

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2020

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	1.83	0.93	0.87	1.48	11:02	14:46						
	Total # of service orders	7	3	4	8	6	7						
	Avg. # of business days	0.26	0.31	0.22	0.19	0.75	2.07						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	3	4	8	4	7						
	Total # of installation commitment met	7	3	4	8	4	6						
	Total # of installation commitment missed	0	0	0	0	0	1						
	% of commitment met	100%	100%	100%	100%	100%	86%						
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	927	910	906	965	888	884					
		Total # of trouble reports	11	3	16	4	4	9					
		% of trouble reports	1%	0%	2%	0%	0%	1%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	12	4	3	9						
	Total # of repair tickets restored in ≤ 24hrs	0	1	12	3	1	9						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	75.0%	75.0%	100.0%						
	Sum of the duration of all outages (hh:mm)		1:03	36:20	34:31	82:57	33:30						
	Avg. outage duration (hh:mm)		0:32	2:20	8:38	20:44	3:43						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	12	4	4	9						
	Total # of repair tickets restored in ≤ 24hrs	0	1	12	3	3	9						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	75%	75%	100%						
	Sum of the duration of all outages (hh:mm)		1:03	36:20	10:31	82:57	33:30:00						
	Avg. outage duration (hh:mm)		0:32	2:20	8:38	20:44	3:43						
	Number of customers who received refunds	2	4	7	1	2	1						
Refunds	Monthly amount of refunds	\$47.48	\$161.67	\$163.62	\$34.01	\$65.44	\$109.68						
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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Ducor Exchange

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	0.69	0.31	0	0	0	8.57						
	Total # of service orders	3	1	0	0	0	6						
	Avg. # of business days	0.23	0.31	0	0	0	1.43						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	1	0	0	0	6						
	Total # of installation commitment met	3	1	0	0	0	6						
	Total # of installation commitment missed	0	0	0	0	0	1						
	% of commitment met	100%	100%	100%	100%	100%	86%						
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	248	240	239	233	233	229					
		Total # of trouble reports	3	2	3	2	1	3					
		% of trouble reports	1%	1%	1%	1%	0%	1%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	12	2	1	3						
	Total # of repair tickets restored in ≤ 24hrs	0	1	12	2	1	3						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	1:03	12:20	2:40	3:18	5:09						
	Avg. outage duration (hh:mm)	0:00	0:32	2:20	1:20	3:18	5:09						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	12	2	1	3						
	Total # of repair tickets restored in ≤ 24hrs	0	1	12	2	1	3						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	1:03	12:20	0:00	3:18	5:09						
	Avg. outage duration (hh:mm)	0:00	0:32	2:20	0:00	3:18	5:09						
	Number of customers who received refunds	0	2	4	0	1	0						
Refunds	Monthly amount of refunds	\$0.00	\$60.80	\$114.76	\$0.00	\$25.44	\$0.00						
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												

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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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Rancho Tehama Exchange

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	1.14	0.40	0.87	1.21	2:10	0						
	Total # of service orders	4	1	4	7	4	0.00						
	Avg. # of business days	0.29	0.40	0.22	0.17	0.53	0						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	1	4	7	3	0						
	Total # of installation commitment met	4	1	4	7	3	0						
	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	533	524	523	585	506	503					
		Total # of trouble reports	4	1	13	1	3	4					
		% of trouble reports	1%	1%	3%	0%	1%	1%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	12	1	2	4						
	Total # of repair tickets restored in ≤ 24hrs	0	0	12	0	1	4						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	67%	100%						
	Sum of the duration of all outages (hh:mm)			36:20	28:21	79:39	27:11						
	Avg. outage duration (hh:mm)			2:20	4:21	26:33	6:48						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	12	1	3	4						
	Total # of repair tickets restored in ≤ 24hrs	0	0	12	0	2	4						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	75%	100%						
	Sum of the duration of all outages (hh:mm)			36:20	28:21	79:39	27:11						
	Avg. outage duration (hh:mm)			2:20	4:21	26:33	6:48						
Refunds	Number of customers who received refunds	0	2	2	1	1	1						
	Monthly amount of refunds	\$0.00	\$100.87	\$34.43	\$34.01	\$40.00	\$109.68						
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: Kennedy Meadows Exchange

Measurement (Compile monthly, file quarterly)		Date filed 4/30/2019						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	0.22	0	0.27	2.41	5.89						
	Total # of service orders	0	1	0	1	2	1						
	Avg. # of business days	0	0.22	0	0.27	1.21	5.89						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	0	1	1	1						
	Total # of installation commitment met	0	1	0	1	1	0						
	Total # of installation commitment missed	0	0	0	0	0	1						
	% of commitment met	100%	100%	100%	100%	100%	0%						
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	146	146	144	147	149	152					
		Total # of trouble reports	4	0	0	1	0	2					
		% of trouble reports	3%	0%	0%	1%	0%	1%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	1	0	2						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	2						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)				3:30	0:00	1:09						
	Avg. outage duration (hh:mm)				3:30	0:00	:35						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	1	0	2						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	2						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)				3:30	0:00	1:09						
	Avg. outage duration (hh:mm)				3:30	0:00	:35						
Refunds	Number of customers who received refunds	2	0	1	0	0	0						
	Monthly amount of refunds	\$47.48	\$0.00	\$14.43	\$0.00	\$0.00	\$0.00						
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												

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