

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

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			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	2.86	1.62	3.1	1.47	2.91	1.54	1.54	0.85	1.64			
	Total # of service orders	10	7	13	6	12	7	8	4	7			
	Avg. # of business days	0.29	0.23	0.24	0.25	0.24	0.22	0.19	0.21	0.23			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	7	13	6	12	7	8	4	7			
	Total # of installation commitment met	10	7	13	6	12	7	8	4	7			
	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													
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	939	929	925	925	927	926	921	926	913		
		Total # of trouble reports	24	16	19	12	5	6	12	11	18		
		% of trouble reports	3%	2%	2%	1%	1%	1%	1%	1%	2%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	24	16	19	12	5	6	12	11	18			
	Total # of repair tickets restored in ≤ 24hrs	24	16	19	12	5	6	12	11	18			
	% 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	51:55	25:18	17:35	8:36	6:50	32:10	14:57	102:27			
	Avg. outage duration (hh:mm)	2:52	3:15	1:20	1:28	1:43	1:08	2:41	1:22	5:42			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of outage report tickets	24	16	19	12	5	6	12	11	18			
	Total # of repair tickets restored in ≤ 24hrs	24	16	19	12	5	6	12	11	18			
	% 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	51:55	25:18	17:35	8:36	6:50	32:10	14:57	102:27			
	Avg. outage duration (hh:mm)	2:52	3:15	1:20	1:28	1:43	1:08	2:41	1:22	5:42			
Refunds	Number of customers who received refunds	2	6	5	5	4	3		1				
	Monthly amount of refunds	\$87.00	\$347.45	\$78.83	\$192.39	\$205.20	\$87.50	\$15.15	\$160.06	\$79.92			
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: 559-534-2211

Email: evotaw@varcomm.biz

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
Reporting Unit Type: Total Company Exchange Wire Center

UF: U-1007-C
Reporting Unit Name: Ducor Exchange

Report Year: 2019

Measurement (Compile monthly, file quarterly)		Date filed 4/30/2019			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	0.45	0.6	0.84	0.47	0	0.19	0.26	0.26			
	Total # of service orders	0	2	2	3	2	0	1	2	1			
	Avg. # of business days	0	0.23	0.3	0.28	0.24	0	0.19	0.13	0.26			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	2	2	3	2	0	1	2	1			
	Total # of installation commitment met	0	2	2	3	2	0	1	2	1			
	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	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	243	239	239	241	240	239	238	239	238		
		Total # of trouble reports	2	4	5	4	0	2	1	3	1		
		% of trouble reports	1%	2%	2%	2%	0%	1%	0%	1%	0%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	4	5	4	0	2	1	3	1			
	Total # of repair tickets restored in ≤ 24hrs	2	4	5	4	0	2	1	3	1			
	% 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	0:54	0:07	2:34	0:00	0:00	0:03	0:45	0:05			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of outage report tickets	2	4	5	4	0	2	1	3	1			
	Total # of repair tickets restored in ≤ 24hrs	2	4	5	4	0	2	1	3	1			
	% 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	0:00	0:03	0:45	0:05			
	Number of customers who received refunds	0	1	0	1	2	0						
Refunds	Monthly amount of refunds	\$0.00	\$136.76	\$0.00	7.67	94.30	0						
	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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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
Reporting Unit Type: Total Company Exchange Wire Center

UF: U-1007-C
Reporting Unit Name: _____

Report Year: 2019
Reporting Unit Name: Rancho Tehama Exchange

Measurement (Compile monthly, file quarterly)		Date filed 4/30/2019			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	2,18	1,17	2,34	0,34	0,94	1,14	1,35	0,59	1,38			
	Total # of service orders	8	5	10	2	4	5,00	7	2	6			
	Avg. # of business days	0,27	0,23	0,23	0,17	0,24	0,23	0,19	0,30	0,23			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	5	10	2	4	5	7	2	6			
	Total # of installation commitment met	8	5	10	2	4	5	7	2	6			
	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											
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 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											
Total # of trouble reports													
% of trouble reports													
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets												
	Total # of repair tickets restored in ≤ 24hrs												
	% of repair tickets restored ≤ 24 Hours												
	Sum of the duration of all outages (hh:mm)												
	Avg. outage duration (hh:mm)												
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of outage report tickets												
	Total # of repair tickets restored in < 24hrs												
	% of repair tickets restored ≤ 24 Hours												
	Sum of the duration of all outages (hh:mm)												
	Avg. outage duration (hh:mm)												
	Number of customers who received refunds												
Refunds	Monthly amount of refunds												
	Total # of calls for TR, Billing & Non-Billing												
Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent											
		% < 60 seconds											

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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
 Reporting Unit Type: Total Company Exchange Wire Center

UF: U-1007-C
 Reporting Unit Name:

Report Year: 2018
 Reporting Unit Name: Kennedy Meadows Exchange

Measurement (Compile monthly, file quarterly)	Date filed 4/30/2019			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	0.68	0	0.16	0.29	1.5	0.4	0	0	0			
	Total # of service orders	2	0	1	1	6	2	0	0	0			
	Avg. # of business days	0.34	0	0.16	0.29	0.25	0.2	0	0	0			
	Total # of installation commitments	2	0	1	1	6	2	0	0	0			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	2	0	1	1	6	2	0	0	0			
	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													
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	149	149	145	149	155	155	158	158	156		
		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%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0	0	1	1	1	2	4			
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	0	1	1	1	2	4			
	% 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			
Unadjusted Out of Service Report	Indicates 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			
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	0	0	1	1	2	4			
	% 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			
Refunds	Avg. outage duration (hh:mm)	0	6:50	0	0:00	2:00	4:00	1:15	1:41	1:16			
	Number of customers who received refunds	0	3	3	2	0	0						
	Monthly amount of refunds	0	\$55.91	\$16.66	\$2.36	0	0						
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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