

**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			Date filed			Date filed		
		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	-0.53	2.29	1.19									
	Total # of service orders	19	14	22									
	Avg. # of business days	-0.03	0.16	0.05									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	19	14	22									
	Total # of installation commitment met	19	14	22									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	995	998	993									
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	995	998	993								
		Total # of trouble reports	15	10	8								
		% of trouble reports	0.01	0.01	0.01								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	12	9	7									
	Total # of repair tickets restored in ≤ 24hrs	12	9	7									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	36:43:00	10:55	31:40									
	Avg. outage duration (hh:mm)	10:43:00	1:13	4:31									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	12	9	7									
	Total # of repair tickets restored in ≤ 24hrs	12	9	7									
	% of repair tickets restored ≤ 24 Hours	3	100%	100%									
	Sum of the duration of all outages (hh:mm)	36:45:00	10:55	31:40									
	Avg. outage duration (hh:mm)	4:04:15	1:13	4:31									
Refunds	Number of customers who received refunds	3	4	3									
	Monthly amount of refunds	\$35.07	\$45.59	\$53.00									
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 (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)			
		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	-78.41	8.06	2:30										
	Total # of service orders	-3.27	0.36	0.1										
	Avg. # of business days	-0.82	0.12	0.01										
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	3	5										
	Total # of installation commitment met	4	3	5										
	Total # of installation commitment missed	0	0	0										
	% of commitment met	100%	100	100%										
Customers	Acct # for voice or bundle, res+bus	279	280	281										
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									
		Total # of trouble reports	7	1	4									
		% of trouble reports	2%	0%	1%									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	1	4										
	Total # of repair tickets restored in ≤ 24hrs	4	1	4										
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
	Sum of the duration of all outages (hh:mm)	9:15	2:00	12:40										
	Avg. outage duration (hh:mm)	2:19	2:00	3:10										
	Indicate if catastrophic event is in month	No	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	4	1	4										
	Total # of repair tickets restored in ≤ 24hrs	4	1	4										
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
	Sum of the duration of all outages (hh:mm)	9:15	2:00	12:40										
	Avg. outage duration (hh:mm)	2:19	2:00	3:10										
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
 Reporting Unit Type: Total Company Exchange Wire Center

U#: U-1007-C
 Reporting Unit Name: Rancho Tehama Exchange

Report Year: 2016

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)		
		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	65.6	46.17	26.01									
	Total # of service orders	2.74	1.92	1.08									
	Avg. # of business days	0.18	0.19	0.02									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	15	10	16									
	Total # of installation commitment met	15	10	16									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	564	565	559									
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								
		Total # of trouble reports	5	7	2								
		% of trouble reports	1%	1%	0%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	6	1									
	Total # of repair tickets restored in ≤ 24hrs	5	6	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15									
	Avg. outage duration (hh:mm)	1:09	0:56	15:15									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	5	6	1									
	Total # of repair tickets restored in ≤ 24hrs	5	6	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	5:45	5:35	13:15									
	Avg. outage duration (hh:mm)	1:09	0:56	13:15									
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: Kennedy Meadows Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (02/27/2017) 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	1	0.01									
	Total # of service orders	0	0.27	0.01									
	Avg. # of business days	0	0.01	0.01									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	1									
	Total # of installation commitment met	0	1	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	0%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	152	153	153									
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								
		Total # of trouble reports	3	2	1								
		% of trouble reports	2%	1%	1%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	2									
	Total # of repair tickets restored in ≤ 24hrs	3	2	2									
	% of repair tickets restored ≤ 24 Hours	100	100%	100%									
	Sum of the duration of all outages (hh:mm)	21:43	3:20	5:45									
	Avg. outage duration (hh:mm)	7:15	1:40	2:53									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	3	2	2									
	Total # of repair tickets restored in ≤ 24hrs	3	2	2									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	21:45	3:20	5:45									
	Avg. outage duration (hh:mm)	7:15	1:40	2:53									
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												
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