and changed terms to reflect nequirements of G.O. 133-D) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name: Eric Votaw

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