

**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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.82	1.52	4.39	3.48	3.61	2.9	1.82	2.93	1.99	2.31	2.47	3.27	
	Total # of service orders	3	6	11	11	9	9	8	12	8	10	10	12	
	Avg. # of business days	0.27	0.25	0.4	0.32	0.4	0.32	0.23	2.93	0.25	0.23	0.25	0.27	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	6	11	11	9	9	8	12	8	10	10	12	
	Total # of installation commitment met	3	6	11	11	9	9	8	12	8	10	10	12	
	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	958	958	957	952	948	948	939	945	934	928	929	932	
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	958	958	957	952	948	948	939	945	934	928	929	932
		Total # of trouble reports	12	8	8	5	0	2	3	19	15	5	19	13
		% of trouble reports	1%	1%	1%	1%	0	1%	0%	2%	2%	1%	2%	1%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	1	5	3	0	0	3	6	15	5	19	13	
	Total # of repair tickets restored in ≤ 24hrs	9	1	5	3	0	0	3	6	15	5	19	13	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	13:20	00:47	6:34	4:10	0:00	0:00	0:00	7:27	17:38	6:42	44:50:00	20:51	
	Avg. outage duration (hh:mm)	01:29	00:47	1:19	1:23	0:00	0:00	0:00	1:15	1:11	1:20	2:22	1:36	
	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	9	1	5	3	0	0	0	6	15	5	19	13	
	Total # of repair tickets restored in ≤ 24hrs	9	1	5	3	0	0	0	6	15	5	19	13	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	%	%	%	%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	13:20	00:47	6:34	4:10	0	0	0	7:27	17:38	6:42	44:50:00	20:51	
	Avg. outage duration (hh:mm)	01:29	00:47	1:19	1:23	0	0	0:00	1:15	1:11	1:20	2:22	1:36	
	Number of customers who received refunds	0	10	1	1	1	1	0	0	0	0	4	6	
Refunds	Monthly amount of refunds	\$0.00	\$464.32	\$26.05	\$10.00	\$40.00	\$34.78	\$0.00	\$0.00	\$0.00	\$0.00	\$62.25	\$181.00	
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: 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)

**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)			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	0	0	0.12	0.21	1.13	0.22	0.41	0	0.82	0.51	0.71	0.35	
	Total # of service orders	0	0	1	1	1	1	2	0	4	3	2	1	
	Avg. # of business days	0	0	0.12	0.21	1.13	0.22	0.21	0	0.21	0.17	0.36	0.35	
	Total # of installation commitments	0	0	1	1	1	1	2	0	4	3	2	1	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	0	0	1	1	1	1	2	0	4	3	2	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	258	258	256	253	250	250	248	250	245	242	247	241	
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	258	258	256	253	250	250	248	250	245	242	247	241
		Total # of trouble reports	7	0	0	1	0	0	0	2	4	1	3	3
		% of trouble reports	3%	0%	0%	0%	0%	0%	0%	1%	2%	0%	1%	1%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	0	0	1	0	0	0	2	4	1	3	3	
	Total # of repair tickets restored in ≤ 24hrs	6	0	0	1	0	0	0	2	4	1	3	3	
	% 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)	08:05	0:00	0:00	1:24	0:00	0:00	0:00	0:00	5:40	3:30	9:32	11:10	
	Avg. outage duration (hh:mm)	01:21	0:00	0:00	1:24	0:00	0:00	0:00	0:00	1:25	3:30	3:11	3:54	
	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	6	0	0	1	0	0	0	2	4	1	3	3	
	Total # of repair tickets restored in ≤ 24hrs	6	0	0	1	0	0	0	2	4	1	3	3	
	% of repair tickets restored ≤ 24 Hours	100%	%	%	100%	%	%	%	100%	100%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	08:05	00:00	0:00	1:24	0:00	0:00	0:00	0:00	5:40	3:30	9:32	11:10	
	Avg. outage duration (hh:mm)	01:21	00:00	0:00	1:24	0:00	0:00	0:00	0:00	1:25	3:30	3:11	3:43	
	Number of customers who received refunds	0	0	0	0	1	0	0	0	0	0	2	1	
Refunds	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$ -	\$ 40.00	\$ -				0.00	6.32	92.23	
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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Rancho Tehama Exchange

Measurement (Compile monthly, file quarterly)	Date filed			Date filed			Date filed			Date filed (01/18/2019)				
	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	0.82	1.48	4.05	2.21	0.51	2.42	1.41	2.73	1.17	1.4	1.57	2.92	
	Total # of service orders	3	5	9	8	2	7	6	11	4	6	7	11	
	Avg. # of business days	0.27	0.3	0.45	0.28	0.26	0.35	0.24	0.25	0.29	0.23	0.22	0.27	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	5	9	8	2	7	6	11	4	6	7	11	
	Total # of installation commitment met	3	5	9	8	2	7	6	11	4	6	7	11	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customer Trouble Report	Acct # for voice or bundle, res+bus	543	543	544	541	536	536	530	534	532	529	531	538	
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	543	543	544	541	536	536	530	534	532	529	531	538
		Total # of trouble reports	5	7	8	4	0	0	1	14	9	4	15	8
		% of trouble reports	1%	1%	1%	1%	0%	0%	0%	3%	2%	1%	3%	1%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	1	5	2	0	0	1	5	9	4	15	8	
	Total # of repair tickets restored in ≤ 24hrs	3	1	5	2	0	0	1	5	9	4	15	8	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	%	%	100%	100%	100%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	5:15	00:47	6:34	2:46	0:00	0:00	0:00	6:27	8:18	3:12	34:55:00	8:46	
	Avg. outage duration (hh:mm)	1:45	00:47	1:19	1:23	0:00	0:00	0:00	1:17	:55	0:48	2:20	1:06	
	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	1	5	2	0	0	0	5	9	4	15	8	
	Total # of repair tickets restored in ≤ 24hrs	3	1	5	2	0	0	0	5	9	4	15	8	
	% 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)	05:15	00:47	6:34	2:46	0:00	0:00	0:00	6:27	8:18	3:12	34:55:00	8:46:00	
	Avg. outage duration (hh:mm)	01:45	00:47	1:19	1:23	0:00	0:00	0:00	1:17	0:55	0:48	2:20	1:06	
Refunds	Number of customers who received refunds	0	0	0	1	0	0	0	0	0	0	1	2	
	Monthly amount of refunds	0	0	0	\$ 10.00	\$ -	\$ -	0.00	0.00	0.00	0.00	29.11	12.70	
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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Service Quality Standards Reporting
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Company Name: Ducor Telephone Company

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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)			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	0	0.04	0.22	1.06	1.97	0.26	0	0.2	0	0.4	0:19	0	
	Total # of service orders	0	1	1	2	6	1	0	1	0	1	1	0	
	Avg. # of business days	0	0.04	0.22	0.53	0.33	0.26	0	0.2	0	0.4	0:19	0	
	Total # of installation commitments	0	1	1	2	6	1	0	1	0	1	1	0	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	0	1	1	2	6	1	0	1	0	1	1	0	
	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	157	157	157	158	162	162	158	158	154	154	151	150	
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	157	157	157	158	162	162	158	158	154	154	151	150
		Total # of trouble reports	0	1	0	0	0	2	2	3	2	0	1	2
		% of trouble reports	0%	1%	0%	0%	0%	1%	1%	2%	1%	0%	1%	1%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	0	1	2	0	1	2	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	2	0	1	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:00	3:40	0:00	0:23	0:55	
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:00	1:50	0:00	0:23	0:28	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
	Total # of outage report tickets	0	0	0	0	0	0	0	1	2	0	0	2	
Unadjusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	2	0	0	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	%	%	%	%	100%	100%	100%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	00:00	00:00	0:00	0:00	0:00	0:00	0:00	1:00	3:40	0:00	0:23	0:55	
	Avg. outage duration (hh:mm)	00:00	00:00	0:00	0:00	0:00	0:00	0:00	1:00	1:50	0:00	0:23	0:28	
	Number of customers who received refunds	0	0	0	0	0	1	0	0	0	0	2	3	
Refunds	Monthly amount of refunds	0	0	0	\$ -	\$ -	\$ 34.78	0.00	0.00	0.00	0.00	31.45	76.07	
	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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