

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2017

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 (6/14/2017)			Date filed (8/15/2017)			Date filed (11/15/2017)			Date filed (2/15/2018)			
		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	-0.53	2.29	1.19	35.7	36.56	21.82	13.13	13.85	44.18				
	Total # of service orders	19	14	22	1.48	1.51	0.92	0.54	0.58	1.86				
	Avg. # of business days	-0.03	0.16	0.05	0.09	0.06	0.12	0.07	0.06	0.21				
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	19	14	22	17	22	8	7	10	9				
	Total # of installation commitment met	19	14	22	17	22	8	7	10	9				
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0				
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%				
<b>Customers</b>	Acct # for voice or bundle, res+bus	995	998	993	1,032	1,041	1,038	1,009	1,005	1,006				
<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				1,032	1,041	1,038	1,009	1,005	1,006			
		Total # of trouble reports				7	7	17	11	13	10			
		% of trouble reports				0.01	0.01	0.02	0.01	0.01	0.01			
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	995	998	993									
		Total # of trouble reports	15	10	8									
		% of trouble reports	0.01	0.01	0.01									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	12	9	7	2	5	13	9	10	5				
	Total # of repair tickets restored in ≤ 24hrs	12	9	7	2	5	12	9	10	5				
	% of repair tickets restored 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%	100.0%	100.0%	100.0%				
	Sum of the duration of all outages (hh:mm)	36:43:00	10:55	31:40	3:45	10:40	40:40:00	10:30	9:05:00	7:05				
	Avg. outage duration (hh:mm)	10:43:00	1:13	4:31	1:53	2:08	3:08	0:00	:55	1:25				
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No				
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	12	9	7	2	5	15	9	10	5				
	Total # of repair tickets restored in ≤ 24hrs	12	9	7	2	5	14	9	10	5				
	% of repair tickets restored 24 Hours	3	100%	100%	1	1	93	100.0%	100.0%	100.0%				
	Sum of the duration of all outages (hh:mm)	36:45:00	10:55	31:40	3:45	10:50	86:30:00	10:30	9:05:00	7:05				
	Avg. outage duration (hh:mm)	4:04:15	1:13	4:31	1:53	2:08	5:46	0:00	0:55	1:25				
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No				
<b>Refunds</b>	Number of customers who received refunds	3	4	3	7	5	5	1	4	2				
	Monthly amount of refunds	\$35.07	\$45.59	\$53.00	\$234.77	\$84.06	\$120.96	\$138.00	\$118.62	\$456.20				
<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													

**Primary Utility Contact Information**

Name: Eric Votaw

Phone: 661-834-7700

Email: [evotaw@ducortelco.com](mailto: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)