Company Name: Reporting Unit Type:		Ducor Telephone Compan	U#: U-1007-C			Report Year: 2021								
		Total Company Exchange Wire Center	er				Reporting Unit Na	me:		Total Ducor,	Kennedy Mea	dows, and	Rancho Tel	nama
				Date filed : 4/26/202	21	1	Date filed August 5, 20	021	Da	te filed: 11/2/2	021	Date	Filed: 02/12	2/2022
Measurement (Compile monthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r		
			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	1.36	4.16	5.11
		Total # of service orders	2	1	1	6	1	6	9	6	2	3	5	4
win. standard = 5 b	us. uays	Avg. # of business days	0.18	0.88	4.33	0.5	0.85	0.41	0.87	0.69	1.05	4.07	0.83	1.28
		Total # of installation commitments	2	1	1	6	1	6	9	6	2	3	5	4
Installation Commitment		Total # of installation commitment met	2	1	1	6	1	6	9	6	2	3	5	4
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
1		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus												
Customer Trouble	Report													
	6% (6 per 100 working lines for	Total # of working lines									Sep Oct Nov 1.05 1.36 4.16 2 3 5 1.05 4.07 0.83 2 3 5 2 3 5 2 3 5 0 0 0			
	units w/ \ge 3,000 lines)	Total # of trouble reports												
p	units w/ 2 3,000 lines)	% of trouble reports												
Min. Standard	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	846	838	836	832	832	830	830	820	810	801	784	784
		Total # of trouble reports	2	4	8	4	5	3	5	6		9		6
		% of trouble reports	1%	1%	1%	0%%	1%	1%	1%	1%	1%	0	0	1
	•	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
A		Total # of repair tickets restored in ≤ 24hrs	0	0	8	4	5	3	0	0	0	6	0	
Adjusted Out of Service Rep		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	75	0	0
Min. standard = 90		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	7:54	0:00	0:00
win. standard = 90	J% within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	15:59	0:00	0:00
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	0:00	0:00
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0:00	No	No
Unadjusted		Total # of repair tickets restored in < 24hrs	0	4	8	4	4	3	0	0	0	7	0	0
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	78	0	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		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
		Number of customers who received refunds	11	0	7	2	4	1	0.00	0.00			0.00	21
Refunds		Monthly amount of refunds	\$310.40	\$0.00	\$143.69	\$10.78	\$94.45	\$4.81	\$0.00	\$0.00			\$0.00	\$512.42
	ble Reports, Billing & Non-Billing)	1 1									1		/	
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			İ		1							
	u option to reach live agent).	Total # of call seconds to reach live agent												
5 (%<_60 seconds			1		1							
					1	i							I	T

Primary Utility Contact Information

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)

Company Name: Ducor Telephone Com		Ducor Telephone Compar	ıy				U#:	U-1007-C			Report Year:		2021		
Reporting Unit T	ype:	Total Company Exchange Wire Cert	ter			Reporting Unit Name: Ducor Exchange									
	Management (Compile me	Date filed: 4/26/2021			Date filed August 5, 2021			Date filed: 11/2/2021			Date filed 02/12/22				
Measurement (Compile monthly, file quarterly)				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	0.88	4.33	0:00	0:00	0:00	0:00	0.3	0	0	0	2.08	
		Total # of service orders	0	1	1	0	0	0	0	1	0	0	0	1	
		Avg. # of business days	0	0.88	4.33	0	0	0	0	0.3	0	0	0	2.08	
		Total # of installation commitments	0	1	1	0	0	0	0	1	0	0	0	1	
Installation Commi		Total # of installation commitment met	0	1	1	0	0	0	0	1	0	0	0	1	
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
		% of commitment met	0%	100%	100%	N/a	N/A	N/A	N/A	100%	N/A	N/A	N/A	100%	
Customers		Acct # for voice or bundle, res+bus													
Customer Trouble	Report														
		Total # of working lines													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports													
E		% of trouble reports													
Standard	8% (8 per 100 working lines for	Total # of working lines													
	units w/ 1.001 - 2.999 lines)	Total # of trouble reports													
	units w/ 1,001 - 2,999 lines)	% of trouble reports													
, M	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	215	214	215	211	211	209	207	208	206	206	203	203	
		Total # of trouble reports	3	1	3	0	1	0	1	1	2	1	1	1	
		% of trouble reports	1%	1%	1%	0%	1%	0%	1%	1%	1%	0%	0%	0%	
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	0	0	3	0	1	0	1	0	0	1	1	1	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	
Out of Service Rep		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	0:08	2:00	2:52	
Min. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0.00	0:00	0:00	0:00	0:00	0:08	0:00	0:00	
		Indicate if catastrophic event is in month	0.00 No	No	No	No	0.00	No.	0.00	No	No	0.08 No	No	No	
		Total # of outage report tickets	0		0	0	0	0	0	0	0	0	0	0	
Unadiusted		Total # of repair tickets restored in < 24hrs	0	0	3	0	0	0	0	0	0	1	1	1	
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	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	0:00	0:08	2:00	2:00	
		Ava, outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:08	2:00	2:00	
		Avg. outage duration (nn:mm) Number of customers who received refunds	0.00	0:00	0.00	0:00	0:00	0.00	0.00	0:00	0:00	0:08	2:00	2.00	
Refunds		Monthly amount of refunds	\$59.18	\$0.00	\$53.87	\$0.00	\$23.35	\$4.81	\$0.00	\$0.00	\$34.71	\$0.00	\$0.00	\$67.19	
Answer Time (Trouble Reports, Billing & Non-Billing)		mana y amount or relation	407.40	00.00	400.01	90.00	1000000	91.01	00.00	00.00		90.00	90.00	401.17	
		Total # of calls for TR. Billing & Non-Billing													
	u option to reach live agent).	Total # of call seconds to reach live agent													
Involagent (W/a ment	a option to reach live agent).	%< 60 seconds													
1		70 <u>5</u> 00 8000108													
				1		1	l					1			

Primary Utility Contact Information Phone: 559-534-2211

Email: evotaw@varcomm.biz

Name: Eric Votaw

Date Adopted: 7/28/09 Date Revised: 2008/09 (Corrects typographical enrors) Date Revised: 2008/01 (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 Compan	У				U#:	U-1007-C	-		Report Year:		2021	-
Reporting Unit	Туре:	Total Company Z Exchange Wire Cent		Reporting Unit N		Rancho Tehama Exchange								
				Date filed: 4/26/2021		Date filed August 5, 2021			Di	Date filed 02/12/2022				
Measurement (Compile monthly, file quarterly)			4/20/2021 1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb			May	June		Jiu Quarter	1	401 Quarte		
Installation Interval Min. standard = 5 bus. davs		Total # of business days	0.14	0.00	0	April 0.57	0:00	1.59	6.77	1.61	1.07	1.87	4.16	2.83
		Total # of service orders	1	0	0	2	0	3	8	3	1	2	5	2
Min. standard = 5	bus. days	Avg. # of business days	0.14	0.00	0	0.29	0	0.53	0.85	0.54	1.07	3.74	0.83	1.42
Total # of installation commitments		1	0	0	2	0	3	8	3	1	2	5	2	
Installation Comm	nitment	Total # of installation commitment met	1	0	0	2	0	3	8	3	1	2	5	2
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	N/A	100%	100%	100%	100%	100%	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												
P	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard		Total # of working lines												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 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	480	474	471	468	464	464	466	456	451	447	435	435
-		Total # of trouble reports	400	2	4/1	408	404	404	400	430	401	6	455	433
		% of trouble reports	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	0%	1%
		Total # of outage report tickets	0	0	0	0	0	0	0	0%	0	076	0%	0
		Total # of repair tickets restored in < 24hrs	0	2	2	3	2	2	2	0	0	3	1	5
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	60.0%	100.0%	100.0%
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	0:00	0:00	0.00	125:46	0:00	0:00
Min. standard = 9	90% within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	25:09	0:00	7:34
		Indicate if catastrophic event is in month	No.	0.00 No	No	No	No.	0.00	No	No	No.00	23.09 No	No	7.54 No
		Total # of outage report tickets	0	0	0		0	0	0	0	0	6	0	0
Unadiusted		Total # of repair tickets restored in < 24hrs	0	2	2	0	2	2	0	0	0	4	1	5
Out of Service Re	anort													
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	1%	100%	100%	67.0%	100.0%	100.09
		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	148:33 24:46	0:00	0:00 7:34
		Avg. outage duration (hh:mm) Number of customers who received refunds	5	0:00	0:00	2	2	0:00	0:00	0:00	0:00	24:40	0:00	/:34
				\$0.00	\$27.99		\$45.33	\$0.00	\$0.00	\$0.00		\$0.00		\$373.9
Refunds	uble Reports, Billing & Non-Billing)	Monthly amount of refunds	\$111.70	50.00	\$27.99	\$10.78	\$45.33	\$0.00	\$0.00	\$0.00	\$133.02	\$0.00	\$0.00	\$575.9
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												
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												
1		%<_60 seconds						-						
								1		923.15			I	L

Primary Utility Contact Information Phone: 559-534-2211

Email: evotaw@varcomm.biz

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Name: Eric Votaw

Date Adopted: 7/28/09 Date Revised: 52/08/09 (Corrects typographical errors) Date Revised: 52/04/10 (Added new lines and changed terms to reflect requirements of G.O. 133-C) Date Revised: 59/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name: Ducor Telephone Company		у				U#:	U-1007-C	-		Report Year:		2021	_		
Reporting Unit Type:			Reporting Unit Name: Kennedy Meadows Exchange												
	Measurement (Compile m	continue filo successive)		Date filed 4/26/2021 1st Quarter			Date filed August 5, 2021 2nd Quarter			Date filed: 11/2/2021 3rd Quarter			Date filed 02/11/2022 4th Quarter		
	weasurement (Complie n	iontrity, file quarterly)													
Total # of business days			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval		Total # of business days	0.21	0	0	2.43	0.85	0.84	1.09	2.11	1.02	0.33	0	0.2	
Min. standard = 5 t		Total # of service orders	1	0	0	4	1	3	1	2	1	1	0	1	
win. standard - 5 t	ous. uays	Avg. # of business days	0.21	0	0	0.61	0.85	0.28	1.09	1.11	1.02	0.33	0	0.2	
Total # of installation commitments		1	0	0	4	1	3	1	2	1	1	0	1		
Installation Comn		Total # of installation commitment met	1	0	0	4	1	3	1	2	1	1	0	1	
Min. standard = 95	i% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	1009	
Customers		Acct # for voice or bundle, res+bus													
Customer Trouble	e Report														
	20% (0 400 1/ 1/ 4	Total # of working lines													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports													
2		% of trouble reports													
tandan		Total # of working lines													
i. Stan	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
		% of trouble reports													
ĥ		Total # of working lines	151	150	150	153	157	157	157	156	153	148	146	146	
-	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)		4	150	3	153	2	157		100	153	2	146	140	
		Total # of trouble reports	3%	1%	2%	1%	1%	1%	2	3%		1%	0%		
		% of trouble reports Total # of outage report tickets		1%							2%		0%	0%	
			0	0	0	0	0	0	0	0	0	0	0	0	
Adjusted		Total # of repair tickets restored in ≤ 24hrs		1		1		1					0		
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	0.0%	0.0%	
Min. standard = 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	0:00	0:00	0:00	2:00	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	1:00	0:00	0:00	
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	2	0	0	
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	3	1	2	1	0	0	0	2	0	0	
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%%	100%	100%	100%	100%	100%	100.0%	0.0%	0.0%	
		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0	0:00	0:00	2:00	0:00	0:00	
		Ava. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1:00	0:00	0:00	
		Number of customers who received refunds	5	0	2	0	1	0	0	0	0	0	0	6	
Refunds		Monthly amount of refunds	\$139.52	\$0.00	\$61.83	\$0.00	\$25.77	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$71.2	
	uble Reports, Billing & Non-Billing)		0.07.02	2100	0.01.00	÷3.00		\$3.00	0.5.00	20100		23.00		1 2/11.2	
	1% 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	
		%< 60 seconds												1	
		10-00 0000100					1	1	-					+	

Primary Utility Contact Information Phone: 559-534-2211

Name: Eric Votaw

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Email: evotaw@varcomm.biz

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Date Adopted: 7/28/09 Date Revised: 5/208/09 (Corrects typographical enrors) Date Revised: 5/208/01 (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)