

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2022

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 : 05/09/2022			Date filed :			Date filed:			Date Filed:		
		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	0.22	4.34	7.62									
	Total # of service orders	1	4	6									
	Avg. # of business days	0.22	1.08	1.27									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	6									
	Total # of installation commitment met	1	4	6									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus												
Customer Trouble Report													
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	783	783	752								
		Total # of trouble reports	8	11	1								
		% of trouble reports	1%	1%	1%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	7	1									
	Total # of repair tickets restored in ≤ 24hrs	5	5	5									
	% of repair tickets restored ≤ 24 Hours	100%	71%	71%									
	Sum of the duration of all outages (hh:mm)	9:59	1:57	1:57									
	Avg. outage duration (hh:mm)	2:00	3:42	3:42									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	5	7	1									
	Total # of repair tickets restored in ≤ 24hrs	5	5	1									
	% of repair tickets restored ≤ 24 Hours	100%	71%	71%									
	Sum of the duration of all outages (hh:mm)	9:59	193:54	193:54									
	Avg. outage duration (hh:mm)	2:00	27:42	27:42									
	Number of customers who received refunds	1	\$8.00	\$7.00									
Refunds	Monthly amount of refunds	\$4.70	\$194.10	\$178.45									
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

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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)