

**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 Revised 3/13/2018			Date filed Revised 3/13/2018			Date filed Revised 3/13/2018			Date filed Revised 3/13/2018			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	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	
	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	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	19	14	22	17	22	8	7	10	9	8	13	7	
	Total # of installation commitment met	19	14	22	17	22	8	7	10	9	8	13	7	
	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 Trouble Report														
Min. Standard	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	1009	1005	1006			
		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							963	962	949
		Total # of trouble reports	15	10	8							1	10	1
		% of trouble reports	0.01	0.01	0.01							0.00	0.01	0.00
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	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	
	% 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%	
	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	
	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	
Unadjusted Out of Service Report	Total # of outage report tickets	12	9	7	2	5	15	9	10	5	0	10	0	
	Total # of repair tickets restored in ≤ 24hrs	12	9	7	2	5	14	9	10	5	0	10	0	
	% 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	4	3	7	5	5	1	4	2	1	0	0	
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	
Answer Time (Trouble Reports, Billing & Non-Billing) 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

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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 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: Ducor Exchange

Measurement (Compile monthly, file quarterly)	Date filed Revised 3/13/2018 1st Quarter			Date filed Revised 3/13/2018 2nd Quarter			Date filed Revised 3/13/2018 3rd Quarter			Date filed Revised 3/13/2018 4th Quarter				
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
	Installation Interval Min. standard = 5 bus. days	Total # of business days	0.6	0.36	0.1	0.4	-0.23	0.19	0.24	0.17	0.06	0.41	0.52	0.78
	Total # of service orders	4	3	5	3	4	2	2	6	2	3	4	1	
	Avg. # of business days	0.15	0.12	0.02	0.13	-0.06	0.1	0.12	0.03	0.03	0.14	0.13	0.78	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	3	5	3	3	2	2	6	2	3	4	1	
	Total # of installation commitment met	4	3	5	3	3	2	2	6	2	3	4	1	
	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	279	280	281	283	282	283	265	270	268	254	260	257	
Customer Trouble Report														
Min. Standard	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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	279	280	281	283	282	283	265	270	268	254	260	257
		Total # of trouble reports	7	1	4	0	2	1	0	2	1	1	3	0
		% of trouble reports	2%	0%	1%	0	1%	0%	0%	1%	0%	0%	1%	0%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	1	4	0	1	0	0	2	1	0	3	0	
	Total # of repair tickets restored in ≤ 24hrs	4	1	4	0	1	0	0	2	1	0	3	0	
	% 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)	9:15	2:00	12:40	0:00	0:00	0:00	0:00	0:00	3:00	2:00	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	0:00	1:30	2:00	0:00	3:04	0:00
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of outage report tickets	4	1	4	0	1	0	0	2	1	0	3	0	
	Total # of repair tickets restored in ≤ 24hrs	4	1	4	0	1	0	0	2	1	0	3	0	
	% 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)	9:15	2:00	12:40	0:00	0:00	0:00	0:00	0:00	3:00	2:00	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	
Refunds	Number of customers who received refunds													
	Monthly amount of refunds													
Answer Time (Trouble Reports, Billing & Non-Billing) 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													

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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 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: Rancho Tehama Exchange

Measurement (Compile monthly, file quarterly)		Date filed Revised 3/13/2018 1st Quarter			Date filed Revised 3/13/2018 2nd Quarter			Date filed Revised 3/13/2018 3rd Quarter			Date filed Revised 3/13/2018 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
		Installation Interval Min. standard = 5 bus. days		Total # of business days	2.74	1.92	1.08	0.86	1.59	0.6	0.24	0.41	1.74	2.06	2.01
		Total # of service orders	15	10	16	10	16	4.00	3.00	4	5	5	8	6	
		Avg. # of business days	0.18	0.19	0.07	0.09	0.1	0.15	0.08	0.10	0.35	0.41	0.25	0.38	
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	15	10	16	10	15	4	2	4	5	5	8	6	
		Total # of installation commitment met	15	10	16	10	15	4	2	4	5	5	8	6	
		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	564	565	559	578	584	578	567	560	561	548	541	536	
Customer Trouble Report															
Min. Standard	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													
		Total # of trouble reports													
		% of trouble reports													
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	564	565	559	577	584	578	567	560	561	548	541	536	
		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%	0%	1%	0%	0%	
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		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	
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	92%	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	35:20:00	10:30	6:05	5:05	0:00	3:20	0:00	
		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	
Unadjusted Out of Service Report		Total # of outage report tickets	5	6	1	2	4	14	9	8	4	0	3	0	
		Total # of repair tickets restored in ≤ 24hrs	5	6	1	2	4	13	9	8	4	0	3	0	
		% 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	
		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	
Refunds		Number of customers who received refunds													
		Monthly amount of refunds													
Answer Time (Trouble Reports, Billing & Non-Billing) 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													
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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2016

Reporting Unit Type: Digital Company Exchange Wire Center

Reporting Unit Name: Kennedy Meadows Exchange

Measurement (Compile monthly, file quarterly)		Date filed Revised 3/13/2018			Revised 3/13/2018			Date filed Revised 3/13/2018			Date filed Revised 3/13/2018			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	0	0.01	0.01	0.22	0.15	0.13	0.06	0	0.06	0	0.25	0	
	Total # of service orders	0	1	1	4	4	2	3	0	2	0	1	0	
	Avg. # of business days	0	0.01	0.01	0.06	0.04	0.07	3	0	0.03	0	0.25	0	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	1	4	4	2	3	0	2	0	1	0	
	Total # of installation commitment met	0	1	1	4	4	2	3	0	2	0	1	0	
	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 Report														
Min. Standard	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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 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	1
		% of trouble reports	2%	1%	1%	0%	0%	1%	0%	1%	0%	0%	2%	1%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	2	0	0	1	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	
	% 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)	21:43	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	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	3	2	2	0	0	1	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	
	% 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	2:56	0:00		
Refunds	Number of customers who received refunds													
	Monthly amount of refunds													
Answer Time (Trouble Reports, Billing & Non-Billing) 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													

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