

**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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	2.86	1.62	3.1	1.47	2.91	1.54	1.54	0.85	1.64	2.53	1.46	2.27	
	Total # of service orders	10	7	13	6	12	7	8	4	7	10	7	10	
	Avg. # of business days	0.29	0.23	0.24	0.25	0.24	0.22	0.19	0.21	0.23	0.25	0.21	0.23	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10	7	13	6	12	7	8	4	7	10	7	9	
	Total # of installation commitment met	10	7	13	6	12	7	8	4	7	10	7	9	
	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%	
<b>Customers</b>	Acct # for voice or bundle, res+bus													
<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	939	929	925	925	927	926	921	926	913	900	886	917
		Total # of trouble reports	24	16	19	12	5	6	12	11	18	5	13	13
		% of trouble reports	3%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	24	16	19	12	5	6	12	11	18	5	13	13	
	Total # of repair tickets restored in ≤ 24hrs	24	16	19	12	5	6	12	11	18	5	13	13	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	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	32:10	14:57	102:27	3:50	17:05	50:58	
	Avg. outage duration (hh:mm)	2:52	3:15	1:20	1:28	1:43	1:08	2:41	1:22	5:42	0:46	1:25	4:15	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	24	16	19	12	5	6	12	11	18	5	13	12	
	Total # of repair tickets restored in ≤ 24hrs	24	16	19	12	5	6	12	11	18	5	13	12	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	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	32:10	14:57	102:27	3:50	17:05	53:29	
	Avg. outage duration (hh:mm)	2:52	3:15	1:20	1:28	1:43	1:08	2:41	1:22	5:42	0:46	1:25	4:07	
<b>Refunds</b>	Number of customers who received refunds	2	6	5	5	4	3		1					
	Monthly amount of refunds	\$87.00	\$347.45	\$78.83	\$192.39	\$205.20	\$87.50		\$15.15		\$159.22	\$79.92	\$136.27	
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**

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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)