

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2019

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 4/30/2019			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	2.86	1.62	3.1	1.47	2.91	1.54						
	Total # of service orders	10	7	13	6	12	7						
	Avg. # of business days	0.29	0.23	0.24	0.25	0.24	0.22						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	7	13	6	12	7						
	Total # of installation commitment met	10	7	13	6	12	7						
	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 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	939	929	925	925	927	926					
		Total # of trouble reports	24	16	19	12	5	6					
		% of trouble reports	3%	2%	2%	1%	1%	1%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	24	16	19	12	5	6						
	Total # of repair tickets restored in ≤ 24hrs	24	16	19	12	5	6						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	68:27	51:55	25:18	17:35	8:36	6:50						
	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						
Unadjusted Out of Service Report	Total # of outage report tickets	24	16	19	12	5	6						
	Total # of repair tickets restored in ≤ 24hrs	24	16	19	12	5	6						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	68:27	51:55	25:18	17:35	8:36	6:50						
	Avg. outage duration (hh:mm)	2:52	3:15	1:20	1:28	1:43	1:08						
	Number of customers who received refunds	2	6	5	5	4	3						
Refunds	Monthly amount of refunds	\$87.00	\$347.45	\$78.83	\$192.39	\$205.20	\$87.50						
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)

Company Name:

Ducor Telephone Compar

Reporting Unit Type:

Total Company Exchange Wire C

Measurement (Compile monthly, file quarterly)		
Installation Interval Min. standard = 5 bus. days		
	Total # of business days	
	Total # of service orders	
	Avg. # of business days	
Installation Commitment Min. standard = 95% commitment met		
	Total # of installation commitments	
	Total # of installation commitment met	
	Total # of installation commitment missed	
	% of commitment met	
Customers		
	Acct # for voice or bundle, res+bus	
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
		Total # of trouble reports
		% of trouble reports
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		
	Total # of outage report tickets	
	Total # of repair tickets restored in ≤ 24hrs	
	% of repair tickets restored ≤ 24 Hours	
	Sum of the duration of all outages (hh:mm)	
	Avg. outage duration (hh:mm)	
	Indicate if catastrophic event is in month	
Unadjusted Out of Service Report		
	Total # of outage report tickets	
	Total # of repair tickets restored in ≤ 24hrs	
	% of repair tickets restored ≤ 24 Hours	
	Sum of the duration of all outages (hh:mm)	
	Avg. outage duration (hh:mm)	
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		
	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

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Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

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

by _____

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
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		
	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						
0						

Email: evotaw@varcomm.biz

Company Name:

Ducor Telephone Compar

Reporting Unit Type:

Total Company Exchange Wire C

Measurement (Compile monthly, file quarterly)		
Installation Interval Min. standard = 5 bus. days	Total # of business days	
	Total # of service orders	
	Avg. # of business days	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	
	Total # of installation commitment met	
	Total # of installation commitment missed	
	% of commitment met	
Customers	Acct # for voice or bundle, res+bus	
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
		Total # of trouble reports
		% of trouble reports
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	
	Total # of repair tickets restored in ≤ 24hrs	
	% of repair tickets restored ≤ 24 Hours	
	Sum of the duration of all outages (hh:mm)	
	Avg. outage duration (hh:mm)	
	Indicate if catastrophic event is in month	
Unadjusted Out of Service Report	Total # of outage report tickets	
	Total # of repair tickets restored in ≤ 24hrs	
	% of repair tickets restored ≤ 24 Hours	
	Sum of the duration of all outages (hh:mm)	
	Avg. outage duration (hh:mm)	
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		
	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

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

by _____

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 Telephone Company

Reporting Unit Type:

Total Company

Exchange

Wire Cent

Measurement (Compile monthly, file quarterly)		
Installation Interval Min. standard = 5 bus. days		Total # of business days
		Total # of service orders
		Avg. # of business days
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments
		Total # of installation commitment met
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		% of commitment met
Customers		Acct # for voice or bundle, res+bus
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		Total # of trouble reports
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Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets
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		% of repair tickets restored \leq 24 Hours
		Sum of the duration of all outages (hh:mm)
		Avg. outage duration (hh:mm)
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		Total # of repair tickets restored in \leq 24hrs
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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

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U#:

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Reporting Unit Nar

Date filed 4/30/2019			Date filed	
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	0	0:00	2:00
0	3	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%						
155						
1						
1%						
1						
1						
0%						
4:00						
4:00						
No						
1						
1						
0%						
4:00						
4:00						
0						
0						

Email: evotaw@varcomm.biz
