

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2021

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 : 4/26/2021			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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.35	0.88	4.33									
	Total # of service orders	2	1	1									
	Avg. # of business days	0.18	0.88	4.33									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	1	1									
	Total # of installation commitment met	2	1	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	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	846	838	836								
		Total # of trouble reports	2	4	8								
		% of trouble reports	1%	1%	1%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	8									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	4	8									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
<b>Refunds</b>	Number of customers who received refunds	11	0	7									
	Monthly amount of refunds	\$310.40	\$0.00	\$143.69									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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Phone: 559-534-2211

Email: [evotaw@varcomm.biz](mailto:evotaw@varcomm.biz)

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Ducor Exchange

Measurement (Compile monthly, file quarterly)		Date filed: 4/26/2021			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	0	0.88	4.33									
	Total # of service orders	0	1	1									
	Avg. # of business days	0	0.88	4.33									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	1	1									
	Total # of installation commitment met	0	1	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	0%	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	215	214	215								
		Total # of trouble reports	3	1	3								
		% of trouble reports	1%	1%	1%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	3									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	1	3									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
<b>Refunds</b>	Number of customers who received refunds	1	0	2									
	Monthly amount of refunds	\$59.18	\$0.00	\$53.87									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Rancho Tehama Exchange

Measurement (Compile monthly, file quarterly)		Date filed: 4/26/2021			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar									
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.14	0.00	0									
	Total # of service orders	1	0	0									
	Avg. # of business days	0.14	0.00	0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0									
	Total # of installation commitment met	1	0	0									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	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	480	474	471								
		Total # of trouble reports	4	2	2								
		% of trouble reports	1%	1%	1%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	2	2									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	2	2									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
<b>Refunds</b>	Number of customers who received refunds	5	0	3									
	Monthly amount of refunds	\$111.70	\$0.00	\$27.99									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kennedy Meadows Exchange

Measurement (Compile monthly, file quarterly)		Date filed 4/26/2021			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	0.21	0	0									
	Total # of service orders	1	0	0									
	Avg. # of business days	0.21	0	0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0									
	Total # of installation commitment met	1	0	0									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	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	151	150	150								
		Total # of trouble reports	4	1	3								
		% of trouble reports	3%	1%	2%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	1	3									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	1	3									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
<b>Refunds</b>	Number of customers who received refunds	5	0	2									
	Monthly amount of refunds	\$139.52	\$0.00	\$61.83									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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