

**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 August 5, 2021			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	3	0.85	2.43						
	Total # of service orders	2	1	1	6	1	6						
	Avg. # of business days	0.18	0.88	4.33	0.5	0.85	0.41						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	1	1	6	1	6						
	Total # of installation commitment met	2	1	1	6	1	6						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	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	846	838	836	832	832	830					
		Total # of trouble reports	2	4	8	4	5	3					
		% of trouble reports	1%	1%	1%	0%	1%	1%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	0	8	4	5	3						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100.0%	100.0%						
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
Indicate if catastrophic event is in month	No	No	No	No	No	No							
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	4	8	4	4	3						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
<b>Refunds</b>	Number of customers who received refunds	11	0	7	2	4	1						
	Monthly amount of refunds	\$310.40	\$0.00	\$143.69	\$10.78	\$94.45	\$4.81						
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: 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 August 5, 2021			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	0:00	0:00	0:00						
	Total # of service orders	0	1	1	0	0	0						
	Avg. # of business days	0	0.88	4.33	0	0	0						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	1	1	0	0	0						
	Total # of installation commitment met	0	1	1	0	0	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	0%	100%	100%	N/a	N/A	N/A						
<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	211	211	209					
		Total # of trouble reports	3	1	3	0	1	0					
		% of trouble reports	1%	1%	1%	0%	1%	0%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	0	3	0	1	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	1	3	0	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
<b>Refunds</b>	Number of customers who received refunds	1	0	2	0	1	1						
	Monthly amount of refunds	\$59.18	\$0.00	\$53.87	\$0.00	\$23.35	\$4.81						
<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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**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 August 5, 2021			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	April	May	June						
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.14	0.00	0	0.57	0:00	1.59						
	Total # of service orders	1	0	0	2	0	3						
	Avg. # of business days	0.14	0.00	0	0.29	0	0.53						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	2	0	3						
	Total # of installation commitment met	1	0	0	2	0	3						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	N/A	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	468	464	464					
		Total # of trouble reports	4	2	2	3	2	2					
		% of trouble reports	1%	1%	1%	1%	1%	1%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	2	2	3	2	2						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	2	2	3	2	2						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
<b>Refunds</b>	Number of customers who received refunds	5	0	3	2	2	0						
	Monthly amount of refunds	\$111.70	\$0.00	\$27.99	\$10.78	\$45.33	\$0.00						
<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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**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 August 5, 2021			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	2.43	0.85	0.84						
	Total # of service orders	1	0	0	4	1	3						
	Avg. # of business days	0.21	0	0	0.61	0.85	0.28						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	4	1	3						
	Total # of installation commitment met	1	0	0	4	1	3						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	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	151	150	150	153	157	157					
		Total # of trouble reports	4	1	3	1	2	1					
		% of trouble reports	3%	1%	2%	1%	1%	1%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	1	3	1	2	1						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	1	3	1	2	1						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
<b>Refunds</b>	Number of customers who received refunds	5	0	2	0	1	0						
	Monthly amount of refunds	\$139.52	\$0.00	\$61.83	\$0.00	\$25.77	\$0.00						
<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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