Company Name:	Ducor Telephone Company	U#:	U-1007-C	Report Year:	2018
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit N	ame:	Total Ducor, Kennedy Meadows, and Ran	cho Tehama

				Date filed Date filed						Date filed			Date filed	
	Measurement (Compile mo	nthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
la stallation latera		Total # of business days	0.82	1.52	4.39	3.48	3.61	2.9						
Installation Interval Min. standard = 5 b		Total # of service orders	3	6	11	11	9	9						
IVIIII. Staridard = 5 b	us. uays	Avg. # of business days	0.27	0.25	0.4	0.32	0.4	0.32						
		Total # of installation commitments	3	6	11	11	9	9						
Installation Comm		Total # of installation commitment met	3	6	11	11	9	9						
Min. standard = 95%	% 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	958	958	957	952	948	948						
Customer Trouble	Report													
	00/ (0 100 - 11 - 11 - 1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
p	units w/ ≥ 3,000 lines)	% of trouble reports												
dar		Total # of working lines												1
tan	8% (8 per 100 working lines for	Total # of trouble reports												
. S	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Mi		Total # of working lines	958	958	957	952	948	948						
	10% (10 per 100 working lines	Total # of trouble reports	12	8	8	5	0	2		1				
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	1%	1%	1%	0	1%						
		Total # of outage report tickets	9	1 70	5	2	0	0						
		Total # of repair tickets restored in ≤ 24hrs	9	1	5	3	0	0						+
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100.0%	U							\vdash
Out of Service Rep		·					0:00	% 0:00				_		
Min. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	13:20	00:47	6:34	4:10								
		Avg. outage duration (hh:mm)	01:29	00:47	1:19	1:23	0:00	0:00						+
		Indicate if catastrophic event is in month	No	No	No	No	No	No				_		├──
		Total # of outage report tickets	9	1	5	3	0	0				_		↓
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	9	1	5	3	0	0						↓
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	%	%	%						
		Sum of the duration of all outages (hh:mm)	13:20	00:47	6:34	4:10	0	0						
		Avg. outage duration (hh:mm)	01:29	00:47	1:19	1:23	0	0						
		Number of customers who received refunds	0	10	1	1	1	1						
Refunds		Monthly amount of refunds	\$0.00	\$464.32	\$26.05	\$10.00	\$40.00	\$34.78						
Answer Time (Trou	ble Reports, Billing & Non-Billing)													
Min. standard = 80%	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												1
		%<_60 seconds												
		[

Primary Utility Contact Information

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

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:	2018
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Na	ame:	Ducor Exchange	

	Measurement (Compile mo	onthly, 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
		Total # of business days	0	0	0.12	0.21	1.13	0.22		- I III g				
nstallation Interval		Total # of service orders	0	0	1	1	1	1						
Min. standard = 5 k	ous. days	Avg. # of business days	0	0	0.12	0.21	1.13	0.22						
		Total # of installation commitments	0	0	1	1	1	1						
Installation Comm	nitment	Total # of installation commitment met	0	0	1	1	1	1						
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						1
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	258	258	256	253	250	250						
Customer Trouble	e Report												1	
	·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												\vdash
tan	8% (8 per 100 working lines for	Total # of trouble reports										_	1	
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports												\vdash
Ä		Total # of working lines	250	258	256	253	250	250				_	<u> </u>	\vdash
_	10% (10 per 100 working lines	Total # of trouble reports	258		256	253						-	-	
	for units w/ ≤ 1,000 lines)	·	7	0	•	00/	0	0				_		
		% of trouble reports	3%	0%	0%	0%	0%	0%				_	1	
		Total # of outage report tickets	6	0	0	1	0	0				-	-	
Adjusted		Total # of repair tickets restored in ≤ 24hrs	6	0	0	1	0	0						
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	%	%	100%	%	%				_		
Min. standard = 90		Sum of the duration of all outages (hh:mm)	08:05	0:00	0:00	1:24	0:00	0:00					1	_
		Avg. outage duration (hh:mm)	01:21	0:00	0:00	1:24	0:00	0:00						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of outage report tickets	6	0	0	1	0	0						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	6	0	0	1	0	0						
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	%	%	100%	%	%						
		Sum of the duration of all outages (hh:mm)	08:05	00:00	0:00	1:24	0:00	0:00		_				
		Avg. outage duration (hh:mm)	01:21	00:00	0:00	1:24	0:00	0:00						
		Number of customers who received refunds	0	0	0	0	1	0						
Refunds		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$ -	\$ 40.00	\$ -						
	uble Reports, Billing & Non-Billing)													
,	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											1	
	nu option to reach live agent).	Total # of call seconds to reach live agent											1	
		%< 60 seconds												
														+

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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:	2018
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Na	ıme:	Rancho Tehama Exchange	

	Measurement (Compile mo	onthly, 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
		Total # of business days	0.82	1.48	4.05	2.21	0.51	2.42						
nstallation Interval		Total # of service orders	3	5	9	8	2	7						
Min. standard = 5 k	bus. days	Avg. # of business days	0.27	0.3	0.45	0.28	0.26	0.35						
		Total # of installation commitments	3	5	9	8	2	7						1
Installation Comm	nitment	Total # of installation commitment met	3	5	9	8	2	7						
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
Customers		% of commitment met	100%	100%	100%	100%	100%	100%						
		Acct # for voice or bundle, res+bus	543	543	544	541	536	536						
Customer Trouble	e Report													1
	i i	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
,	units w/ ≥ 3,000 lines)	% of trouble reports												
daı		Total # of working lines												1
tan	8% (8 per 100 working lines for	Total # of trouble reports										_		+
Š.	units w/ 1,001 - 2,999 lines)	% of trouble reports												+
Ë		Total # of working lines	F.40	5.40	544	544	500	500				_		+
_	10% (10 per 100 working lines	ū	543	543	544	541	536	536				_		
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	5	,	8	4	0	0				_		
		% of trouble reports	1%	1%	1%	1%	0%	0%				_		
		Total # of outage report tickets	3	1	5	2	0	0						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	3	1	5	2	0	0						<u> </u>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	%	%						
Min. standard = 9	-	Sum of the duration of all outages (hh:mm)	5:15	00:47	6:34	2:46	0:00	0:00						
	- 70 · · · · · · · · · · · · · · · · · ·	Avg. outage duration (hh:mm)	1:45	00:47	1:19	1:23	0:00	0:00						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of outage report tickets	3	1	5	2	0	0						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	3	1	5	2	0	0						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	%	%						
		Sum of the duration of all outages (hh:mm)	05:15	00:47	6:34	2:46	0:00	0:00						
		Avg. outage duration (hh:mm)	01:45	00:47	1:19	1:23	0:00	0.00						
		Number of customers who received refunds	0	0	0	1	0	0						
Refunds		Monthly amount of refunds	0	0	0	\$ 10.00	\$ -	\$ -						1
	uble Reports, Billing & Non-Billing)	,				. = 5100								†
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												†
	nu option to reach live agent).	Total # of call seconds to reach live agent												<u> </u>
agoin (w/a illo	spann to roadin iivo agoin).	%<_60 seconds												
		/3_55 55551145												+

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Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

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>U-1007-C</u>	Report Year: 2018
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Kennedy Meadows Exchange

	Measurement (Compile mo	anthly file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)		Date filed (02/27/2017)		
	Measurement (Compile mo	fitting, the quarterry)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva	al	Total # of business days	0	0.04	0.22	1.06	1.97	0.26						<u> </u>
fin. standard = 5 bus. days		Total # of service orders	0	1	1	2	6	1						
Willia Staridard – 6 k	ous. days	Avg. # of business days	0	0.04	0.22	0.53	0.33	0.26						<u> </u>
		Total # of installation commitments	0	1	1	2	6	1						
Installation Comm		Total # of installation commitment met	0	1	1	2	6	1						
Min. standard = 95	% 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	157	157	157	158	162	162						
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
nda	20/ (2 per 100 working lines for	Total # of working lines												
)ţa	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 inles)	% of trouble reports												
Ē	100/ /10 100 1/ 1/	Total # of working lines	157	157	157	158	162	162						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	0	0	0	2						
	for units w/ \(\sigma\),000 lines)	% of trouble reports	0%	1%	0%	0%	0%	1%						†
	-	Total # of outage report tickets	0	0	0	0	0	0						
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						+
Out of Service Re	-	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
Min. standard = 90	% within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	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	0	0	0	0	0	0				_		
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	%	%	%						
		Sum of the duration of all outages (hh:mm)	00:00	00:00	0:00	0:00	0:00	0:00						
		Avg. outage duration (hh:mm)	00:00	00:00	0:00	0:00	0:00	0:00						
		Number of customers who received refunds	0	0	0	0	0	1						
Refunds		Monthly amount of refunds	0	0	0	\$ -	\$ -	\$ 34.78						
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
•	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	nu option to reach live agent).	Total # of call seconds to reach live agent												
5 ()		%< 60 seconds												
														+

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