ompany Name:	Ducor Telepho	one Company	U#:	U-1007-C	Report Year:	2021
eporting Unit Type:	☑ Total Company ☐ Exchange	☐ Wire Center	Reporting Unit N	lame:	Total Ducor, Kennedy Meadows, and Ra	ncho Tehama

				Date filed : 4/26/202	21	ı	Date filed August 5, 202	21		Date filed			2/8/2021	
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.35	0.88	4.33	3	0.85	2.43						
Installation Inter		Total # of service orders	2	1	1	6	1	6						
Min. standard = 5 bus. days		Avg. # of business days	0.18	0.88	4.33	0.5	0.85	0.41						
		Total # of installation commitments	2	1	1	6	1	6						
Installation Com	mitment	Total # of installation commitment met	2	1	1	6	1	6						
Min. standard = 9	5% commitment met	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 Troub	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		Total # of working lines												
ta	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports					+							
σ.		% of trouble reports												
Ę			046	020	006	000	000	000						
10% (10 per 100 working	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	846	838	836	832	832	830						
	for units w/ ≤ 1,000 lines)		2	4	8	4	5	3						
		% of trouble reports	1%	1%	1%	0%%	1%	1%		_				
		Total # of outage report tickets	0	0	0	0	0	0						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	8	4	5	3						
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100.0%	100.0%						
	90% within 24 hrs	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						
		Total # of outage report tickets	0	0	0	0	0	0						l
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	4	8	4	4	3						
Out of Service R	eport	% 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						
		Number of customers who received refunds	11	0	7	2	4	1						
Refunds		Monthly amount of refunds	\$310.40	\$0.00	\$143.69	\$10.78	\$94.45	\$4.81						
Answer Time (Tro	puble Reports, Billing & Non-Billing)	İ												
Min. standard = 80% 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			İ									
					İ									

Primary Utility Contact Information

Name: Eric Votaw Phone: 559-534-2211 Email: evotaw@	@varcomm.biz
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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: 4/26/202	1	Da	ate filed August 5, 20	021		Date filed			Date filed	
	Measurement (Compile mo	nthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
L	-1	Total # of business days	0	0.88	4.33	0:00	0:00	0:00						
Installation Interv Min. standard = 5 b		Total # of service orders	0	1	1	0	0	0						
Willi. Standard = 5 t	ous. days	Avg. # of business days	0	0.88	4.33	0	0	0						
		Total # of installation commitments	0	1	1	0	0	0						
Installation Comn	nitment	Total # of installation commitment met	0	1	1	0	0	0						
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	0%	100%	100%	N/a	N/A	N/A						
Customers		Acct # for voice or bundle, res+bus												
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
da	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines	Total # of working lines												
îtar		Total # of trouble reports												
8		% of trouble reports												
Ē		Total # of working lines	215	214	215	211	211	209						
		Total # of trouble reports	3	1	3	0	1	0						
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	1%	1%	0%	1%	0%						
	1	Total # of outage report tickets	0	0	0	0	0	0						
		Total # of oddage report tickets Total # of repair tickets restored in < 24hrs	0	0	3	0	1	0						
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						-
Out of Service Re		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00						
Min. standard = 90	% within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00			1			
		Indicate if catastrophic event is in month	No.00	No	No	No	No	No						-
				1	_									
		Total # of outage report tickets	0	0	0	0	0	0						
Unadjusted Out of Service Re		Total # of repair tickets restored in ≤ 24hrs	0	1	3	0	0	0						
Out of Service Re	port	% 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						
		Number of customers who received refunds	1	0	2	0	1	1						
Refunds		Monthly amount of refunds	\$59.18	\$0.00	\$53.87	\$0.00	\$23.35	\$4.81						
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 mei	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
]	<u> </u>

Primary Utility Contact Information

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

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 mo	nthly file quarterly)		Date filed: 4/26/2021		Da	ate filed August 5, 20	21	Date fi		Date file	
	Measurement (Compile mo	initility, file quarterry)		1st Quarter			2nd Quarter		3rd Qua	arter	4th Qua	rter
			Jan	Feb	Mar	April	May	June				
stallation Interv	al	Total # of business days	0.14	0.00	0	0.57	0:00	1.59				
n. standard = 5 b		Total # of service orders	1	0	0	2	0	3				
Will. Standard = 0 bus. days		Avg. # of business days	0.14	0.00	0	0.29	0	0.53				
		Total # of installation commitments	1	0	0	2	0	3				
stallation Comm		Total # of installation commitment met	1	0	0	2	0	3				
in. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0				
		% of commitment met	100%	100%	100%	100%	N/A	100%				
ustomers		Acct # for voice or bundle, res+bus										
ustomer Trouble	Report											
6% (6 per 100 working lines fo	Total # of working lines											
	units w/ ≥ 3,000 lines)	Total # of trouble reports										
5	units w/ £ 5,000 lines/	% of trouble reports										
8% (8 per 100 working lines for	Total # of working lines											
ī.	units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ \$1,000 lines)	Total # of trouble reports										
o,		% of trouble reports										
Ē		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%				
	- I	Total # of outage report tickets	0	0	0	0	0	0				_
		Total # of repair tickets restored in < 24hrs	0	2	2	3	2	2				
djusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%				_
ut of Service Re		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00				
in. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00				\dashv
		Indicate if catastrophic event is in month	No	No	No	No	No	No				
		Total # of outage report tickets	0	0	0	0	0	0				-
nadjusted		Total # of repair tickets restored in < 24hrs	0	2	2	3	2	2				+
ut of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%				
	F	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				
		Number of customers who received refunds	5	0.00	3	2.00	2	0.00				
efunds		Monthly amount of refunds	\$111.70	\$0.00	\$27.99	\$10.78	\$45.33	\$0.00				+
	ble Reports, Billing & Non-Billing)	Working amount or returns	\$111.70	\$0.00	φ21.77	910.70	φ+3.33	φ0.00				_
	% 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										+
s agent (w/a mei	id option to readil live agent).	%< 60 seconds										+
		/ // 30 3333/143										+
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Primary Utility Contact Information

Name - Frie Water	Di ana Esperadora	F9
Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

Company Name:	Ducor Telep	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 questocky		Date filed 4/26/2021		Da	ate filed August 5, 2	021		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 Interv	val	Total # of business days	0.21	0	0	2.43	0.85	0.84						<u> </u>
Min. standard = 5 bus. days		Total # of service orders	1	0	0	4	1	3						
min. otandara – o	buo. uayo	Avg. # of business days	0.21	0	0	0.61	0.85	0.28						<u> </u>
		Total # of installation commitments	1	0	0	4	1	3						<u> </u>
Installation Com		Total # of installation commitment met	1	0	0	4	1	3						<u> </u>
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						<u> </u>
		% of commitment met	100%	100%	100%	100%	100%	100%						<u> </u>
Customers		Acct # for voice or bundle, res+bus												<u> </u>
Customer Troub	le Report													
6% (6 per 100 working lines for	Total # of working lines													
	units w/ ≥ 3,000 lines)	Total # of trouble reports												L
Ē	units w/ £ 5,000 inles)	% of trouble reports												<u> </u>
8% (8 per 100 working lines for	Total # of working lines												l	
),tai	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											1	
, »;		% of trouble reports											1	
10% (10 per 100 working lines for units w/ ≤ 1.000 lines)	Total # of working lines	151	150	150	153	157	157					1		
		Total # of trouble reports	4	1	3	1	2	1						
	ior units w/ ± 1,000 lines)	% of trouble reports	3%	1%	2%	1%	1%	1%						
	•	Total # of outage report tickets	0	0	0	0	0	0					1	
		Total # of repair tickets restored in ≤ 24hrs	0	1	3	1	2	1						
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%					1	
Out of Service Re Min. standard = 90		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00					1	
Min. Standard = 90	0% Within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00					1	
		Indicate if catastrophic event is in month	No	No	No	No	No	No					1	
		Total # of outage report tickets	0	0	0	0	0	0					1	
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	3	1	2	1						
Out of Service Report	eport	% 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						
		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						
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 me	enu option to reach live agent).	Total # of call seconds to reach live agent												
1		%<_60 seconds												

Primary Utility Contact Information

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