

**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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	2.86	1.62	3.1									
	Total # of service orders	10	7	13									
	Avg. # of business days	0.29	0.23	0.24									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10	7	13									
	Total # of installation commitment met	10	7	13									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus												
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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								
		Total # of trouble reports	24	16	19								
		% of trouble reports	3%	2%	2%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	24	16	19									
	Total # of repair tickets restored in ≤ 24hrs	24	16	19									
	% 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									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	24	16	19									
	Total # of repair tickets restored in ≤ 24hrs	24	16	19									
	% 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									
<b>Refunds</b>	Monthly amount of refunds	\$87.00	\$347.45	\$78.83									
	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](mailto: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

U#: U-1007-C

Report Year: 2019

Reporting Unit Type:  Digital Company  Exchange  Wire Center

Reporting Unit Name: Ducor 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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0	0.45	0.6									
	Total # of service orders	0	2	2									
	Avg. # of business days	0	0.23	0.3									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	2	2									
	Total # of installation commitment met	0	2	2									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus												
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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								
		Total # of trouble reports	2	4	5								
		% of trouble reports	1%	2%	2%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	4	5									
	Total # of repair tickets restored in ≤ 24hrs	2	4	5									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:22	3:34	0:34									
	Avg. outage duration (hh:mm)	0:11	0:54	0:07									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	4	5									
	Total # of repair tickets restored in ≤ 24hrs	2	4	5									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:22	3:34	0:34									
	Avg. outage duration (hh:mm)	0:11	0	0:07									
<b>Refunds</b>	Number of customers who received refunds	0	1	0									
	Monthly amount of refunds	\$0.00	\$136.76	\$0.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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**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:  Digital Company  Exchange  Wire Center

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	2.18	1:17	2.34									
	Total # of service orders	8	5	10									
	Avg. # of business days	0.27	0:23	0.23									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	8	5	10									
	Total # of installation commitment met	8	5	10									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus												
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	546	538	538								
		Total # of trouble reports	22	11	14								
		% of trouble reports	4%	2%	3%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	22	11	14									
	Total # of repair tickets restored in ≤ 24hrs	22	11	14									
	% 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									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	22	11	14									
	Total # of repair tickets restored in ≤ 24hrs	22	11	14									
	% 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									
<b>Refunds</b>	Monthly amount of refunds	\$87.00	\$154.78	\$62.17									
	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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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2018

Reporting Unit Type:  Tptal Company  Exchange  Wire Center

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.68	0	0.16									
	Total # of service orders	2	0	1									
	Avg. # of business days	0.34	0	0.16									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	0	1									
	Total # of installation commitment met	2	0	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus												
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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								
		Total # of trouble reports	0	1	0								
		% of trouble reports	0%	1%	0%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0									
	Total # of repair tickets restored in ≤ 24hrs	0	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0	6:50	0									
	Avg. outage duration (hh:mm)	0	6:50	0									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	1	0									
	Total # of repair tickets restored in ≤ 24hrs	0	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0	6:50	0									
	Avg. outage duration (hh:mm)	0	6:50	0									
<b>Refunds</b>	Number of customers who received refunds	0	3	3									
	Monthly amount of refunds	0	\$55.91	\$16.66									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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