Reporting Unit Name:

2019

Total Ducor, Kennedy Meadows, and Rancho Tehama

Company Name:	Ducor Telephone Company	U#:	U-1007-C	Report Year:

				Date filed 4/30/201	9		Date filed			Date filed			Date filed	
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	2.86	1.62	3.1	· ·	1							
Installation Intervi Min. standard = 5 b		Total # of service orders	10	7	13									
viiri. Staridard = 5 t	bus. days	Avg. # of business days	0.29	0.23	0.24									
		Total # of installation commitments	10	7	13									
nstallation Commitment fin. standard = 95% commitment met		Total # of installation commitment met	10	7	13									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus												
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
units w/ ≥ 3,000 lines)		% of trouble reports												
ov. (o too	Total # of working lines												1	
텵	8% (8 per 100 working lines fo units w/ 1,001 - 2,999 lines)	Total # of trouble reports												<b>†</b>
s.	units w/ 1,001 - 2,999 lines)	% of trouble reports												<b>†</b>
E LOS (10 10)		Total # of working lines	939	929	925					1				<b>†</b>
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	24	16	19					1			<del></del>	+
		% of trouble reports	3%	2%	2%					-			<del></del>	+
		Total # of outage report tickets	24	16	19									+
		Total # of repair tickets restored in < 24hrs	24	16	19		_			_			<del> </del>	+
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%								<del> </del>	+
Out of Service Re	eport		68:27	51:55	25:18								<del></del>	+
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	2:52										├──	+
		Avg. outage duration (hh:mm)		3:15	1:20								<b>├</b>	+
		Indicate if catastrophic event is in month	No	No	No								<u> </u>	<del> </del>
		Total # of outage report tickets	24	16	19									<u> </u>
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	24	16	19									<u> </u>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	68:27	51:55	25:18									
		Avg. outage duration (hh:mm)	2:52	3:15	1:20									
		Number of customers who received refunds	2	6	5									
Refunds		Monthly amount of refunds	\$87.00	\$347.45	\$78.83									
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a mei	nu option to reach live agent).	Total # of call seconds to reach live agent												
J		%< 60 seconds												1
		=			1								<b>—</b>	t

Primary Utility Contact Information

Email: evotaw@varcomm.biz

Reporting Unit Type:

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)

√otal Company

Exchange

Wire Center

Company Name:	Du	cor Telephone	Company	U#:		U-1007-C	Report Year:	2019
Reporting Unit Type:	Total Company	Exchange	W/ire Center	Repor	orting Unit Na	me:	Ducor Exchange	

	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	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inter	val	Total # of business days  Total # of service orders	0	0.45	2									<del>                                     </del>
Min. standard = 5	bus. days	Avg. # of business days	0	0.23	0.3									-
		Total # of installation commitments	0	0.23	2									-
Installation Com	mitmont	Total # of installation commitment met	0	2	2								+	<del>                                     </del>
nstallation Commitment //in. standard = 95% commitment met		Total # of installation commitment missed	0	0	0									<del></del>
IVIIII. Staridard = 5	576 COMMINITION MCC	% of commitment met	100%	100%	100%								+	<del>                                     </del>
Customers		Acct # for voice or bundle, res+bus	10076	10078	10078								+	<del>                                     </del>
Customer Troub	la Banart	Acct # 101 voice of bullule, les+bus											+	<del>                                     </del>
Customer Froub	ne Kepoit	Total # of working lines											+	$\vdash$
1	6% (6 per 100 working lines for	Total # of trouble reports											+	$\vdash$
ı	units w/ ≥ 3,000 lines)						+						+	├──
ard		% of trouble reports											!	<u> </u>
ď	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)  10% (10 per 100 working lines for units w/ \$1,000 lines)	Total # of working lines												
Sta		Total # of trouble reports												
ċ		% of trouble reports											1	
Ξ		Total # of working lines	243	239	239								,	
		Total # of trouble reports	2	4	5								1	
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	2%	2%								+	
	<b>.</b>	Total # of outage report tickets	2	4	5								+	
		Total # of repair tickets restored in ≤ 24hrs	2	4	5									
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Out of Service R		Sum of the duration of all outages (hh:mm)	0:22	3:34	0:34		I.			1			$\vdash$	
Min. standard = 9	0% within 24 hrs	Avg. outage duration (hh:mm)	0:11	0:54	0:07									
1		Indicate if catastrophic event is in month	No	No	No								+	<del>                                     </del>
·		Total # of outage report tickets											+	<del>                                     </del>
II la a dissata d		Total # of outage report tickets  Total # of repair tickets restored in < 24hrs	2	4	5									├──
Unadjusted Out of Service R	anart		2	4	5									<del>                                     </del>
Out of Service K	ероп	% of repair tickets restored ≤ 24 Hours	100%	100%	100%							_	<b>├</b> ──	<del>                                     </del>
		Sum of the duration of all outages (hh:mm)	0:22	3:34	0:34									<u> </u>
		Avg. outage duration (hh:mm)	0:11	0	0:07								!	<u> </u>
		Number of customers who received refunds	0	1	0		1						<b></b>	<u> </u>
Refunds		Monthly amount of refunds	\$0.00	\$136.76	\$0.00									
	puble Reports, Billing & Non-Billing)												<u> </u>	
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											<u> </u>	1
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent											<u> </u>	1
i		%<60 seconds												<u> </u>
														1

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)

Company Name:		Ducor Telephon	e Company	U#:	U-1007-C	Report Year:	2019
Reporting Unit Type:	Total Company	<b>JE</b> xchange	V/ire Center	Reporting Unit N	ame:	Rancho Tehama Exchange	

	Measurement (Compile mo	onthly file quarterly)		Date filed 4/30/2019			Date filed			Date filed			Date filed	
	measurement (compile me	many, me quarterly)		1st Quarter			2nd Quarter		3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	ral	Total # of business days	2.18	1:17	2.34									<b>├</b>
Min. standard = 5 b		Total # of service orders	8	5	10									
	·	Avg. # of business days	0.27	0:23	0.23									
		Total # of installation commitments	8	5	10									ļ
nstallation Commitment /lin. standard = 95% commitment met		Total # of installation commitment met	8	5	10									<u> </u>
		Total # of installation commitment missed	0	0	0									<u> </u>
		% of commitment met	100%	100%	100%									<u> </u>
Customers		Acct # for voice or bundle, res+bus												<u> </u>
Customer Trouble	e Report													<u> </u>
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												<u> </u>
2	units w/ 2 5,000 inics)	% of trouble reports												
dar		Total # of working lines												
fa	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Ä.	% of trouble reports													
		Total # of working lines	546	538	538									
	10% (10 per 100 working lines	Total # of trouble reports	22	11	14		+							<del>                                     </del>
	for units w/ ≤ 1,000 lines)	% of trouble reports	4%	2%	3%									<del>                                     </del>
		Total # of outage report tickets	22	11	14		+							<del>                                     </del>
		ů .												<b>├</b>
Adjusted		Total # of repair tickets restored in ≤ 24hrs	22	11	14									<b>├</b>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									<u> </u>
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	68:27	41:31	24:44									<u> </u>
		Avg. outage duration (hh:mm)	3:07	3:46	1:46									
		Indicate if catastrophic event is in month	No	No	No									<u> </u>
		Total # of outage report tickets	22	11	14									<u> </u>
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	22	11	14									<u> </u>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	68:27	41:31	24:44									
		Avg. outage duration (hh:mm)	3:07	3:46	1:46									
		Number of customers who received refunds	2	2	2									
Refunds		Monthly amount of refunds	\$87.00	\$154.78	\$62.17									
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
	1% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					1							
	nu option to reach live agent).	Total # of call seconds to reach live agent												
5 (		%< 60 seconds					1							
		=					1							

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

Company Name:		Ducor Telephor	ne Company	U#:	U-1007-C	Report Year:	2018
Reporting Unit Type:	Total Company	Exchange	Wire Center	Reporting Unit N	ame:	Kennedy Meadows Exchange	

	Measurement (Compile m	onthly file quarterly)		Date filed 4/30/2019			Date filed			Date filed			Date filed	
	measurement (compile in	ontiny, me quarterly,		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		Track wat beginning	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	/al	Total # of business days	0.68	0	0.16								<u> </u>	
Min. standard = 5	bus. days	Total # of service orders	2	0	1								ļ'	
		Avg. # of business days	0.34	0	0.16								<u> </u>	
nstallation Commitment		Total # of installation commitments  Total # of installation commitment met	2	0	1 1								<u> </u>	
nstallation Commitment Iin. standard = 95% commitment met		Total # of installation commitment met  Total # of installation commitment missed	0	0	1								ļ'	
				-	0								<u> </u>	<del>                                     </del>
		% of commitment met	100%	100%	100%								<u> </u>	
Customers		Acct # for voice or bundle, res+bus											ļ	
Customer Troubl	e Report													<u> </u>
	6% (6 per 100 working lines for	Total # of working lines											<u> </u>	<u> </u>
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
2	a 17 = 0,00000)	% of trouble reports												
da		Total # of working lines												
ţ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports											<u> </u>	
8	units w/ 1,001 - 2,999 lines)	% of trouble reports											<u> </u>	
₫		Total # of working lines	149	149	145									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	143	0								<del>                                     </del>	
		% of trouble reports	0%	1%	0%									
		Total # of outage report tickets	0%	1 70	076									
		Total # of repair tickets restored in < 24hrs		1	-								<del></del>	
Adjusted			0		0								<u> </u>	
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%								ļ'	
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	6:50	0								<u> </u>	
		Avg. outage duration (hh:mm)	0	6:50	0									
		Indicate if catastrophic event is in month	No	No	No								<u> </u>	
		Total # of outage report tickets	0	1	0									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	0									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	0	6:50	0								<u> </u>	
		Avg. outage duration (hh:mm)	0	6:50	0									
		Number of customers who received refunds	0	3	3								†	
Refunds		Monthly amount of refunds	0	\$55.91	\$16.66								†	
	uble Reports, Billing & Non-Billing)	monthly amount of forunds	•	Ψ33.71	\$10.00		<b>†</b>	<b>-</b>						<del>                                     </del>
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					+							<del>                                     </del>
	enu option to reach live agent).	Total # of call seconds to reach live agent					+	1					<del>                                     </del>	<del>                                     </del>
iive agent (w/a me	end option to reach live agent).	%< 60 seconds												<del>                                     </del>
		/0 <u>&lt; 00 36001105</u>				-	+	<del>                                     </del>					<b></b>	
					1		1	l				I		1

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