Company Name:	Ducor Telephone Co	ompany	U#:	U-1007-C	Report Year:	2016
Reporting Unit Type:	✓ Total Company ☐ Exchange	☐ Wire Center	Reportin	g Unit Name:	Total of all 3 exchanges	

	Management (Compile ma	anthly file assertants)	((Date filed 05/16/2016	i)	(Date filed 08/15/2016)	(Date filed 11/15/2016	5)	(Date filed (02/27/2017	
	Measurement (Compile mo	onthly, file quarterly)	ì	st Quarte	r	2	nd Quarte	r		3rd Quarte	/		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
luctelletien lutem	1	Total # of business days	2.84	2.02	3.31	3.92	2.36	3.09	2.16	1.53	1.2			
Installation Interv Min. standard = 5		Total # of service orders	14	16	24	19	12	18	12	0.12	8			
viiri. Staridard – 5	bus. days	Avg. # of business days	0.2	0.13	0.14	0.21	0.2	0.17	0.18	13	0.15			
		Total # of installation commitments	14	16	24	19	12	18	12	13	8			
Installation Comr	mitment	Total # of installation commitment met	14	16	24	19	12	18	12	13	8			
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								999	988			
Customer Troubl	e Report													
	C0/ (C non 100	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
5	units w/ = 5,000 inles)	% of trouble reports												
Standard	00/ (0 = = 400	Total # of working lines	1,040	1,046	1,049	1,039	1,041	1,041	1,044					
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	11	9	9	19	7	10	18					
M ri 8)	units w/ 1,001 - 2,939 iiiles)	% of trouble reports	0.01	0.01	0.01	0.02	0.01	0.01	0.02					
Ē	400/ /40 400	Total # of working lines								999	988			
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports								13				
	ioi units w/ ≥ 1,000 lines)	% of trouble reports								0.01	0.01			
		Total # of outage report tickets	5	5	3	13	4	6	14	9	6			
		Total # of repair tickets restored in ≤ 24hrs	5	5	3	12	4	6	14	9	6			
Adjusted		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	92.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
Out of Service Re Min. standard = 90	-	Sum of the duration of all outages (hh:mm)	31:39:00	14:00	6:00	73:10:00	26:05:00	17:55	15:38	24:15:00	5:30			
iviiri. Stariuaru = 90	7% WILLIII 24 IIIS	Avg. outage duration (hh:mm)	6:20	2:48	2:00	5:38	6:31	2:59	3:37	2:42	0:55			
		Indicate if catastrophic event is in month								No	No			
		Total # of outage report tickets	5	5	3	13	4	6	14	9	6			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	5	5	3	12	4	6	14	9	6			
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100	100	100	92	100	100	100.0%		100.0%			
		Sum of the duration of all outages (hh:mm)	31:39:00	14:00	6:00	73:10:00	26:05:00	17:55	15:38	24:15:00	5:30			
		Avg. outage duration (hh:mm)	6:20	2:48	2:10	5:38	6:31	2:59	3:37	2:42				
		Number of customers who received refunds								4	3			
Refunds		Monthly amount of refunds								61.33	52.67			
	uble Reports, Billing & Non-Billing)													
,	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
g (, s. 1110		%< 60 seconds												
													+	

Primary Utility Contact Information

Name: Mike Rvant	Phone: 530-585-2211	Email: mike@ducortelco.com

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 C	ompany	U#: <u>U-1007</u>	-C Report Year:	2016
Reporting Unit Type:	☐ Total Company ✓ Exchange	☐ Wire Center	Reporting Unit Na	ame: Rancho Tehama Exchange	

easurement (Compile monays nt mmitment met ort % (6 per 100 working lines for nits w/ ≥ 3,000 lines) % (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	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 Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports % of trouble reports % of trouble reports % of trouble reports		05/16/2016) st Quarter Feb 1.82 13 0.14 13 13 0 100	Mar 2.58 17 0.15 17 17 0 100		8/15/2016) nd Quarter May 2.06 8 0.26 8 0.100			1/15/2016) rd Quarter Aug 1.13 9 0.13 9 0.13 9 100 575	Sep 0.87 6 0.15 6 0 100 575	,	02/27/2017 4th Quarter Nov	,
nt nmitment met ort % (6 per 100 working lines for hits w/ ≥ 3,000 lines) % (8 per 100 working lines for hits w/ 1,001 - 2,999 lines)	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 Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports	Jan 2.44 10 0.24 10 10 0.0 0.0 0 0 0 0 0 0 0 0 0 0 0 0 0	Feb 1.82 13 0.14 13 13	2.58 17 0.15 17 17	3.72 16 0.23 16 16 0	May 2.06 8 0.26 8 8	Jun 2.37 12 0.2 12 12	Jul 0.93 6 0.16 6 6 0	Aug 1.13 9 0.13 9 0.10 100	0.87 6 0.15 6 6 0			
nt nmitment met ort % (6 per 100 working lines for hits w/ ≥ 3,000 lines) % (8 per 100 working lines for hits w/ 1,001 - 2,999 lines)	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 Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports	2.44 10 0.24 10 10	1.82 13 0.14 13 13	2.58 17 0.15 17 17	3.72 16 0.23 16 16	2.06 8 0.26 8 8	2.37 12 0.2 12 12	0.93 6 0.16 6 6	1.13 9 0.13 9 9 0 100	0.87 6 0.15 6 6 0		NOV	
nt nmitment met ort % (6 per 100 working lines for hits w/ ≥ 3,000 lines) % (8 per 100 working lines for hits w/ 1,001 - 2,999 lines)	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 Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports	10 0.24 10 10	13 0.14 13 13	17 0.15 17 17 0	16 0.23 16 16 0	8 0.26 8 8	12 0.2 12 12 0	6 0.16 6 6	9 0.13 9 9 0 100	6 0.15 6 6 0 100			
nt nmitment met ort % (6 per 100 working lines for hits w/ ≥ 3,000 lines) % (8 per 100 working lines for hits w/ 1,001 - 2,999 lines)	Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	0.24 10 10	0.14 13 13 0	0.15 17 17 0	0.23 16 16	0.26 8 8	0.2 12 12 0	0.16 6 6	0.13 9 9 0 100	6 6 0 100			
ort % (6 per 100 working lines for nits w/ ≥ 3,000 lines) % (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports	10 10 0	13 13 0	17 17 0	16 16 0	8 8 0	12 12 0	6 6 0	9 9 0 100	6 6 0 100			
ort % (6 per 100 working lines for nits w/ ≥ 3,000 lines) % (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	10	13	17 0	16 0	8 0 100	12 0	0	0				
ort % (6 per 100 working lines for nits w/ ≥ 3,000 lines) % (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	0	0	0	0	0 100	0	0	0				
ort % (6 per 100 working lines for nits w/ ≥ 3,000 lines) % (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	% of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	100	100	100	100	100	100	100					
% (6 per 100 working lines for nits w/ ≥ 3,000 lines) % (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports						.55						
% (6 per 100 working lines for nits w/ ≥ 3,000 lines) % (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports								313	373			
% (6 per 100 working lines for nits w/ ≥ 3,000 lines) % (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports						=						,
% (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports												
% (8 per 100 working lines for nits w/ 1,001 - 2,999 lines)	% of trouble reports Total # of working lines Total # of trouble reports												 I
nits w/ 1,001 - 2,999 lines)	Total # of working lines Total # of trouble reports				1								 I
nits w/ 1,001 - 2,999 lines)	Total # of trouble reports						_						
nits w/ 1,001 - 2,999 lines)	·												
,	% of trouble reports												
	70 or trouble reporte												
0% (10 per 100 working lines	Total # of working lines	583	585	586	573	577	577	575	575	575			<u> </u>
r units w/ ≤ 1,000 lines)	Total # of trouble reports	7	3	7	11	6	8	7	7	6			
1 41110 11 2 1,000 11100)	% of trouble reports	0.012	0.005	0.012	0.019	0.01	0.014	0.012	0.012	0.01			l
	Total # of outage report tickets	2	0	2	7	3	5	5	3	5			
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	6	3	5	5	3	5			l
	% of repair tickets restored ≤ 24 Hours	100	0	100	86	100	100	100	100	100			l
nin 24 hrs	Sum of the duration of all outages (hh:mm)	2:15	0:00	3:00	62:10	23:35	13:35	13:18	1:50	4:30			
1111 24 1115	Avg. outage duration (hh:mm)	1:08	0:00	1:30	8:53	7:52	2:43	2:40	0:37	0:54			
	Indicate if catastrophic event is in month								No I	No			
	Total # of outage report tickets	2	0	2	7	3	5	5	3	5			
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	6		5		3	5			
	-	100	0	100	86		100			100			
	·								-				
	, , , , , , , , , , , , , , , , , , ,												
		1.00	0.00	1.00	3.00	7.02	23	2.,3	3				·
										_			 I
enorts Billing & Non-Billing)	money amount or rotatido								31.33	02.01			 I
	Total # of calls for TR Billing & Non-Billing					+							 I
200 00001103 to 100011						+	-						
ion to reach live agent)													
ion to reach live agent).	1/0× 00 3ECUIU3					+							
-	orts, Billing & Non-Billing) s < 60 seconds to reach to reach live agent).	% of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Number of customers who received refunds Monthly amount of refunds orts, Billing & Non-Billing) s ≤ 60 seconds to reach Total # of calls for TR, Billing & Non-Billing	% of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) 1:08 Number of customers who received refunds Monthly amount of refunds orts, Billing & Non-Billing) s ≤ 60 seconds to reach to reach live agent). 7 of repair tickets restored ≤ 24 Hours 100 Sum of the duration of all outages (hh:mm) 1:08 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	% of repair tickets restored ≤ 24 Hours 100 0 Sum of the duration of all outages (hh:mm) 2:15 0:00 Avg. outage duration (hh:mm) 1:08 0:00 Number of customers who received refunds Monthly amount of refunds orts, Billing & Non-Billing) s ≤ 60 seconds to reach to reach live agent Total # of call seconds to reach live agent	% of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Number of customers who received refunds Monthly amount of refunds orts, Billing & Non-Billing) s ≤ 60 seconds to reach to reach live agent). % of repair tickets restored ≤ 24 Hours 100 0 100 1:00 3:00 1:30 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	% of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Number of customers who received refunds Monthly amount of refunds orts, Billing & Non-Billing) s ≤ 60 seconds to reach to reach live agent). % of repair tickets restored ≤ 24 Hours 100 0 100 86 2:15 0:00 3:00 62:10 8:53 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	% of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Number of customers who received refunds Monthly amount of refunds Mosts, Billing & Non-Billing) s ≤ 60 seconds to reach to reach live agent). % of repair tickets restored ≤ 24 Hours 100 0 100 86 100 23:35 7:52 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	% of repair tickets restored ≤ 24 Hours 100 0 100 86 100 100 Sum of the duration of all outages (hh:mm) 2:15 0:00 3:00 62:10 23:35 13:35 Avg. outage duration (hh:mm) 1:08 0:00 1:30 8:53 7:52 2:43 Number of customers who received refunds Monthly amount of refunds 0.00	% of repair tickets restored ≤ 24 Hours 100 0 100 86 100 100 100 Sum of the duration of all outages (hh:mm) 2:15 0:00 3:00 62:10 23:35 13:35 13:18 Avg. outage duration (hh:mm) 1:08 0:00 1:30 8:53 7:52 2:43 2:40 Number of customers who received refunds Monthly amount of refunds 0 <	% of repair tickets restored ≤ 24 Hours 100 0 100 86 100 100 100 100 Sum of the duration of all outages (hh:mm) 2:15 0:00 3:00 62:10 23:35 13:35 13:18 1:50 Avg. outage duration (hh:mm) 1:08 0:00 1:30 8:53 7:52 2:43 2:40 0:37 Number of customers who received refunds 3	% of repair tickets restored ≤ 24 Hours 100 0 100 86 100 130 130 130 130 150 </td <td>% of repair tickets restored ≤ 24 Hours 100 0 100 86 100<!--</td--><td>% of repair tickets restored ≤ 24 Hours 100 0 100 86 100<!--</td--></td></td>	% of repair tickets restored ≤ 24 Hours 100 0 100 86 100 </td <td>% of repair tickets restored ≤ 24 Hours 100 0 100 86 100<!--</td--></td>	% of repair tickets restored ≤ 24 Hours 100 0 100 86 100 </td

Primary Utility Contact Information

Name: Mike Ryant	Phone: 530-585-2211	Email: mike@ducortelco.com

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 Co	mpany	U#: <u>U-1007</u>	<u>Z-C</u> Report Year:	2016
Reporting Unit Type:	☐ Total Company ✓ Exchange	☐ Wire Center	Reporting Unit N	ame: Ducor Exchange	

			((Date filed 05/16/2016)			Date filed 08/15/2016	1	(*	Date filed 11/15/2016)			Date filed (02/27/2017	7)
	Measurement (Compile mo	onthly, file quarterly)	,	st Quarter			nd Quarte		,	Brd Quarter			4th Quarte	,
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.4	0.16	0.36	0	0.23	0.51	0.67	0.18	0.16			
Installation Inter		Total # of service orders	4	2	4	0	2	4	4	2	1			
Min. standard = 5	bus. days	Avg. # of business days	0.1	0.08	0.09	0	0.12	0.13	0.17	0.09	0.16			
		Total # of installation commitments	4	2	4	0	2	4	4	2	1			
Installation Com	mitment	Total # of installation commitment met	4	2	4	0	2	4	4	2	1			
Min. standard = 9	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								284	284			<u> </u>
Customer Troub	le Report													
	00/ (0 400	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
7	units w/ ≥ 3,000 lines)	% of trouble reports												
dar		Total # of working lines												
Standar	8% (8 per 100 working lines for	Total # of trouble reports												
_	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Mi		Total # of working lines	280	282	282	282	280	280	284	284	284			
	10% (10 per 100 working lines	Total # of trouble reports	3	5	2	7	1	1	6	3	0			
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.011	0.018	0.007	0.025	0.004	0.004	0.021	0.01	0			
	•	Total # of outage report tickets	3	5	1	6	1	0	4	3	0			
		Total # of repair tickets restored in ≤ 24hrs	3	5	1	6	1	0	4	3	0			
Adjusted		% of repair tickets restored ≤ 24 Hours	100	100	100	100	100	0	100	100	0			
Out of Service R Min. standard = 9		Sum of the duration of all outages (hh:mm)	29:24	14:00	3:00	11:00	2:30	0:00	13:00	10:00	0:00			
iviin. Standard = 9	0% Within 24 hrs	Avg. outage duration (hh:mm)	9:48	2:48	3:00	1:50	2:30	0:00	3:15	3:20	0:00			
		Indicate if catastrophic event is in month								No I	No			
		Total # of outage report tickets	3	5	1	6	1	0	4	3	0			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	3	5	1	6	1	0	4	3	0			
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100	100	100	100	100	0	100	100	0			
		Sum of the duration of all outages (hh:mm)	29:24	14:00	3:00	11:00	2:30	0:00	13:00	10:00	0:00			
		Avg. outage duration (hh:mm)	9:48	2:48	3:00	1:50	2:30	0:00	3:15	3:20	0:00			
		Number of customers who received refunds								1	0			
Refunds		Monthly amount of refunds								29.70	0.00			
	puble Reports, Billing & Non-Billing)	<u> </u>												
•	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
5 ()		%< 60 seconds												
		-												

Primary Utility Contact Information

Name. Wike Ryant Filone. 550-505-2211 Email. <u>mike@ducontelco.com</u>	Name: Mike Ryant Ph	none: 530-585-2211	Email: mike@ducortelco.com
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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 Company	U#: <u>U-1007-C</u>	Report Year: 2016
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Kennedy Meadows Exchange

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	onthly file quarterly)	(0	5/16/2016)		(0	8/15/2016)		(11/15/2016)			(02/27/2017	<u>'</u>)
	Measurement (Compile mo	miny, me quarterry)	1	st Quarter			nd Quarter			3rd Quarter			4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inte	rval	Total # of business days	0	0.04	0.37	0.2	0.07	0.21	0.56	0.22	0.17			
Min. standard = \$		Total # of service orders	0	1	3	3	2	2	2	2	1			
Willia Staridard = V		Avg. # of business days	0	0.04	0.14	0.07	0.04	0.11	0.28	0.11	0.17			<u> </u>
		Total # of installation commitments	0	1	3	3	2	2	2	2	1			<u> </u>
Installation Con		Total # of installation commitment met	0	1	3	3	2	2	2	2	1			
Min. standard = 9	95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			<u> </u>
		% of commitment met	100	100	100	100	100	100	100	100	100			
Customers		Acct # for voice or bundle, res+bus								185	185			
Customer Trou	ble Report													
	00/ (0 = == 400 === 11 == 15 == 1	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
o	units w/ ≥ 3,000 lines)	% of trouble reports												
dar		Total # of working lines				Ì								
Standard	8% (8 per 100 working lines for	Total # of trouble reports												
Min. S	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	400/ /40 400	Total # of working lines	177	179	181	184	184	184	185	185	185			
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	1	0	1	0	1	5	3	3			
		% of trouble reports	0.006	0.006	0	0.005	0	0.005	0.027	0.016	0.016			
	·	Total # of outage report tickets	0	0	0	0	0	1	5	3	1			
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1	5	3	1			
Adjusted	Danari	% of repair tickets restored ≤ 24 Hours	0	0	0	0	0	100	100	100	100			
Out of Service I	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	24:20	12:25	1:00			
iviiii. Staridard – .	90 /0 Within 24 1113	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	4:52	4:08	1:00			
		Indicate if catastrophic event is in month								No	No			
		Total # of outage report tickets	0	0	0	0	0	1	5	3	1			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1	5	3	1			
Out of Service I	Report	% of repair tickets restored ≤ 24 Hours	0	0	0	0	0	100	100	100	100			
		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	24:20	12:25	1:00			
		Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	4:52	4:08	1:00			
		Number of customers who received refunds								0	0			
Refunds		Monthly amount of refunds								0.00	0.00			
Answer Time (Tr	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	80% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	nenu option to reach live agent).	Total # of call seconds to reach live agent												
•	- ·	%<_60 seconds												
								i						

Primary Utility Contact Information

Name: Mike Ryant	Phone: 530-585-2211	Email: mike@ducortelco.com
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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)