

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2018

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			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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.82	1.52	4.39	3.48	3.61	2.9						
	Total # of service orders	3	6	11	11	9	9						
	Avg. # of business days	0.27	0.25	0.4	0.32	0.4	0.32						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	6	11	11	9	9						
	Total # of installation commitment met	3	6	11	11	9	9						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	958	958	957	952	948	948						
<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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	958	958	957	952	948	948					
		Total # of trouble reports	12	8	8	5	0	2					
		% of trouble reports	1%	1%	1%	1%	0	1%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	1	5	3	0	0						
	Total # of repair tickets restored in ≤ 24hrs	9	1	5	3	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100.0%	%	%						
	Sum of the duration of all outages (hh:mm)	13:20	00:47	6:34	4:10	0:00	0:00						
	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						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	9	1	5	3	0	0						
	Total # of repair tickets restored in ≤ 24hrs	9	1	5	3	0	0						
	% 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						
<b>Refunds</b>	Number of customers who received refunds	0	10	1	1	1	1						
	Monthly amount of refunds	\$0.00	\$464.32	\$26.05	\$10.00	\$40.00	\$34.78						
<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: 559-534-2211

Email: [evotaw@varcomm.biz](mailto: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)

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Ducor 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	
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days	0	0	0.12	0.21	1.13	0.22				
		Total # of service orders	0	0	1	1	1	1						
		Avg. # of business days	0	0	0.12	0.21	1.13	0.22						
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	0	0	1	1	1	1						
		Total # of installation commitment met	0	0	1	1	1	1						
		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>		Acct # for voice or bundle, res+bus	258	258	256	253	250	250						
<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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	258	258	256	253	250	250						
		Total # of trouble reports	7	0	0	1	0	0						
		% of trouble reports	3%	0%	0%	0%	0%	0%						
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	6	0	0	1	0	0						
		Total # of repair tickets restored in ≤ 24hrs	6	0	0	1	0	0						
		% of repair tickets restored ≤ 24 Hours	100%	%	%	100%	%	%						
		Sum of the duration of all outages (hh:mm)	08:05	0:00	0:00	1:24	0:00	0:00						
		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						
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	6	0	0	1	0	0						
		Total # of repair tickets restored in ≤ 24hrs	6	0	0	1	0	0						
		% 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						
<b>Refunds</b>		Number of customers who received refunds	0	0	0	0	1	0						
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$ -	\$ 40.00	\$ -						
<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												

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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: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Rancho Tehama 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	
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days	0.82	1.48	4.05	2.21	0.51	2.42				
		Total # of service orders	3	5	9	8	2	7						
		Avg. # of business days	0.27	0.3	0.45	0.28	0.26	0.35						
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	3	5	9	8	2	7						
		Total # of installation commitment met	3	5	9	8	2	7						
		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>		Acct # for voice or bundle, res+bus	543	543	544	541	536	536						
<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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	543	543	544	541	536	536						
		Total # of trouble reports	5	7	8	4	0	0						
		% of trouble reports	1%	1%	1%	1%	0%	0%						
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	3	1	5	2	0	0						
		Total # of repair tickets restored in ≤ 24hrs	3	1	5	2	0	0						
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	%	%						
		Sum of the duration of all outages (hh:mm)	5:15	00:47	6:34	2:46	0:00	0:00						
		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						
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	3	1	5	2	0	0						
		Total # of repair tickets restored in ≤ 24hrs	3	1	5	2	0	0						
		% 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						
<b>Refunds</b>		Number of customers who received refunds	0	0	0	1	0	0						
		Monthly amount of refunds	0	0	0	\$ 10.00	\$ -	\$ -						
<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												
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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: 2018

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	
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days	0	0.04	0.22	1.06	1.97	0.26				
		Total # of service orders	0	1	1	2	6	1						
		Avg. # of business days	0	0.04	0.22	0.53	0.33	0.26						
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	0	1	1	2	6	1						
		Total # of installation commitment met	0	1	1	2	6	1						
		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>		Acct # for voice or bundle, res+bus	157	157	157	158	162	162						
<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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	157	157	157	158	162	162						
		Total # of trouble reports	0	1	0	0	0	2						
		% of trouble reports	0%	1%	0%	0%	0%	1%						
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	0	0	0	0	0	0						
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
		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						
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	0	0	0	0	0	0						
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
		% 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						
<b>Refunds</b>		Number of customers who received refunds	0	0	0	0	0	1						
		Monthly amount of refunds	0	0	0	\$ -	\$ -	\$ 34.78						
<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												

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