Company Name:		Ducor Telepho	one Company	U#: <u>U-1007-C</u>	Report Year:	2021
Reporting Unit Type:	✓ Total Company	☐ Exchange	☐ Wire Center	Reporting Unit Name:	Total Ducor, Kennedy Meadows, and Ranch	ho Tehama

Measurement (Compile monthly, file quarterly)		Date filed : 4/26/2021			Date filed August 5, 2021			Date filed: 11/2/2021			2/8/2021			
		1st Quarter			2nd Quarter		3rd Quarter				4th Quarte	r		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	ral .	Total # of business days	0.35	0.88	4.33	3	0.85	2.43	7.86	4.12	1.05			
Min. standard = 5		Total # of service orders	2	1	1	6	1	6	9	6	2			
IVIIII. Stariuaru – 5	bus. uays	Avg. # of business days	0.18	0.88	4.33	0.5	0.85	0.41	0.87	0.69	1.05			
		Total # of installation commitments	2	1	1	6	1	6	9	6	2			
Installation Comn	nitment	Total # of installation commitment met	2	1	1	6	1	6	9	6	2			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
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												
힏	units w/ ≥ 3,000 lines)	% of trouble reports												1
ğ	20/ /2 402 1: 1: 6	Total # of working lines												
혈	8% (8 per 100 working lines for	Total # of trouble reports												
σ.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
₩			846	838	836	832	832	830	830	820	810			+
_	10% (10 per 100 working lines	Total # of working lines	2	838										
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	2	4	8	4	5	3	5	6	11			-
		% of trouble reports	1%	1%	1%	0%%	1%	1%	1%	1%	1%			-
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	8	4	5	3	0	0	0			-
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%			
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00			<u> </u>
		Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00			<u> </u>
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			<u> </u>
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	4	8	4	4	3	0	0	0			
Out of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100.0%	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	0:00	0:00:00	0:00				
		Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00			
		Number of customers who received refunds	11	0	7	2	4	1	0	0	0			
Refunds		Monthly amount of refunds	\$310.40	\$0.00	\$143.69	\$10.78	\$94.45	\$4.81	\$0.00	\$0.00	\$167.73			
Answer Time (Tro	uble 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	nu option to reach live agent).	Total # of call seconds to reach live agent												
3 (. 5/-	%< 60 seconds												
		-												

Primary Utility Contact Information

Name: Eric Votaw Phone: 559-534-2211 Email: <u>evotaw@varcomm.biz</u>	Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz
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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)

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Company Name:		Ducor Telepho	ne Compar
Reporting Unit Type:	☐ Total Company	Exchange	✓ Wire Cei

	Measurement (Compile mo	onthly, file quarterly)	
Installation Inter	val	Total # of business days	
Min. standard = 5	bus. days	Total # of service orders Avg. # of business days	
		Total # of installation commitments	
Installation Com	mitment	Total # of installation commitment met	
	5% commitment met	Total # of installation commitment missed	
		% of commitment met	
Customers		Acct # for voice or bundle, res+bus	
Customer Troub	le Report		
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports	
<u>p</u>	units w/ ≥ 3,000 lines)	% of trouble reports	
Min. Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines Total # of trouble reports	
Ę		% of trouble reports	
2	10% (10 per 100 working lines	Total # of working lines	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	
		% of trouble reports	
		Total # of outage report tickets	
Adjusted		Total # of repair tickets restored in ≤ 24hrs	
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	
		Avg. outage duration (hh:mm) Indicate if catastrophic event is in month	
		·	
Unadiustad		Total # of outage report tickets	
Unadjusted Out of Service R	oport	Total # of repair tickets restored in ≤ 24hrs	
out of Service it	ероп	% of repair tickets restored ≤ 24 Hours	
		Sum of the duration of all outages (hh:mm)	
		Avg. outage duration (hh:mm)	
D. C I .		Number of customers who received refunds	
Refunds	vible Deposite Dillier O Mars Dillian	Monthly amount of refunds	
•	buble Reports, Billing & Non-Billing)	Total # of calls for TD. Dilling 9 Nov. Dilling	
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	
iive agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent %<_60 seconds	

Name: Eric Votaw

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)

<u>1y</u>	U#:	
nter	Reporting Unit Na	aı

	Date filed: 4/26/202	1	Date filed August 5, 20			
	1st Quarter			2nd Quarter		
Jan	Feb	Mar	Apr	May		
0	0.88	4.33	0:00	0:00		
0	1	1	0	0		
0	0.88	4.33	0	0		
0	1	1	0	0		
0	1	1	0	0		
0	0	0	0	0		
0%	100%	100%	N/a	N/A		
215	214	215	211	211		
3	1	3	0	1		
1%	1%	1%	0%	1%		
0	0	0	0	0		
0	0	3	0	1		
100%	100%	100%	100%	100%		
0:00	0:00	0:00	0:00	0:00		
0:00	0:00	0:00	0:00	0:00		
No	No	No	No	No		
0	0	0	0	0		
0	1	3	0	0		
100%	100%	100%	100%	100%		
0:00	0:00	0:00	0:00	0:00		
0:00	0:00	0:00	0:00	0:00		
1	0	2	0	1		
\$59.18	\$0.00	\$53.87	\$0.00	\$23.35		

Primary Utility Contact Information

Phone: 559-534-2211

U-1007-C	Report Year:	2021	
me:	Ducor Exchange		

1	Da	te filed: 11/2/20	Date filed			
		3rd Quarter			4th Quarter	•
Jun	Jul	Aug	Sep	Oct	Nov	Dec
0:00	0:00	0.3	0			
0	0	1	0			
0	0	0.3	0			
0	0	1	0			
0	0	1	0			
0	0	0	0			
N/A	N/A	100%	N/A			
209	207	208	206			
0	1	1	2			
0%	1%	1%	1%			
0	0	0	0			
0	1	0	0			
100%	100%	100%	100%			
0:00	0:00	0:00	0:00			
0:00	0:00	0:00	0:00			
No	No	No	No			
0	0	0	0			
0	0	0	0			
100%	100%	100%	100%			
0:00	0:00	0:00	0:00			
0:00	0:00	0:00	0:00			
1	0	0	7			
\$4.81	0 \$0.00	\$0.00	7 \$34.71			

Email: evotaw@varcomm.biz

Company Name:	Ducor Telephone Cor				
Reporting Unit Type:	☐ Total Company		✓ Wire Cer		

	Measurement (Compile mo	nthly, file quarterly)
Installation Interv Min. standard = 5		Total # of business days Total # of service orders Avg. # of business days
Installation Comr Min. standard = 95	mitment 5% commitment met	Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met
Customers		Acct # for voice or bundle, res+bus
Customer Troubl	e Report	·
6% (6 per 100 working lin units w/ ≥ 3,000 lines)		Total # of working lines Total # of trouble reports % of trouble reports
Min. Standard	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
ΙM	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines Total # of trouble reports % of trouble reports
Adjusted Out of Service Re Min. standard = 9		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Indicate if catastrophic event is in month
Unadjusted Out of Service Re	eport	Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)
Refunds Answer Time (Trouble Reports, Billing & Non-Billing)		Number of customers who received refunds Monthly amount of refunds
Min. standard = 80	0% of calls < 60 seconds to reach nu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent %<60 seconds

Name: Eric Votaw

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)

<u>1y</u>	U#:
nter	Reporting Unit Nar

	Date filed: 4/26/2021		Date filed August 5, 2nd Quarter	
	1st Quarter			
Jan	Feb	Mar	April	May
0.14	0.00	0	0.57	0:00
1	0	0	2	0
0.14	0.00	0	0.29	0
1	0	0	2	0
1	0	0	2	0
0	0	0	0	0
100%	100%	100%	100%	N/A
480	474	471	468	464
4	2	2	3	2
1%	1%	1%	1%	1%
0	0	0	0	0
0	2	2	3	2
100%	100%	100%	100%	100%
0:00	0:00	0:00	0:00	0:00
0:00	0:00	0:00	0:00	0:00
No	No	No	No	No
0	0	0	0	0
0	2	2	3	2
100%	100%	100%	100%	100%
0:00	0:00	0:00	0:00	0:00
0:00	0:00	0:00	0:00	0:00
5	0	3	2	2
\$111.70	\$0.00	\$27.99	\$10.78	\$45.33

Primary Utility Contact Information

Phone: 559-534-2211

U-1007-C	Report Year:	2021
no:	Pancho Tohama Evchango	

	Da	te filed: 11/2/20	021	Date filed	
		3rd Quarter		4th Quarter	
June					
1.59	6.77	1.61	1.07		
3	8	3	1		
0.53	0.85	0.54	1.07		
3	8	3	1		
3	8	3	1		
0	0	0	0		
100%	100%	100%	100%		
464	466	456	451		
2	2	0	6		
1%	1%	0%	1%		
0	0	0	0		
2	2	0	0		
100%	100%	100%	100%		
0:00	0:00	0:00	0:00		
0:00	0:00	0:00	0:00		
No	No	No	No		
0	0	0	0		
2	0	0	0	 	
100%	1%	100%	100%	 	
0:00	0:00	0:00	0:00	 	
0:00	0:00	0:00	0:00	 	
0.00	0.00	0.00	7	 	
\$0.00	\$0.00	\$0.00	\$133.02	 	
φυ.υυ	φυ.υυ	\$0.00	\$133.02		
				-	
				-	
				 	

Email: evotaw@varcomm.biz

Company Name:		Ducor Teleph	none Company
Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center

	Measurement (Compile m	onthly, file quarterly)		
Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment met		Total # of business days Total # of service orders Avg. # of business days		
		Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met		
Customers		Acct # for voice or bundle, res+bus		
Customer Trouble	e Report			
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines Total # of trouble reports % of trouble reports		
Min. Standard	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 Total # of trouble reports % of trouble reports		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Indicate if catastrophic event is in month		
		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)		
Refunds 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).		Number of customers who received refunds Monthly amount of refunds Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent %< 60 seconds		

Name: Eric Votaw

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)

r U#:

Reporting Unit Nar

	Date filed		Dat	te filed August 5, 20
	4/26/2021			01 0
Jan	1st Quarter Feb	Mor	Anr	2nd Quarter
0.21	l eb	Mar 0	Apr 2.43	May 0.85
1	0	0	4	0.83 1
0.21	0	0	0.61	0.85
1	0	0	4	1
1		0		<u></u>
0	0	0	4 0	0
-				-
100%	100%	100%	100%	100%
151	150	150	153	157
4	1	3	1	2
3%	1%	2%	1%	1%
0	0	0	0	0
0	1	3	1	2
100%	100%	100%	100%	100%
0:00	0:00	0:00	0:00	0:00
0:00	0:00	0:00	0:00	0:00
No	No	No	No	No
0	0	0	0	0
0	1	3	1	2
100%	100%	100%	100%%	100%
0:00	0:00	0:00	0:00	0:00
0:00	0:00	0:00	0:00	0:00
5	0	2	0	1
\$139.52	\$0.00	\$61.83	\$0.00	\$25.77

Primary Utility Contact Information

Phone: 559-534-2211

U-1007-C	Report Year:	2021
me:	Kennedy Meadows Exchange	

21	Da	te filed: 11/2/20)21		Date filed		
		3rd Quarter			4th Quarter		
Jun	Jul	Aug	Sep	Oct	Nov	Dec	
0.84	1.09	2.11	1.02				
3	1	2	1				
0.28	1.09	1.11	1.02				
3	1	2	1				
3	1	2	1				
0	0	0	0				
100%	100%	100%	100%				
157	157	156	153				
1	2	5	3				
1%	1%	3%	2%				
0	0	0	0				
1	2	0	0				
100%	100%	100%	100%				
0:00	0:00	0:00	0:00				
0:00	0:00	0:00	0:00				
No	No	No	No				
0	0	0	0				
1	0	0	0				
100%	100%	100%	100%				
0:00	0	0:00	0:00				
0:00	0:00	0:00	0:00				
0	0	0	0				
\$0.00	\$0.00	\$0.00	\$0.00				

Email: evotaw@varcomm.biz