Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>	Report Year: 2020
Reporting Unit Type:	□ Total Company □ Exchange □ Wire Center	Reporting Unit Name:	Total Ducor, Kennedy Meadows, and Rancho Tehama

				Date filed			Date filed			Date filed		Date filed			
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		Total # of business days	1.83	0.93	0.87	. 4.	,								
Installation Interv		Total # of service orders	7	3	4										
Min. standard = 5	bus. days	Avg. # of business days	0.26	0.31	0.22								,		
		Total # of installation commitments	7	3	4								,		
Installation Comr	mitment	Total # of installation commitment met	7	3	4										
Min. standard = 95	5% 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													
Customer Trouble Report															
		Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
핕	units w/ ≥ 3,000 lines)	% of trouble reports													
ğ	20/ /2 / / / / /	Total # of working lines													
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
	units w/ 1,001 - 2,999 lines)	% of trouble reports													
		Total # of working lines	927	910	906										
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	11	3	16			İ							
	ior units w/ ≤ 1,000 lines)	% of trouble reports	1%	0%	2%										
	'	Total # of outage report tickets	0	1	12										
		Total # of repair tickets restored in < 24hrs	0	1	12										
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
Out of Service Re		Sum of the duration of all outages (hh:mm)		1:03	36:20										
Min. standard = 9	90% within 24 hrs	Avg. outage duration (hh:mm)		0:32	2:20								,		
		Indicate if catastrophic event is in month	No	No	No										
		Total # of outage report tickets	0	1	12										
Unadjusted		Total # of repair tickets restored in < 24hrs	0	1	12			İ							
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
		Sum of the duration of all outages (hh:mm)		1:03	36:20								,		
		Avg. outage duration (hh:mm)		0:32	2:20										
		Number of customers who received refunds	2												
Refunds		Monthly amount of refunds	\$47.48	\$161.67	\$163.62										
Answer Time (Tro	uble Reports, Billing & Non-Billing)														
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
live agent (w/a me	enu option to reach live agent).	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
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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)

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Company Name:	Ducor Telephone Company	U#: U-1007-C	Report Year: 2019
Reporting Unit Type:	Total Company	Reporting Unit Name:	Ducor Exchange

				Date filed			Date filed			Date filed		Date filed			
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	r	
		Ī	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interv		Total # of business days	0.69	0.31	0										
Min. standard = 5		Total # of service orders	3	1	0										
IVIIII. Staridard = 3	bus. days	Avg. # of business days	0.23	0.31	0										
		Total # of installation commitments	3	1	0										
Installation Comr		Total # of installation commitment met	3	1	0										
Min. 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													
Customer Troubl	le Report														
	20/ (2 422 1)	Total # of working lines													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports													
ը	units w/ ≥ 3,000 lines)	% of trouble reports													
ğ		Total # of working lines													
	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												†	
	units w/ 1,001 - 2,999 lines)	% of trouble reports													
	400/ (40 per 400 weeking lines	Total # of working lines	248	240	239										
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	2	3										
	Tor units w/ 2 1,000 lines/	% of trouble reports	1%	1%	1%										
		Total # of outage report tickets	0	1	12										
		Total # of repair tickets restored in < 24hrs	0	1	12										
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
Out of Service Re Min. standard = 90		Sum of the duration of all outages (hh:mm)	0:00	1:03	12:20										
IVIIII. Stariuaru = 90	076 WILLIII 24 IIIS	Avg. outage duration (hh:mm)	0:00	0:32	2:20										
		Indicate if catastrophic event is in month	No	No	No										
		Total # of outage report tickets	0	1	12										
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	12										
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
		Sum of the duration of all outages (hh:mm)	0:00	1:03	12:20										
		Avg. outage duration (hh:mm)	0:00	0:32	2:20										
		Number of customers who received refunds	0												
Refunds		Monthly amount of refunds	\$0.00	\$60.80	\$114.76										
Answer Time (Tro	uble Reports, Billing & Non-Billing)														
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent	_												
		%<_60 seconds													
		Г													

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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 Company	U#: <u>U-1007-C</u>	Report Year: 2020
Reporting Unit Type:	Total Company	Reporting Unit Name:	Rancho Tehama 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		
		Tatal Had been land and	Jan	Feb 0.40	Mar 0.87	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interv	<i>r</i> al	Total # of business days	1.14	0.40											
Min. standard = 5	bus. days	Total # of service orders	4	1	4										
		Avg. # of business days Total # of installation commitments	0.29	0.40	0.22								ļ		
	_			1	·										
Installation Comm		Total # of installation commitment met Total # of installation commitment missed	4	1	4								ļ		
Min. standard = 95% commitment met			0	0	0									<u> </u>	
		% of commitment met	100%	100%	100%										
Customers		Acct # for voice or bundle, res+bus													
Customer Trouble Report															
	6% (6 per 100 working lines for	Total # of working lines													
	units w/ ≥ 3,000 lines)	Total # of trouble reports													
r e	units w/ £ 3,000 inles)	% of trouble reports													
Standard	8% (8 per 100 working lines for	Total # of working lines													
ţa.	units w/ 1.001 - 2.999 lines)	Total # of trouble reports													
, ,	units w/ 1,001 - 2,999 lines)	% of trouble reports												1	
M. i.	100/ /10 per 100 weeking lines	Total # of working lines	533	524	523										
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	1	13										
	Tor driks w/ = 1,000 lines)	% of trouble reports	1%	1%	3%										
	•	Total # of outage report tickets	0	0	12										
		Total # of repair tickets restored in < 24hrs	0	0	12										
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
Out of Service Re	eport 90% within 24 hrs	Sum of the duration of all outages (hh:mm)			36:20										
win. standard = 9	90% Within 24 hrs	Avg. outage duration (hh:mm)			2:20										
		Indicate if catastrophic event is in month	No	No	No										
		Total # of outage report tickets	0	0	12									1	
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	12									†	
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									t -	
		Sum of the duration of all outages (hh:mm)			36:20										
		Avg. outage duration (hh:mm)			2:20									1	
		Number of customers who received refunds	0											1	
Refunds		Monthly amount of refunds	\$0.00	\$100.87	\$34.43									†	
	uble Reports, Billing & Non-Billing)	, , , , , , , , , , , , , , , , , , , ,												1	
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												1	
	enu option to reach live agent).	Total # of call seconds to reach live agent												1	
	a a final and a gamp	%< 60 seconds												1	
		1 = F		1										—	

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

Company Name:	Ducor Telephone Company	U#: U-1007-C	Report Year: 2018
Reporting Unit Type:	□ Total Company © Exchange □ Wire Center	Reporting Unit Name:	Kennedy Meadows Exchange

	Measurement (Compile m	onthly file quarterly)		Date filed 4/30/2019			Date filed		Date filed			Date filed		
	measarement (compile in	ontiny, me quarterly,		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		-	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inte	erval	Total # of business days	0	0.22	0									<u> </u>
Min. standard = 5	5 bus. days	Total # of service orders	0	1	0									<u> </u>
		Avg. # of business days	0	0.22	0									<u> </u>
	_	Total # of installation commitments	0	1	0									└
Installation Con		Total # of installation commitment met	0	1	0									
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0									├
		% of commitment met	100%	100%	100%									<u> </u>
Customers		Acct # for voice or bundle, res+bus												<u> </u>
Customer Trouble Report														
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												<u> </u>
2		% of trouble reports												
ğ	00/ (0 100 1 1 1	Total # of working lines												
Standar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. 9	units w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines	146	146	144									
	10% (10 per 100 working lines	Total # of trouble reports	4	0	0									
	for units w/ ≤ 1,000 lines)	% of trouble reports	3%	0%	0%									
		Total # of outage report tickets	0	0%	0									
		Total # of repair tickets restored in ≤ 24hrs	0	0	0									├
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Out of Service F		Sum of the duration of all outages (hh:mm)	100%	100%	100%									
Min. standard = 9	90% within 24 hrs	Avg. outage duration (hh:mm)												-
		3	No	No	No									-
		Indicate if catastrophic event is in month												
		Total # of outage report tickets	0	0	0									
Unadjusted	_	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
Out of Service F	Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									Ì
		Sum of the duration of all outages (hh:mm)												
		Avg. outage duration (hh:mm)												
·		Number of customers who received refunds	2											
Refunds		Monthly amount of refunds	47		\$14.43									
	rouble Reports, Billing & Non-Billing)													
Min. standard = 8	80% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	nenu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												

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