Company Name:	Ducor Telephone Company	U#:	U-1007-C	Report Year:	2017
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Un	it Name:	Total Ducor, Kennedy Meadows, and F	Rancho Tehama

	Macaumamant (Cammila ma	math har file magnetonia)		Date filed (6/14/2017)			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
Installation Interv	ral	Total # of business days	-0.53	2.29	1.19	35.7	36.56	21.82						
Min. standard = 5 bus. days		Total # of service orders	19	14	22	1.48	1.51	0.92						
Wiiri. Staridard – S		Avg. # of business days	-0.03	0.16	0.05	0.09	0.06	0.12						
		Total # of installation commitments	19	14	22	17	22	8						
Installation Comn		Total # of installation commitment met	19	14	22	17	22	8						
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	995	998	993	1,032	1,041	1,038						
Customer Trouble	e Report													
	00/ /0 100 11 11 11	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												1
ıda	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines				1,032	1,041	1,038						
Min. Stan		Total # of trouble reports				7	7	17						
	units w/ 1,001 - 2,999 lines)	% of trouble reports				0.01	0.01	0.02						
		Total # of working lines	995	998	993									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	15	10	8									
	Ioi drifts w/ \(\frac{1}{2} \) 1,000 lines	% of trouble reports	0.01	0.01	0.01									·—————————————————————————————————————
	•	Total # of outage report tickets	12	9	7	2	5	13						
		Total # of repair tickets restored in ≤ 24hrs	12	9	7	2	5	12						
Adjusted		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%						
Out of Service Re Min. standard = 90		Sum of the duration of all outages (hh:mm)	36:43:00	10:55	31:40	3:45	10:40	40:40:00						1
Iviiri. Staridard – 90	7/0 WILLIII 24 1113	Avg. outage duration (hh:mm)	10:43:00	1:13	4:31	1:53	2:08	3:08						·
		Indicate if catastrophic event is in month	No	No	No	No	No	No						<u> </u>
		Total # of outage report tickets	12	9	7	2	5	15						·
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	12	9	7	2	5	14						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	3	100%	100%	1	1	93						
		Sum of the duration of all outages (hh:mm)	36:45:00	10:55	31:40	3:45	10:50	86:30:00						
		Avg. outage duration (hh:mm)	4:04:15	1:13	4:31	1:53	2:08	5:46						
		Number of customers who received refunds	3	4	3	7	5	5						1
Refunds		Monthly amount of refunds	\$35.07	\$45.59	\$53.00	\$234.77	\$84.06	\$120.96						
Answer Time (Trouble 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												

Primary Utility Contact Information

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Name: Eric votaw	Phone: 661-834-7700	Email: evotaw@ducorteico.com

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)

Company Name:	Ducor Telephone Company	U#:	U-1007-C	Report Year:	2016
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit	Name:	Ducor Exchange	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter Apr May Jun				Date filed (11/15/2016) 3rd Quarter			Date filed (02/27/2017) 4th Quarter	
	, .		 Jan	Feb	Mar				Jul	Aug	Sep	Oct	Nov Nov	Dec
		Total # of business days	-78.41	8.06	2:30	9.55	-5.47	4.5	Jui	Aug	Sep	OCI	NOV	Dec
Installation Interval Min. standard = 5 bus. days		Total # of service orders	-3.27	0.36	0.1	0.4	-0.23	0.19						
Min. standard = 5 bus. days		Avg. # of business days	-0.82	0.12	0.01	0.13	-0.06	0.1						
		Total # of installation commitments	4	3	5	3	3	2					1	
Installation Com	nmitment	Total # of installation commitment met	4	3	5	3	3	2						ì
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						1
		% of commitment met	100%	100	100%	100%	100%	100%						1
Customers		Acct # for voice or bundle, res+bus	279	280	281	283	282	283						1
Customer Trouk	ole Report													Ì
	Ţ,	Total # of working lines											1	·
	6% (6 per 100 working lines for	Total # of trouble reports											1	·
70	units w/ ≥ 3,000 lines)	% of trouble reports												
dar		Total # of working lines											+	. .
Min. Stanc	8% (8 per 100 working lines for	Total # of trouble reports												. <u></u> .
	units w/ 1,001 - 2,999 lines)	% of trouble reports											+	. <u></u>
		·	070	000	004	000	000	000					+	
	10% (10 per 100 working lines	Total # of working lines	279	280	281	283	282	283					+	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	<u> </u>	1	4	0	2	1					+	
		% of trouble reports	2%	0%	1%	0	1%	0%				_		
		Total # of outage report tickets	4	1	4	0	1	0				_	+	
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	1 1	4	0	1 1	0						
Out of Service R	Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
Min. standard = 9		Sum of the duration of all outages (hh:mm)	9:15	2:00	12:40	0:00	0:00	0:00						
		Avg. outage duration (hh:mm)	2:19	2:00	3:10	0:00	0:00	0:00						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of outage report tickets	4	1	4	0	1	0						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	1	4	0	1	0						<u>. </u>
Out of Service F	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						1
		Sum of the duration of all outages (hh:mm)	9:15	2:00	12:40	0:00	0:00	0:00						i
		Avg. outage duration (hh:mm)	2:19	2:00	3:10	0:00	0:00	0:00						·
		Number of customers who received refunds												
Refunds		Monthly amount of refunds												i
Answer Time (Trouble Reports, Billing & Non-Billing)														
, , , , , , , , , , , , , , , , , , , ,		Total # of calls for TR, Billing & Non-Billing												·
live agent (w/a m	enu option to reach live agent).	Total # of call seconds to reach live agent												1
5 (. ,	%<_60 seconds											1	
														 I

Primary Utility Contact Information

Name: Eric Votaw	Phone: 661-834-7700	Email: evotaw@ducortelco.com

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:	2016
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit N	Name:	Rancho Tehama Exchange	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter Apr May Jun 20.00 39.37 14.33			Date filed (11/15/2016) 3rd Quarter				Date filed (02/27/2017) 4th Quarter	
		ļ.	Jan	Feb	Mar				Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	65.6	46.17	26.01	20.99	38.37	14.32						
Installation Interval Min. standard = 5 bus. days		Total # of service orders	2.74	1.92	1.08	0.86	1.59	0.60						
iviiii. standard = 5 bus. days		Avg. # of business days	0.18	0.19	0.02	0.009	0.1	0.15						
		Total # of installation commitments	15	10	16	10	15	4						
Installation Com	mitment	Total # of installation commitment met	15	10	16	10	15	4						
Min. standard = 9	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	564	565	559	578	584	578						
Customer Troub	le Report													
	20/ /2 405	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ā	units w/ ≥ 3,000 lines)	% of trouble reports												
qai		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports												
Min. S	units w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines	564	565	559	577	584	578						
	10% (10 per 100 working lines	Total # of trouble reports	5	7	2	7	5	15						
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	1%	0%	1%	1%	3%						
		Total # of outage report tickets	5	6	1	2	4	12					1	
		Total # of repair tickets restored in ≤ 24hrs	5	6	1	2	4	11					1	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	92%					+	
Out of Service R		Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15	3:45	10:30	35:20:00						
Min. standard = 9	U% Witnin 24 nrs	Avg. outage duration (hh:mm)	1:09	0:56	15:15	1:53	2:38	2:57						
		Indicate if catastrophic event is in month	No	No	No	No	No	No					1	
		Total # of outage report tickets	5	6	1	2	4	14					1	
Unadjusted		Total # of repair tickets restored in < 24hrs	5	6	1	2	4	13					1	
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	93%						
		Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15	3:45	10:30	0:00					1	
		Avg. outage duration (hh:mm)	1:09	0:56	13:15	1:53	2:38	5.48					1	
		Number of customers who received refunds						51.15						
Refunds		Monthly amount of refunds												
Answer Time (Trouble 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											+ +	
iivo agont (wa me	ond option to rodon invo agonty.	%< 60 seconds											+ +	
												_	+ +	

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Date Adopted: 7/28/09
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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:	2016
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit	Name:	Kennedy Meadows Exchange	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (05/16/2016)		Date filed (08/15/2016)				Date filed (11/15/2016)			Date filed (02/27/2017)	
			 Jan	1st Quarter Feb	Mar	2nd Quarter Apr May Jun			Jul	3rd Quarter	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days) ()	1	0.01	5.16	3.66	3	Jui	Aug	Sep	OCI	NOV	Dec
Installation Interval		Total # of service orders	0	0.27	0.01	0.22	0.15	0.13					+	
Min. standard = 5	5 bus. days	Avg. # of business days	0	0.01	0.01	0.06	0.04	0.07					+	
		Total # of installation commitments	0	1	1	4	4	2					+	
Installation Com	nmitment	Total # of installation commitment met	0	1	1	4	4	2						 I
	95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	0%	100%	100%	100%	100%	100%						1
Customers		Acct # for voice or bundle, res+bus	152	153	153	171	172	175						·
Customer Trouk	ole Report	·												·
	Ī	Total # of working lines											†	
	6% (6 per 100 working lines for	Total # of trouble reports												
70	units w/ ≥ 3,000 lines)	% of trouble reports												
dar		Total # of working lines											+	
Min. Stanc	8% (8 per 100 working lines for	Total # of trouble reports				-							+	i
	units w/ 1,001 - 2,999 lines)	% of trouble reports				-							+	i
		·	450	450	150		170						+	
	10% (10 per 100 working lines	Total # of working lines	152	153	153	171	172	175				_	+	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	2	1	0	0	1						<u> </u>
		% of trouble reports	2%	1%	1%	0%	0%	1%						
		Total # of outage report tickets	3	2	2	0	0	1						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	3	2	2	0	0	1				_		1
Out of Service F	Report	% of repair tickets restored ≤ 24 Hours	100	100%	100%	100%	100%	100%						<u> </u>
	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	21:43	3:20	5:45	0:00	0:00	5:20						<u> </u>
		Avg. outage duration (hh:mm)	7:15	1:40	2:53	0:00	0:00	5:20						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of outage report tickets	3	2	2	0	0	1						<u> </u>
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	3	2	2	0	0	1						1
Out of Service F	Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						·
		Sum of the duration of all outages (hh:mm)	21:45	3:20	5:45	0:00	0:00	5:20						
		Avg. outage duration (hh:mm)	7:15	1:40	2:53	0:00	0:00	5:20						
		Number of customers who received refunds						-					†	 I
Refunds		Monthly amount of refunds											†	
	ouble Reports, Billing & Non-Billing)	,											†	
,	30% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing		1									+ +	
	nenu option to reach live agent).	Total # of call seconds to reach live agent											+ +	
agont (w/a m	is a specific rough in a agonty.	%< 60 seconds		+									+ +	
													+ +	<u> </u>

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