Company Name:	Ducor Telephone Company	U#: U-1007-C	Report Year: 2017
Reporting Unit Type:	Ital Company Exchange IVire Center	Reporting Unit Name:	Total Ducor, Kennedy Meadows, and Rancho Tehama

Measurement (Compile monthly, file quarterly)			Date filed Revsied 3/13/2018			Date filed Revsied 3/13/2018			R	Date filed Revsied 3/13/2018				
	weasurement (Complie inc	ontiny, me quarteriy)	1st Quarter			2nd Quarter				3rd Quarter	4th Quarter			
		1=	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	al	Total # of business days	3.34	2.29	1.19	1.48	1.51	0.92	0.54	0.58	1.86	2.47	2.78	3.05
Min. standard = 5		Total # of service orders	19	14	22	17	24	8	8	10	9	8	13	7
		Avg. # of business days	0.11	0.16	0.05	0.09	0.06	0.12	0.07	0.06	0.21	0.31	0.21	0.44
		Total # of installation commitments	19	14	22	17	22	8	7	10	9	8	13	- 7
Installation Com		Total # of installation commitment met	19	14	22	17	22	8	,	10	9	8	13	7
Min. standard = 98	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
- ·		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	995	998	993	1,032	1,041	1,038	1,009	1,005	1,006	963	962	949
Customer Troubl	e Report	Total # af working lines												
	6% (6 per 100 working lines for	Total # of working lines				-				-	-			
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
ard		% of trouble reports												
pu	8% (8 per 100 working lines for	Total # of working lines				1,032	1,041	1,038	1009	1005	1006			
Standard	units w/ 1.001 - 2.999 lines)	Total # of trouble reports				7	7	17	11	13	10			
Min. 9		% of trouble reports				0.01	0.01	0.02	0.01	0.01	0.01			
Σ	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	995	998	993							963	962	949
		Total # of trouble reports	15	10	8						1	1	10	1
		% of trouble reports	0.01	0.01	0.01							0.00	0.01	0.00
		Total # of outage report tickets	12	9	7	2	5	13	9	10	5	0	10	0
		Total # of repair tickets restored in < 24hrs	12	9	7	2	5	12	9	10	5	0	10	0
Adjusted		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Out of Service Re		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	0:00	0:15	0:00
Min. standard = 9	0% within 24 hrs	Avg. outage duration (hh:mm)	10:43:00	1:13	4:31	1:53	2:08	3:08	0:00	:55	1:25	0:00	2:26	0:00
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of outage report tickets	12	9	7	2	5	15	9	10	5	0	10	0
Unadjusted		Total # of repair tickets restored in < 24hrs	12	9	7	2	5	14	9	10	5	0	10	0
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	3	100%	100%	1	1	93	100.0%	100.0%	100.0%	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	0:00	24:15	0:00
		Avg. outage duration (hh:mm)	4:04:15	1:13	4:31	1:53	2:08	5:46	0:00	0:55	1:25	0:00	2:26	0:00
		Number of customers who received refunds	3	1.15	4.51	1.55	5	5	0.00	4	1.25	1	2.20	0.00
Refunds		Monthly amount of refunds	\$35.07	\$45.59	\$53.00	\$234.77	\$84.06	\$120.96	\$138.00	\$118.62	\$456.20	\$138.00	\$0.00	\$0.00
	uble Reports Billing & Non Pilling	montiny amount or refullus	\$55.07	φ 4 3.37	\$55.00	4.77 لاليكو	φ 0 4.00	\$120.90	\$138.00	\$110.02	\$430.20	\$138.00	\$0.00	\$0.00
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR. Billing & Non-Billing				+	1	+			1			
	enu option to reach live agent).	, je s				1		1				-		
iive agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent %< 60 seconds				+	1	+			1			
												-		
						1	1	1						

Primary Utility Contact Information

Name: Eric Votaw

Phone: 661-834-7700

Email: evotaw@ducortelco.com

Company Name	:	Ducor Telephone Compar	-			U#:	U-1007-C	-		Report Year:		2016			
Reporting Unit	Туре:	Tptal Company Exchange Vire Cen	ter				Reporting Unit Na	ame:		Ducor Excha	nge				
	Measurement (Compile mo	anthly file quarterly)		Date filed Revsied 3/13/2018	3		Date filed Revsied 3/13/2018	•	F	Aug Aug Start filed Start filed Revealed 3/13/2015 Start filed Start Guart Start filed Start Guart Start filed 0.24 0.17 0.06 0.2 6 2 0.2 6 2 0.2 6 2 0 0 0.03 2 6 2 0 0 0 100% 100% 100% 100% 100 10 0 2 1 0 2 1 0 2 1 0 2 1 0 2 1 0 2 1 0% 10% 200 100% 100% 200 00 2 1 00% 100% 100% 00% 100% 100% 00% 2 1 <tr< th=""><th>Re</th><th colspan="3">Date filed Revsied 3/13/2018</th></tr<>		Re	Date filed Revsied 3/13/2018		
	Measurement (Complie mo	fitting, the quartering)		1st Quarter			2nd Quarter						4th Quarte		
		Total # of business days	Jan 0.6	0.36	<u>Mar</u> 0.1	Apr 0.4	-0.23	Jun 0.19				0ct 0.41	Nov 0.52	Dec	
Installation Interval		<i>.</i>	4	3	5	0.4	-0.23	2				0.41	0.32	0.78	
Min. standard = 5 b	ous. days	Total # of service orders Avg. # of business days	0.15	0.12	0.02	0.13	06	0.1		-		0.14	0.13	0.78	
		Total # of installation commitments	4	3	5	3	00	2	-			3	4	0.78	
Installation Comm	aitmont	Total # of installation commitment met	4	3	5	3	3	2				3	4	1	
	% commitment met	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%	
Customers		Acct # for voice or bundle, res+bus	279	280	281	283	282	283				254	260	257	
Customer Trouble	e Report														
ouotonio. Trouble		Total # of working lines													
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports													
		% of trouble reports													
dar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines		1	1				1	1					
an		Total # of trouble reports								-		-	l		
Ain. St														<u> </u>	
	10% (10 per 100 working lines	% of trouble reports												<u> </u>	
-		Total # of working lines	279	280	281	283	282	283		-		254	260	257	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	7	1	4	0	2	1		_		1	3		
		% of trouble reports	2%	0%	1%	0	1%	0%			0%	0%	1%	0%	
		Total # of outage report tickets	4	1	4	0	1	0		_	1	0	3		
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	1	4	0	1	0	-	-		0	3	(
	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%				100.0%	100.0%	100.0%	
Min. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	9:15	2:00	12:40	0:00	0:00	0:00				0:00	9:13	0:00	
B% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted	Avg. outage duration (hh:mm)	2:19	2:00	3:10	0:00	0:00	0:00				0:00	3:04	0:00		
		Indicate if catastrophic event is in month	No	No	No	No	No	No		No	No	No	No	No	
		Total # of outage report tickets	4	1	4	0	1	0		2		0	3	0	
		Total # of repair tickets restored in \leq 24hrs	4	1	4	0	1	0	-	-		0	3	(
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%				100.0%	100.0%	100.0%	
		Sum of the duration of all outages (hh:mm)	9:15	2:00	12:40	0:00	0:00	0:00				0:00	9:13	0:00	
		Avg. outage duration (hh:mm)	2:19	2:00	3:10	0:00	0:00	0:00	0:00	1:30	2:00	0:00	3:04	0;00	
		Number of customers who received refunds												<u> </u>	
Refunds		Monthly amount of refunds												<u> </u>	
Answer Time (Trouble Reports, Billing & Non-Billing)														<u> </u>	
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												<u> </u>	
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent													
		%< 60 seconds												<u> </u>	
				I										1	

Primary Utility Contact Information

Name: Eric Votaw

Phone: 661-834-7700

Email: evotaw@ducortelco.com

Company Name: Reporting Unit Type:		Ducor Telephone Compar	ıy	-			U#:	U-1007-C			Report Year:		2016	-
		Ibtal Company 🔄 Khange Ive Center					Reporting Unit Name:				Rancho Tehama Exchange			
	Measurement (Compile mo	nthly file quartach)		Date filed Revsied 3/13/2018			Date filed Revsied 3/13/2018	3	R	Date filed evsied 3/13/20	18	Re	Date filed vsied 3/13/2	018
1	Measurement (Complie ind	intrity, me quarteriy)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
		Tarah wata ka sha a ka sa	Jan	Feb	Mar	Apr	May	Jun	Jul 0.24	Aug 0.41	Sep	Oct	Nov	Dec
Installation Interv	val	Total # of business days	2.74 15	1.92 10	1.08 16	0.86	1.59 16	0.6 4.00	3.00	4	1.74 5	2.06	2.01	2.27
Min. standard = 5	bus. days	Total # of service orders	0.18	0.19	0.07	0.09	0.1			0.10	0.35	0.41	0.25	0.38
		Avg. # of business days Total # of installation commitments	15	0.19	16	10	0.1	0.15	0.08	0.10	0.35	0.41	0.25	0.38
Installation Com	mitmont	Total # of installation commitment met	15	10	16	10	15	4	2	4	5	5	8	6
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
Will. Standard = 50		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	564	565	559	578	584	578	567	560	561	548	541	536
Customer Troubl	le Report	Not # for voice of buildle, restbus	504	505	559	510	504	510	507	500	501	540		550
Customer Houbi		Total # of working lines				-								
1	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports												
l _														
dard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports												
pue		Total # of working lines												
Stan		Total # of trouble reports										_		
Min.		% of trouble reports										_		
≥	10% (10 per 100 working lines	Total # of working lines	564	565	559	577	584	578	567	560	561	548	541	536
1	for units w/ \leq 1,000 lines)	Total # of trouble reports	5	7	2	7	5	15	11	10	9	0	3	0
		% of trouble reports	1%	1%	0%	1%	1%	3%	2%	2%	2%	0%	1%	0%
		Total # of outage report tickets	5	6	1	2	4	12	9	8	4	0	3	0
		Total # of repair tickets restored in ≤ 24hrs	5	6	1	2	4	11	9	8	4	0	3	0
Adjusted Out of Service Re	anart	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	92%	100%	100%	100%	100.0%	100.0%	100.0%
	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15	3:45	10:30	35:20:00	10:30	6:05	5:05	0:00	3:20	0:00
Mini. Standard – a	50% within 24 ms	Avg. outage duration (hh:mm)	1:09	0:56	15:15	1:53	2:38	2:57	0:00	0:46	1:16	0:00	1:07	0:00
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of outage report tickets	5	6	1	2	4	14	9	8	4	0	3	0
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	5	6	1	2	4	13	9	8	4	0	3	0
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	93%	100%	100%	100%	100.0%	100.0%	100.0%
		Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15	3:45	10:30	0:00	10:30	6:05	5:05	0:00	3:20	0:00
1		Avg. outage duration (hh:mm)	1:09	0:56	13:15	1:53	2:38	5.48	0:00	0:46	1:16	0:00	1:07	0:00
		Number of customers who received refunds												
		Monthly amount of refunds												
	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											1	İ
	enu option to reach live agent).	Total # of call seconds to reach live agent			İ									
		%< 60 seconds			İ									
ł						1		1				<u> </u>	1	1

Primary Utility Contact Information

Name: Eric Votaw

Phone: 661-834-7700

Email: evotaw@ducortelco.com

Company Name	:	Ducor Telephone Compar	y	-			U#:	U-1007-C	Report Year:		2016			
Reporting Unit	Туре:	Tptal Company Exchange V/ire Cen	ter				Reporting Unit Na	ame:		Kennedy Me	adows Excha	nge		-
	Measurement (Compile mo	onthly, file quarterly)		Date filed Revsied 3/13/2018 1st Quarter			Revsied 3/13/2018 2nd Quarter	i	R	Date filed Revsied 3/13/20 3rd Quarter	118	Re	Date filed vsied 3/13/2 4th Quarter	
			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0	0.01	0.01	0.22	0.15	0.13	0.06	0	0.06	0	0.25	0
Installation Interv Min. standard = 5 I		Total # of service orders	0	1	1	4	4	2	3	0	2	0	1	0
win. standard = 5 i	bus. days	Avg. # of business days	0	0.01	0.01	0.06	0.04	0.07	3	0	0.03	0	0.25	0
		Total # of installation commitments	0	1	1	4	4	4 2 3 0 2 0 1 0 4 2 3 0 2 0 1 0						
Installation Comm		Total # of installation commitment met	0	1	1	4			-	-			1	-
Min. standard = 95	i% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	152	153	153	171	172	175	177	175	177	161	161	156
Customer Trouble	e Report													1
	COV /C and 100 working lines for	Total # of working lines												1
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												1
P		% of trouble reports											1	
tandar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tan		Total # of trouble reports												
S.		% of trouble reports												
Mir	10% (10 per 100 working lines	Total # of working lines	152	153	153	171	172	175	177	175	177	161	161	156
		Total # of trouble reports	3	2	1	0	0	1	0	1	0	0	4	150
	for units w/ ≤ 1,000 lines)	% of trouble reports	2%	1%	1%	0%	0%	1%	0%	1%	0%	0%	2%	1%
		Total # of outage report tickets	3	2	2	078	078	1/8	0	0	0	0%	4	0
		Total # of repair tickets restored in < 24hrs	3	2	2	0	0	1	0	0	0	0	4	0
Adjusted		% of repair tickets restored ≤ 24 Hours	100	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	4 100.0%	100.0%
Out of Service Re		Sum of the duration of all outages (hh:mm)	21:43	3:20	5:45	0:00	0:00	5:20	0:00	0:00	0:00	0:00	11:42	0:00
Min. standard = 90	1% within 24 hrs	Avg. outage duration (hh:mm)	7:15	1:40	2:53	0:00	0:00	5:20	0:00	0:00	0:00	0:00	2:56	0:00
		Indicate if catastrophic event is in month	No	No	2.55 No	No	No	No	No	No	No	No	2.30 No	0.00 No
		Total # of outage report tickets								-		0	4	0
		Ŭ,	3	2	2	0	0	1	0	0	0		4	
Unadjusted Out of Service Re		Total # of repair tickets restored in < 24hrs	3	2	2	0	0	1	0	0	0	0		0
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%
		Sum of the duration of all outages (hh:mm)	21:45	3:20	5:45	0:00	0:00	5:20	0:00	0:00	0:00	0:00	11:42	0:00
		Avg. outage duration (hh:mm)	7:15	1:40	2:53	0:00	0:00	5:20	0:00	0:00	0:00	0:00	2:56	0:00
		Number of customers who received refunds											'	
		Monthly amount of refunds											'	
Answer Time (Trouble Reports, Billing & Non-Billing)													'	
	1% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											<u> </u>	1
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent											L	1
		% <u><</u> 60 seconds												1

Primary Utility Contact Information

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