Company Name:	Ducor Telephone Co	ompany	U#:	U-1007-C	Report Year:	2019
Reporting Unit Type:	☑ Total Company ☐ Exchange ☐ W	Vire Center	Reporting Unit Na	me:	Total Ducor, Kennedy Meadows, and Ra	ncho Tehama

				Date filed 4/30/2019	9		Date filed			Date filed			Date filed	
	Measurement (Compile me	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter		-	4th Quarter	
		İ	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	2.86	1.62	3.1	1.47	2.91	1.54						
Installation Interv		Total # of service orders	10	7	13	6	12	7						
Min. standard = 5 b	ous. days	Avg. # of business days	0.29	0.23	0.24	0.25	0.24	0.22						
		Total # of installation commitments	10	7	13	6	12	7						
nstallation Comm	nitment	Total # of installation commitment met	10	7	13	6	12	7						
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												
Customer Trouble	e Report													
201 /2 422 11 11 /	Total # of working lines													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
da	201 /2 422 1: 1: /	Total # of working lines												
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports											1	
ج	units w/ 1,001 - 2,999 lines)	% of trouble reports											†	
Ξ		Total # of working lines	939	929	925	925	927	926						
10% (10 per 100 working lines	Total # of trouble reports	24	16	19	12	5	6					†		
	for units w/ ≤ 1,000 lines)	% of trouble reports	3%	2%	2%	1%	1%	1					†	
	- I	Total # of outage report tickets	24	16	19	12	5	6					†	
		Total # of repair tickets restored in ≤ 24hrs	24	16	19	12	5	6					1	
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)	68:27	51:55	25:18	17:35	8:36	6:50					1	
Min. standard = 9	0% within 24 hrs	Avg. outage duration (hh:mm)	2:52	3:15	1:20	1:28	1:43	1:08					+	
		Indicate if catastrophic event is in month	No	No	No.	No.	No.	No					+	
		Total # of outage report tickets	24	16	19	12	5	6					+	
Unadjusted		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	24	16	19	12	5	6					+	
Onadjusted Out of Service Re	nort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%					+	-
out of octation ite	port	Sum of the duration of all outages (hh:mm)	68:27	51:55	25:18	17:35	8:36	6:50						
					1:20			1:08					+	
		Avg. outage duration (hh:mm)	2:52	3:15	1:20	1:28	1:43	1:08					 	
3-6 d-		Number of customers who received refunds	\$87.00	6 \$347.45	\$78.83	\$192.39	\$205.20	\$87.50					 	1
Refunds	this Deposits Dillion O Nice Dilli	Monthly amount of refunds	\$87.00	\$347.43	\$/8.83	\$192.39	\$205.20	\$87.50		_			 	1
	uble Reports, Billing & Non-Billing)	T (# (# (TB B'')) 0 N 5''''			1	1	1	 					 	₩
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			1	1	1	 					 	₩
ive agent (w/a mei	nu option to reach live agent).	Total # of call seconds to reach live agent											 	——
		%<_60 seconds											 '	
							1						1	1

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)

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Company Name:		Ducor Telepho	ne Compar
Reporting Unit Type:	Total Company	Exchange	☐ Wire (

Installation Interval		Total # of business days	
		Total # of service orders	
Min. standard = 5	bus. days	Avg. # of business days	
		Total # of installation commitments	
Installation Com		Total # of installation commitment met	
Min. standard = 9	5% commitment met	Total # of installation commitment missed	
		% of commitment met	
Customers		Acct # for voice or bundle, res+bus	
Customer Troub	le Report		
	6% (6 per 100 working lines for	Total # of working lines	
	units w/ ≥ 3,000 lines)	Total # of trouble reports	
ard		% of trouble reports	
Min. Standard	8% (8 per 100 working lines for	Total # of working lines	
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	
.⊑	, , ,	% of trouble reports	
Σ	10% (10 per 100 working lines	Total # of working lines	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	
	101 and 111 2 1,000 miles)	% of trouble reports	
		Total # of outage report tickets	
A -1:a.t.a1		Total # of repair tickets restored in ≤ 24hrs	
Adjusted Out of Service R	enort	% of repair tickets restored ≤ 24 Hours	
Min. standard = 9	•	Sum of the duration of all outages (hh:mm	
	- 70 mm <u>- 1 m</u>	Avg. outage duration (hh:mm)	
		Indicate if catastrophic event is in month	
		Total # of outage report tickets	
Unadjusted		Total # of repair tickets restored in < 24hrs	
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	
		Sum of the duration of all outages (hh:mm	
		Avg. outage duration (hh:mm)	
		Number of customers who received refund	
Refunds		Monthly amount of refunds	
Answer Time (Tro	ouble Reports, Billing & Non-Billing)		
Min standard — 9	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	

live agent (w/a menu option to reach live agent).	Total # of call seconds to reach live agent
	%<60 seconds

Name: Eric Votaw

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)

ıy	U#:
Center	Reporting Unit Nar

	Date filed 4/30/2019		Date filed	
	1st Quarter			2nd Quarter
Jan	Feb	Mar	Apr	May
0	0.45	0.6	0.84	0.47
0	2	2	3	2
0	0.23	0.3	0.28	0.24
0	2	2	3	2
0	2	2	3	2
0	0	0	0	0
100%	100%	100%	100%	100%
243	239	239	241	240
2	4	5	4	0
1%	2%	2%	2%	0%
2	4	5	4	0
2	4	5	4	0
100%	100%	100%	100%	100%
0:22	3:34	0:34	10:17	0:00
0:11	0:54	0:07	2:34	0:00
No	No	No	No	No No
2	4	5	4	0
2	4	5	4	0
100%	100%	100%	100%	100%
0:22	3:34	0:34	10:17	0:00
0:11	0	0:07	2:34	0:00
0	1	0	1	2
\$0.00	\$136.76	\$0.00	7.67	94.30

Primary Utility Contact Information

Phone: 559-534-2211

U-1007-C	Report Year:	2019
me:	Ducor Exchange	

	Date filed				Date filed	e filed	
		3rd Quarter			4th Quarter		
Jun	Jul	Aug	Sep	Oct	Nov	Dec	
0							
0							
0							
0							
0							
0							
100%							
239							
2							
1%							
2							
2							
100%							
0:00							
0:05							
No							
2							
2							
100%							
0:00							
0:05							
0.05							
0							

Email: evotaw@varcomm.biz

Company Name:		Ducor Telepho	ne Compar
Reporting Unit Type:	Total Company	Exchange	☐ Wire (

	Measurement (Compile mo	nthly, file quarterly)
		Total # of business days
Installation Interv		Total # of service orders
Min. standard = 5	bus. days	Avg. # of business days
		Total # of installation commitments
Installation Com	nitment	Total # of installation commitment met
Min. standard = 95	5% commitment met	Total # of installation commitment missed
		% of commitment met
Customers		Acct # for voice or bundle, res+bus
Customer Troubl	e Report	
	6% (6 per 100 working lines for	Total # of working lines
	units w/ ≥ 3,000 lines)	Total # of trouble reports
Min. Standard	di.iii ii, _ e,eee iii.ee,	% of trouble reports
	00/ (0 n on 400 months a line of far	Total # of working lines
ìtar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports
D. S	units w/ 1,001 2,000 inics)	% of trouble reports
Ξ	100/ /10 100 1: 1:	Total # of working lines
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports
	ior drifts w/ \(\textit{2}\) 1,000 lines)	% of trouble reports
	•	Total # of outage report tickets
		Total # of repair tickets restored in ≤ 24hrs
Adjusted		% of repair tickets restored ≤ 24 Hours
Out of Service Re	∍port 10% within 24 hrs	Sum of the duration of all outages (hh:mm)
wiiii. Staildaid – 3	70 /0 WICHIN 24 III 3	Avg. outage duration (hh:mm)
		Indicate if catastrophic event is in month
		Total # of outage report tickets
Unadjusted		Total # of repair tickets restored in ≤ 24hrs
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours
		Sum of the duration of all outages (hh:mm)
		Avg. outage duration (hh:mm)
		Number of customers who received refund
Refunds		Monthly amount of refunds
Answer Time (Tro	uble Reports, Billing & Non-Billing)	
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing

live agent (w/a menu option to reach live agent).	Total # of call seconds to reach live agent
	%<60 seconds

Name: Eric Votaw

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)

ıy	U#:
Center	Reporting Unit Nar

Date filed 4/30/2019				Date filed
	1st Quarter			2nd Quarter
Jan	Feb	Mar	Apr	May
2.18	1:17	2.34	0.34	0.94
8	5	10	2	4
0.27	0:23	0.23	0.17	0.24
8	5	10	2	4
8	5	10	2	4
0	0	0	0	0
100%	100%	100%	100%	100%
546	538	538	535	532
22	11	14	8	4
4%	2%	3%	2%	1%
22	11	14	8	4
22	11	14	8	4
100%	100%	100%	100%	100%
68:27	41:31	24:44	7:18	6:36
3:07	3:46	1:46	0:55	1:39
No	No	No	No	No
22	11	14	8	4
22	11	14	8	4
100%	100%	100%	100%	100%
68:27	41:31	24:44	7:18	6:36
3:07	3:46	1:46	0:55	1:39
2	2	2	2	2
\$87.00	\$154.78	\$62.17	132.36	110.90

Primary Utility Contact Information

Phone: 559-534-2211

U-1007-C	Report Year:	2019
me:	Rancho Tehama Exchange	

		Date filed			Date filed	
		3rd Quarter			4th Quarter	
Jun	Jul	Aug	Sep	Oct	Nov	Dec
1.14						
5.00						
0.23						
5						
5						
0						
100%				_		
				-		
				_		
532						
3						
1%						
3						
3						
100%						
2:40:00						
0:53						
No						
3						
3						
100%						
2:40:00						
0:53						
3						
88						

Email: evotaw@varcomm.biz

Company Name:		Ducor Telepho	one Company
Reporting Unit Type:	Total Company	Exchange	Wire Cente

		Total # of business days	
Installation Interva	al	Total # of service orders	
Min. standard = 5 b	us. days	Avg. # of business days	
		Total # of installation commitments	
Installation Comm	itment	Total # of installation commitment met	
	% commitment met	Total # of installation commitment missed	
		% of commitment met	
Customers		Acct # for voice or bundle, res+bus	
Customer Trouble	Report		
00/ (0 400 4 !		Total # of working lines	
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	
Min. Standard	urits w/ = 0,000 iiiies)	% of trouble reports	
	90/ /0 mar 400 washing lines for	Total # of working lines	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	
		% of trouble reports	
Ē	400/ /40 mar 400 warking lines	Total # of working lines	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	
	101 dring w/ = 1,000 iii103)	% of trouble reports	
		Total # of outage report tickets	
Adiustad		Total # of repair tickets restored in ≤ 24hrs	
Adjusted Out of Service Re _l	nort	% of repair tickets restored ≤ 24 Hours	
Min. standard = 909		Sum of the duration of all outages (hh:mm)	
		Avg. outage duration (hh:mm)	
		Indicate if catastrophic event is in month	
		Total # of outage report tickets	
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	
		Sum of the duration of all outages (hh:mm)	
		Avg. outage duration (hh:mm)	
		Number of customers who received refunds	
Refunds		Monthly amount of refunds	
· ·	ble Reports, Billing & Non-Billing)		
Min. standard = 809	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	

live agent (w/a menu option to reach live agent).	Total # of call seconds to reach live agent		
	% <u><</u> 60 seconds		

Name: Eric Votaw

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)

1	U#:

er Reporting Unit Nar

Date filed				Date filed	
	4/30/2019 1st Quarter			2nd Quarter	
Jan	Feb	Mar	Apr	May	
0.68	0	0.16	0.29	1.5	
2	0	1	1	6	
0.34	0	0.16	0.29	0.25	
2	0	1	1	6	
2	0	1	1	6	
0	0	0	0	0	
100%	100%	100%	100%	100%	
149	149	145	149	155	
0	1	0	0	1	
0%	1%	0%	0%	1%	
0	1	0	0	1	
0	1	0	0	 1	
100%	100%	100%	100%	100%	
0	6:50	0	0:00	2:00	
0	6:50	0	0:00	2:00	
No	No	No	No	No	
0	1	0	0	0	
0	1	0	0	0	
100%	100%	100%	100%	100%	
0	6:50	0	0:00	2:00	
0	6:50	3	0:00	2:00	
0	3		2	0	
0	\$55.91	\$16.66	52.36	0	

Primary Utility Contact Information

Phone: 559-534-2211

U-1007-C	Report Year:	2018
me:	Kennedy Meadows Exchange	

	Date filed			Date filed		
	3rd Quarter			4th Quarter		
Jun	Jul	Aug	Sep	Oct	Nov	Dec
0.4						
2						
0.2						
2						
2						
0						
100%						
455						
155						
1						
1%						
1						
1						
0%						
4:00						
4:00						
No						
1						
1						
0%						
4:00						
4:00				\vdash		
				\vdash		
0				\vdash		
0				\vdash		

Email: evotaw@varcomm.biz