

**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			2/8/2021			
		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	1.63	5.44	14.46	13.76	30.69	6.63	19.91	9.23	0.5	
	Total # of service orders	7	3	4	7	7	7	8	9	5	7	8	3	
	Avg. # of business days	0.26	0.31	0.22	0.23	0.78	2.07	1.72	3.41	1.33	2.84	1.83	0.05	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	3	4	7	7	7	9	5	7	8	3		
	Total # of installation commitment met	7	3	4	7	7	6	7	5	5	8	3		
	Total # of installation commitment missed	0	0	0	0	0	1	2	0	2	0	0		
	% of commitment met	100%	100%	100%	100%	100%	86%	78%	100%	71%	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	927	910	906	870	875	875	859	855	855	861	861	852
		Total # of trouble reports	11	3	16	5	6	9	8	11	11	11	4	4
		% of trouble reports	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	12	4	0	9	8	11	11	11	4	0	
	Total # of repair tickets restored in ≤ 24hrs	0	1	12	3	3	9	8	11	11	10	4	4	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	80.0%	50.0%	100.0%	100.0%	100.0%	100.0%	91.0%	75.0%	100.0%	
	Sum of the duration of all outages (hh:mm)		1:03	12:20	5:49	2:19	9:30	12:28	15:05	16:26	19:33	81:38	5:15	
	Avg. outage duration (hh:mm)		0:32	2:20	10:46	4:52	3:43	1:34	7:55	3:41	12:41	20:25	7:19	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	NI	
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	12	4	6	9	8	11	11	11	4	4	
	Total # of repair tickets restored in ≤ 24hrs	0	1	12	3	3	9	8	11	11	10	3	4	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	75%	50%	100%	100.0%	100.0%	100.0%	91.0%	75.0%	100.0%	
	Sum of the duration of all outages (hh:mm)		1:03	1.513888889	5:49	3.45625	33:30:00	12:28	87:05:00	40:26	19:33	81:38	5:15	
	Avg. outage duration (hh:mm)		0:32	2:20	10:46	20:44	3:43	1:34	7:55	3:41	12:41	20:25	7:19	
Refunds	Number of customers who received refunds	2	4	7	1	2	1	2	10	1	1	0	0	
	Monthly amount of refunds	\$47.48	\$161.67	\$163.62	\$34.01	\$65.44	\$109.68	\$60.38	\$926.39	\$7.12	\$14.90	\$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													

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: 2020

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	6:45	0	8:57	0	1	1	0.09	0.22	0	
	Total # of service orders	3	1	0	1	0	6	0	1	1	1	1	0	
	Avg. # of business days	0.23	0.31	0	0.27	0	1.43	0	1	3.06	1	0.08	0	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	1	0	1	0	6	0	1	1	1	1	0	
	Total # of installation commitment met	3	1	0	1	0	6	0	1	1	1	1	0	
	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	86%		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	248	240	239	226	226	222	216	213	213	219	219	216
		Total # of trouble reports	3	2	3	2	1	3	0	3	3	0	2	1
		% of trouble reports	1%	1%	1%	1%	0%	1%	0%	1%	1%	0%	1%	1%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	12	2	1	3	0	3	3	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	1	12	2	1	3	0	0	0	0	1	1	
	% 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)	0:00	1:03	36:20	2:40	3:18	5:09	0:00	6:04	8:16	0:00	3:27	5:30	
	Avg. outage duration (hh:mm)	0:00	0:32	2:20	1:20	3:18	5:09	0:00	2:01	2:45	0:00	1:44	5:30	
	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	0	1	12	2	1	3	0	3	3	0	1	1	
	Total # of repair tickets restored in ≤ 24hrs	0	1	12	2	1	3	0	3	3	0	1	1	
	% 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)	0:00	1:03	36:20	0:00	3:18	5:09	0:00	6:04	8:16	0:00	3:27	5:30	
	Avg. outage duration (hh:mm)	0:00	0:32	2:20	0:00	3:18	5:09	0:00	2:01	2:45	0:00	1:44	5:30	
Refunds	Number of customers who received refunds	0	2	4	0	1	0	1	0	1	0	0	0	
	Monthly amount of refunds	\$0.00	\$60.80	\$114.76	\$0.00	\$25.44	\$0.00	\$15.48	\$0.00	\$7.12	\$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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**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	22.26	1.93	0	11.39	13.25	0.11	12.74	6.43	0.32	
	Total # of service orders	4	1	4	4	4	0.00	5	4	1	4	6	2	
	Avg. # of business days	0.29	0.40	0.22	0.23	0.48	0	2.28	3.31	0.11	3.19	1.07	0.16	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	1	4	4	4	0	4	4	1	4	6	2	
	Total # of installation commitment met	4	1	4	4	4	0	3	3	1	3	6	2	
	Total # of installation commitment missed	0	0	0	0	0	0	1	1	0	1	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	75%	75%	100%	75%	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	499	501	502	491	489	487	489	489	485
		Total # of trouble reports	4	1	13	2	4	4	4	5	4	5	1	3
		% of trouble reports	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	12	2	4	4	4	5	4	5	3	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	12	1	2	4	4	5	4	4	3	3	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	50%	50%	100%	100%	100%	100%	80.0%	75.0%	100.0%	
	Sum of the duration of all outages (hh:mm)			36:20	47:39	603:04	27:11	3:23	73:46	26:49	100:52	78:11	23:45	
	Avg. outage duration (hh:mm)			2:20	23:50	150:46	6:48	0:51	14:45	6:42	20:10	78:11	7:55	
	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	0	0	12	1	3	4	4	5	4	5	1	3	
	Total # of repair tickets restored in ≤ 24hrs	0	0	12	0	2	4	4	5	4	4	1	3	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	50%	75%	100%	100%	100%	100%	80.0%	75.0%	100.0%	
	Sum of the duration of all outages (hh:mm)			36:20	47:39	79:39	27:11	3:23	73:46	26:49	100:52	78:11	23:45	
	Avg. outage duration (hh:mm)			2:20	23:50	26:33	6:48	:51	14:45	7:02	10:10	78:11	7:55	
	Number of customers who received refunds	0	2	2	1	1	1	0	9	0	1	0	0	
Refunds	Monthly amount of refunds	\$0.00	\$100.87	\$34.43	\$34.01	\$40.00	\$109.68	\$0.00	\$923.15	\$0.00	14.90	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														

923.15

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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: Kennedy Meadows Exchange

Measurement (Compile monthly, file quarterly)		Date filed 4/30/2019 1st Quarter			Date filed 2nd Quarter			Date filed 3rd Quarter			Date filed 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	10.31	3.51	5.89	2.37	16.44	3.46	6.97	2.67
	Total # of service orders	0	1	0	2	3	1	3	4	3	2	1	1	
	Avg. # of business days	0	0.22	0	0.22	1.17	5.89	0.79	4.11	1.15	3.54	2.67	0.15	
	Total # of installation commitments	0	1	0	2	3	1	3	4	3	2	1	1	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	0	1	0	2	3	0	3	3	3	1	1	1	
	Total # of installation commitment missed	0	0	0	0	0	1	0	1	0	1	0	0	
	% of commitment met	100%	100%	100%	100%	100%	0%	100%	75%	100%	50%	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	146	146	144	145	148	151	152	153	155	153	153	151
		Total # of trouble reports	4	0	0	1	1	2	4	3	4	6	1	0
		% of trouble reports	3%	0%	0%	1%	1%	1%	3%	2%	3%	4%	1%	0%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	1	1	2	4	3	4	6	1	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	1	2	4	3	4	6	0	0	
	% 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)				3:30	1.83125	0.047916667	9:05	7:15	5:21	12:41	0:00	0:00	
	Avg. outage duration (hh:mm)				3:30	1.83125	:35	2:16	2:25	1:20	6:27	0:00	0:00	
	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	1	1	2	4	3	4	6	0	0	
Unadjusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	1	2	4	3	4	6	0	0	
	% 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)				3:30	1.83125	0.047916667	9:05	7:15	5:21	12:41	0:00	0:00	
	Avg. outage duration (hh:mm)				3:30	1.83125	:35	2:16	2:25	1:20	6:27	0:00	0:00	
	Number of customers who received refunds	2	0	1	0	0	0	1	1	0	0	0	0	
Refunds	Monthly amount of refunds	\$47.48	\$0.00	\$14.43	\$0.00	\$0.00	\$0.00	\$44.90	\$3.24	\$0.00	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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