Company Name:	Ducor rele	phone Company	U#:	0-1007-C	Report rear:	2020
Reporting Unit Type:	☑ Total Company ☐ Exchange	☐ Wire Center	Reporting Unit N	lame:	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	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	al	Total # of business days	1.83	0.93	0.87	1.48	11:02	14:46						
Min. standard = 5 b		Total # of service orders	7	3	4	8	6	7						
Willi. Standard = 3 t	Jus. days	Avg. # of business days	0.26	0.31	0.22	0.19	0.75	2.07						
		Total # of installation commitments	7	3	4	8	4	7						
Installation Comm		Total # of installation commitment met	7	3	4	8	4	6						
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	0	1						
		% of commitment met	100%	100%	100%	100%	100%	86%						
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												
밑	units w/ ≥ 3,000 lines)	% of trouble reports												
ndard	00/ (0 400 1: 1: /	Total # of working lines												
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
8	units W/ 1,001 - 2,999 lines)	% of trouble reports												
10% (10		Total # of working lines	927	910	906	965	888	884						
	10% (10 per 100 working lines	Total # of trouble reports	927	3	16	963	4	9		1		_	├	-
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	0%	2%	0%	0%	1%						
		Total # of outage report tickets	0	1	12	4	0%	9		1		_	├	-
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	0	1	12	3	3	9						-
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	75.0%	75.0%	100.0%					 	
Out of Service Re	port		100%	1:03	36:20	34:31	75.0% 82:57	33:30						
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)		0:32	2:20	8:38	20:44	3:43					 	
		Avg. outage duration (hh:mm)	3.7											
		Indicate if catastrophic event is in month	No	No	No	No	No	No						↓
		Total # of outage report tickets	0	1	12	4	4	9						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	12	3	3	9					L	
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	75%	75%	100%						Ì
		Sum of the duration of all outages (hh:mm)		1:03	36:20	10:31	82:57	33:30:00						
		Avg. outage duration (hh:mm)		0:32	2:20	8:38	20:44	3:43						
		Number of customers who received refunds	2	4	7	1	2	1						
Refunds		Monthly amount of refunds	\$47.48	\$161.67	\$163.62	\$34.01	\$65.44	\$109.68						
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mei	nu option to reach live agent).	Total # of call seconds to reach live agent												
	÷ ,	%<_60 seconds												

Primary Utility Contact Information

	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 ☑ Exchange ☐ Wire Center	Reporting Unit N	ame:	Ducor Exchange	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	nthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
		T T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.69	0.31	0	Ö	0	8.57						
Installation Interv		Total # of service orders	3	1	0	0	0	6					Ĭ .	
Min. standard = 5	bus. days	Avg. # of business days	0.23	0.31	0	0	0	1.43						
		Total # of installation commitments	3	1	0	0	0	6						
Installation Comr	mitment	Total # of installation commitment met	3	1	0	0	0	6						
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	1						
		% of commitment met	100%	100%	100%	100%	100%	86%						
Customers		Acct # for voice or bundle, res+bus												
Customer Troubl	le Report													
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
ğa	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports												
Ē		Total # of working lines	248	240	239	233	233	229						
		Total # of trouble reports	3	2	3	2	1	3						
	Tor dritts w/ = 1,000 lines/	% of trouble reports	1%	1%	1%	1%	0%	1%						
	•	Total # of outage report tickets	0	1	12	2	1	3						1
		Total # of repair tickets restored in ≤ 24hrs	0	1	12	2	1	3						
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	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	2:40	3:18	5:09						
iviiri. Staridard = 90	0% WILLIII 24 IIIS	Avg. outage duration (hh:mm)	0:00	0:32	2:20	1:20	3:18	5:09						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of outage report tickets	0	1	12	2	1	3						
Unadjusted		Total # of repair tickets restored in < 24hrs	0	1	12	2	1	3						1
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)	0:00	1:03	12:20	0:00	3:18	5:09						
		Avg. outage duration (hh:mm)	0:00	0:32	2:20	0:00	3:18	5:09						
		Number of customers who received refunds	0	2	4	0	1	0					Ì	1
Refunds		Monthly amount of refunds	\$0.00	\$60.80	\$114.76	\$0.00	\$25.44	\$0.00						1
Answer Time (Tro	uble Reports, Billing & Non-Billing)													1
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												
													1	

Primary Utility Contact Information

Name: Eric Votaw Phone: 559-534-2211 Ei	mail: 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 Telephone Company	U#:	U-1007-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire 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	
	weasarement (Compile mo	intiny, the quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	val	Total # of business days	1.14	0.40	0.87	1.21	2:10	0					↓	↓
Min. standard = 5 l		Total # of service orders	4	1	4	7	4	0.00					<u> </u>	
Willia Ottariada a - O I	240. 4470	Avg. # of business days	0.29	0.40	0.22	0.17	0.53	0					<u> </u>	
		Total # of installation commitments	4	1	4	7	3	0					↓	
Installation Comn		Total # of installation commitment met	4	1	4	7	3	0					<u> </u>	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus												
Customer Trouble	le Report													
	20/ /2 /22 // ::	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports											1	
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
草	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports											†	1
	10% (10 per 100 working lines	% of trouble reports												
Ē		Total # of working lines	533	524	523	585	506	503						
		Total # of trouble reports	4	1	13	1	3	4					1	
	Tor units w/ 2 1,000 lines/	% of trouble reports	1%	1%	3%	0%	1%	1%					1	
		Total # of outage report tickets	0	0	12	1	2	4					1	
1		Total # of repair tickets restored in < 24hrs	0	0	12	0	1	4					1	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	67%	100%					1	
Out of Service Re Min. standard = 9		Sum of the duration of all outages (hh:mm)			36:20	28:21	79:39	27:11					1	
win. standard = 9	90% Within 24 hrs	Avg. outage duration (hh:mm)			2:20	4:21	26:33	6:48					1	
		Indicate if catastrophic event is in month	No	No	No	No	No	No					1	
		Total # of outage report tickets	0	0	12	1	3	4					1	1
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	12	0	2	4						<u>† </u>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	75%	100%					1	1
		Sum of the duration of all outages (hh:mm)			36:20	28:21	79:39	27:11					1	
		Avg. outage duration (hh:mm)			2:20	4:21	26:33	6:48					1	
		Number of customers who received refunds	0	2	2	1	1	1					1	
Refunds		Monthly amount of refunds	\$0.00	\$100.87	\$34.43	\$34.01	\$40.00	\$109.68					1	1
Answer Time (Troi	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
3. (%< 60 seconds												
		<u> </u>		İ		1							1	1

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)

Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>	Report Year: 2018
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Kennedy Meadows Exchange

	Measurement (Compile m	conthly file quarterly)		Date filed 4/30/2019			Date filed			Date filed			Date filed	
	weasurement (Compile in	ontiny, me quarterly)		1st Quarter Jan Feb Mar			2nd Quarter		3rd Quarter			4th Quarter		
			Jan		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inte	anual	Total # of business days	0	0.22	0	0.27	2.41	5.89						<u> </u>
Min. standard =		Total # of service orders	0	1	0	1	2	1						<u> </u>
min. otandara – v	- 540. 4470	Avg. # of business days	0	0.22	0	0.27	1.21	5.89						<u> </u>
		Total # of installation commitments	0	1	0	1	1	1						<u> </u>
Installation Con		Total # of installation commitment met	0	1	0	1	1	0						<u> </u>
Min. standard = 9	95% commitment met	Total # of installation commitment missed	0	0	0	0	0	1						
		% of commitment met	100%	100%	100%	100%	100%	0%						
Customers		Acct # for voice or bundle, res+bus												<u> </u>
Customer Troul	ble Report													<u> </u>
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
핕	units w/ £ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												Ì
Standar	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 inles/	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines	146	146	144	147	149	152						
		Total # of trouble reports	4	0	0	1	0	2						
	ioi units w/ ± 1,000 lines)	% of trouble reports	3%	0%	0%	1%	0%	1%%						
	•	Total # of outage report tickets	0	0	0	1	0	2						
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	2						
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
Out of Service I	Report 90% within 24 hrs	Sum of the duration of all outages (hh:mm)				3:30	0:00	1:09						
wiii. Stariuaru = :	90% WITHIN 24 HIS	Avg. outage duration (hh:mm)				3:30	0:00	:35						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of outage report tickets	0	0	0	1	0	2						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	2						
Out of Service I	Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)				3:30	0:00	1:09						
		Avg. outage duration (hh:mm)				3:30	0:00	:35						
		Number of customers who received refunds	2	0	1	0	0	0						
Refunds		Monthly amount of refunds	\$47.48	\$0.00	\$14.43	\$0.00	\$0.00	\$0.00						
Answer Time (Tr	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												

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)