ompany Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>	Report Year: 2021
eporting Unit Type:	☑ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Total Ducor, Kennedy Meadows, and Rancho Tehama

Total # of business days	2/8/2021 4th Quart Nov	
Statilation		
Total # of business days	Oct Nov	Dec
Installation Interval Min. standard = 5 bus. days		
Min. standard = 5 bus. days Aug. # of business Aug		
Arg. # of business days		
Total # of installation commitment Total # of installation commitment met 2 1 1 1		
Total # of installation commitment missed 0 0 0 0 0 0 0 0 0		
Solitioner Service Report Solitioner Service		1
Act # for voice or bundle, res+bus Customer Trouble Report		1
Page 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of trouble reports Total # of tworking lines for units w/ 1,001 - 2,999 lines) Total # of working lines for units w/ 1,001 - 2,999 lines) Total # of working lines for units w/ 1,001 - 2,999 lines) Total # of working lines for units w/ 5,000 lines) Total # of worki		
Form		
Formulate For		
Units w/ ≥ 3,000 lines Total # of trouble reports Sw (8 per 100 working lines for units w/ 1,001 - 2,999 lines) Total # of trouble reports Total # of		
Section Sec		
10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of working lines 846 838 836		
Variable Variable		
Variable Variable		
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)		
for units w/ ≤ 1,000 lines Total # of trouble reports 2 4 8		
% of trouble reports 1% 1% 1%		
Total # of repair tickets restored in ≤ 24hrs 0 0 8		1
Adjusted % of repair tickets restored ≤ 24 Hours 100% 100% 100%		
Out of Service Report		
		1
Min. standard = 90% within 24 hrs Sum of the duration of all outages (hh:mm) 0:00 0:00 0:00		1
Avg. outage duration (hh:mm) 0:00 0:00 0:00		
Indicate if catastrophic event is in month No No No No		
Total # of outage report tickets 0 0 0		
Unadjusted Total # of repair tickets restored in ≤ 24hrs 0 4 8		
Out of Service Report % 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		
Number of customers who received refunds 11 0 7		
Refunds Monthly amount of refunds \$310.40 \$0.00 \$143.69		
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		

Primary Utility Contact Information

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>	Report Year: 2021
Reporting Unit Type:	☐ Total Company ☑ Exchange ☑ Wire Center	Reporting Unit Name:	Ducor Exchange

				Date filed: 4/26/2021			Date filed			Date filed		Date filed 4th Quarter		
	Measurement (Compile mo	nthly, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter					
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	0	0.88	4.33									
Min. standard = 5		Total # of service orders	0	1	1									
IVIIII. Staridard = 5	bus. days	Avg. # of business days	0	0.88	4.33									
		Total # of installation commitments	0	1	1									
Installation Com		Total # of installation commitment met	0	1	1									l
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	0%	100%	100%									
Customers		Acct # for voice or bundle, res+bus												
Customer Troubl	le Report													
	Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
g	lda iii ii	Total # of working lines												
)tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
خ د	units w 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports												
Ē		Total # of working lines	215	214	215									
		Total # of trouble reports	3	1	3									
	for units w/ ± 1,000 lines)	% of trouble reports	1%	1%	1%									
'		Total # of outage report tickets	0	0	0									
		Total # of repair tickets restored in < 24hrs	0	0	3									
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Out of Service Re Min. standard = 90		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
IVIII. Standard = 90	0% Within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of outage report tickets	0	0	0									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	3			İ						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
S		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00		1							
		Avg. outage duration (hh:mm)	0:00	0:00	0:00		1							
		Number of customers who received refunds	1	0	2									
Refunds		Monthly amount of refunds	\$59.18	\$0.00	\$53.87									
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
	- '	%<_60 seconds												

Primary Utility Contact Information

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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)

Company Name:	Ducor Telepho	one Company	U#: U-1007-C	Report Year: 2021
Reporting Unit Type:	☐ Total Company ☑ Exchange	☑ Wire Center	Reporting Unit Name:	Rancho Tehama Exchange

	Measurement (Compile mo	nthly file quarterly)		Date filed: 4/26/2021			Date filed			Date filed		Date filed	
	measurement (compile mo	ntiny, me quarterry)		1st Quarter			2nd Quarter		3rd Quarter		4th Quarter		r
			Jan	Feb	Mar								
nstallation Interv	ral	Total # of business days	0.14	0.00	0								ļ
/lin. standard = 5 b		Total # of service orders	1	0	0								
		Avg. # of business days	0.14	0.00	0								
		Total # of installation commitments	1	0	0								
nstallation Comm		Total # of installation commitment met	1	0	0								
in. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0								<u> </u>
		% of commitment met	100%	100%	100%								
ustomers		Acct # for voice or bundle, res+bus											
ustomer Trouble	e Report												
C0/ /C 400	6% (6 per 100 working lines for	Total # of working lines						1					
	units w/ ≥ 3,000 lines)	Total # of trouble reports											
ē	units w/ ≥ 3,000 lines)	% of trouble reports											
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1.000 lines)	Total # of working lines											
ža za		Total # of trouble reports											
ë		% of trouble reports											
M. j.		Total # of working lines	480	474	471								
		Total # of trouble reports	4	2	2								
	Tor units w/ ± 1,000 lines)	% of trouble reports	1%	1%	1%								
		Total # of outage report tickets	0	0	0								
		Total # of repair tickets restored in < 24hrs	0	2	2								
djusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%			1					
out of Service Re		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00			1					
iin. standard = 9	0% within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00								
		Indicate if catastrophic event is in month	No	No	No								
		Total # of outage report tickets	0	0	0								
nadjusted		Total # of repair tickets restored in < 24hrs	0	2	2								
out of Service Re	eport	% 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								1
		Number of customers who received refunds	5	0.00	3								
Refunds		Monthly amount of refunds	\$111.70	\$0.00	\$27.99			+					
	uble Reports, Billing & Non-Billing)	Monthly amount of ferunds	\$111.70	\$0.00	φ21.33			+					
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing						-					
	nu option to reach live agent).	Total # of call seconds to reach live agent						+					1
c agent (w/a me	nd option to reach live agent).	%< 60 seconds				 		+					\vdash
		70 <u>< 00 30001103</u>						1					
		l			l			1		923.15			<u> </u>

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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 Telepi	hone Company	U#:	U-1007-C	Report Year:	2021
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Unit N	ame:	Kennedy Meadows Exchange	

	Measurement (Compile m	onthly file quarterly)		Date filed 4/26/2021	21			Date filed			Date filed				
	Measurement (Compile in	ontiny, me quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval		Total # of business days	0.21	0	0										
Min. standard = 5		Total # of service orders	1	0	0										
min. standard – o bus. days		Avg. # of business days	0.21	0	0										
		Total # of installation commitments	1	0	0										
Installation Com		Total # of installation commitment met	1	0	0										
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0										
		% of commitment met	100%	100%	100%										
Customers		Acct # for voice or bundle, res+bus													
Customer Troub	le Report														
6% (6 per 100 working lines for	Total # of working lines														
	units w/ ≥ 3,000 lines)	Total # of trouble reports													
ard	units w/ £ 3,000 lines)	% of trouble reports												<u> </u>	
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												ı	
ita Ta		Total # of trouble reports													
		% of trouble reports												Ī	
Ē	10% (10 per 100 working lines	Total # of working lines	151	150	150										
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	1	3									Ī	
Tor units w/ ≥ 1,000 lines)		% of trouble reports	3%	1%	2%										
		Total # of outage report tickets	0	0	0									Ī	
		Total # of repair tickets restored in ≤ 24hrs	0	1	3									Ī	
Adjusted Out of Service Re		% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
Min. standard = 90		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									Ī	
IVIIII. Stariuaru = 90	0% WILLIII 24 IIIS	Avg. outage duration (hh:mm)	0:00	0:00	0:00										
		Indicate if catastrophic event is in month	No	No	No										
		Total # of outage report tickets	0	0	0										
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	3										
Out of Service Report		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									l	
		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			•							
		Number of customers who received refunds	5	0	2										
Refunds		Monthly amount of refunds	\$139.52	\$0.00	\$61.83										
Answer Time (Trouble Reports, Billing & Non-Billing)															
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent													
1		%<_60 seconds													

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