

**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: 11/2/2021			2/8/2021		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.35	0.88	4.33	3	0.85	2.43	7.86	4.12	1.05			
	Total # of service orders	2	1	1	6	1	6	9	6	2			
	Avg. # of business days	0.18	0.88	4.33	0.5	0.85	0.41	0.87	0.69	1.05			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	1	1	6	1	6	9	6	2			
	Total # of installation commitment met	2	1	1	6	1	6	9	6	2			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customer Trouble Report		Acct # for voice or bundle, res+bus											
Min. Standard	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	830	820	810		
		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%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	0	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	8	4	5	3	0	0	0			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100.0%	100.0%	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	0:00	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	0:00		
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No		
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	0	0	0	0	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	4	8	4	4	3	0	0	0			
	% 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 (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)

Company Name:

Ducor Telephone Compar

Reporting Unit Type:

Total Company Exchange Wire Cer

Measurement (Compile monthly, file quarterly)		
Installation Interval Min. standard = 5 bus. days	Total # of business days	
	Total # of service orders	
	Avg. # of business days	
Installation Commitment Min. standard = 95% 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 Trouble Report		
Min. Standard	6% (6 per 100 working lines for units w/ \geq 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/ \leq 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	Total # of outage report tickets	
	Total # of repair tickets restored in \leq 24hrs	
	% of repair tickets restored \leq 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 Report	Total # of outage report tickets	
	Total # of repair tickets restored in \leq 24hrs	
	% of repair tickets restored \leq 24 Hours	
	Sum of the duration of all outages (hh:mm)	
	Avg. outage duration (hh:mm)	
Refunds	Number of customers who received refunds	
	Monthly amount of refunds	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls \leq 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	
	% \leq 60 seconds	

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

by _____

U#:

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Reporting Unit Name

Date filed: 4/26/2021			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

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Email: evotaw@varcomm.biz

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Ducor Telephone Compar

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	Total # of service orders	
	Avg. # of business days	
Installation Commitment Min. standard = 95% 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 Trouble Report		
Min. Standard	6% (6 per 100 working lines for units w/ \geq 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/ \leq 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	Total # of outage report tickets	
	Total # of repair tickets restored in \leq 24hrs	
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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

by _____

U#:

nter

Reporting Unit Name

Date filed: 4/26/2021			Date filed August 5, 20	
1st Quarter			2nd 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

me:

Rancho Tehama Exchange

21	Date filed: 11/2/2021			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	0	0	7			
\$0.00	\$0.00	\$0.00	\$133.02			

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Ducor Telephone Company

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		Total # of trouble reports
		% of trouble reports
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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

U#:

Reporting Unit Name

Date filed 4/26/2021			Date filed August 5, 20	
1st Quarter			2nd Quarter	
Jan	Feb	Mar	Apr	May
0.21	0	0	2.43	0.85
1	0	0	4	1
0.21	0	0	0.61	0.85
1	0	0	4	1
1	0	0	4	1
0	0	0	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	Date filed: 11/2/2021			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
