Company Name:		Ducor Telephone Company					U#:	U-1007-C		Report Year: 2016					
Reporting Unit Type:		✓ Total Company				Reporting Unit Name:			Total of all 3 exchang						
	Measurement (Compile mo	onthly, file quarterly)	((Date filed 05/16/2016	,	(Date filed 08/15/2016	/	,	Date filed 11/15/2016 3rd Quarte	,	(0	Date filed	,	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	4th Quarter Oct Nov Dec			
		Total # of business days	2.84	2.02	3.31	3.92	2.36	3.09	2.16	1.53	1.2	1.68	222.46	1.38	
Installation Interval		Total # of service orders	14	16	24	19	12	18	12	0.12	8	15	17	8	
Min. standard = 5 bu	IS. days	Avg. # of business days	0.2	0.13	0.14	0.21	0.2	0.17	0.18	13	0.15	0.24	73.51	0.64	
		Total # of installation commitments	14	16	24	19	12	18	12	13	8	15	17	8	
Installation Commit	tment	Total # of installation commitment met	14	16	24	19	12	18	12	13	8	15	16	8	
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	1	0	
		% of commitment met	100	100	100	100	100	100	100	100	100	100	94	100	
Customers		Acct # for voice or bundle, res+bus								999	988	987	987	995	
Customer Trouble	Report														
		Total # of working lines													
units w/ ≥ 3,000	6% (6 per 100 working lines for	Total # of trouble reports													
	$41115 \text{ W} \ge 3,000 \text{ lines}$	% of trouble reports													
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,040	1,046	1,049	1,039	1,041	1,041	1,044						
tan		Total # of trouble reports	1,010	9	9	19	7	10	1,011						
s.		% of trouble reports	0.01	0.01	0.01	0.02	0.01	0.01	0.02						
Min	10% (10 per 100 working lines	Total # of working lines	0.01	0.01	0.01	0.02	0.01	0.01	0.02	999	988	987	987	995	
		Total # of trouble reports									988		987	993	
	for units w/ \leq 1,000 lines)	•								13 0.01	0.01	12 0.01	0.01	0.01	
		% of trouble reports Total # of outage report tickets	5	5	2	12	1	C	1.4		0.01	0.01	0.01	0.01	
		Total # of repair tickets restored in \leq 24hrs	5	<u>ح</u>	3	13	4	6	14	9	0	8	0	9	
Adjusted		% of repair tickets restored ≤ 24 Hours) 100.00/) 100.00/	3	12	4	0	14	9	0	8	0	100.00/	
Out of Service Rep	ort		100.0%	100.0%	100.0%	92.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Min. standard = 90%	6 within 24 hrs	Sum of the duration of all outages (hh:mm)	31:39:00				26:05:00			24:15:00			6:35	9:27	
		Avg. outage duration (hh:mm)	6:20	2:48	2:00	5:38	6:31	2:59	3:37			6:08	3:31	1:03	
		Indicate if catastrophic event is in month		-		10				No	No	No	No	No	
		Total # of outage report tickets	5	5	3	13	4	6	14	9	6	8	6	9	
Unadjusted		Total # of repair tickets restored in \leq 24hrs	5	5	3	12	4	6	14	9	6	8	6	9	
Out of Service Rep	ort	% of repair tickets restored \leq 24 Hours	100	100	100	92	100	100	100.0%	100.0%	100.0%	100.0%	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	16:28	6:35	9:27	
		Avg. outage duration (hh:mm)	6:20	2:48	2:10	5:38	6:31	2:59	3:37	2:42	0:55	6:08	3:31	1:03	
		Number of customers who received refunds								4	3	5	2	8	
Refunds		Monthly amount of refunds								61.33	52.67	87.86	26.88	221.14	
Answer Time (Troub	le Reports, Billing & Non-Billing)														
Min. standard = 80%	$_{6}$ of calls <u>< 6</u> 0 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent													
		% <u>< 6</u> 0 seconds													

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 Company	U#: <u>U-1007-C</u>
Reporting Unit Type:	Total Company 🔽 Exchange 🗌 Wire Center	Reporting Unit Name:

Measurement (Compile monthly, file quarterly)		(0	Date filed 5/16/2016)		Date filed (08/15/2016)			(1	Date filed		Date filed (02/27/2017)			
		, , , , , , , , , , , , , , , , , , ,		st Quarter	Man		nd Quarter			rd Quarte			4th Quarter	
		Total # of business days	Jan 2.44	Feb 1.82	Mar 2.58	Apr 3.72	May 2.06	Jun 2.37	Jul 0.93	Aug 1.13	Sep 0.87	Oct 1.25	Nov 2.65	Dec 0.89
Installation Inter-	val	Total # of service orders				16	2.00	2.37		1.13	-	1.23	13	6
Min. standard = 5	bus. days		10	13	17		-		6	9	6			-
		Avg. # of business days Total # of installation commitments	0.24	0.14	0.15 17	0.23 16	0.26	0.2 12	0.16 6	0.13	0.15	0.1	0.2	0.15
Installation Com	mitmont	Total # of installation commitments	10	13	17	16	8	12	6	9	0	12	13	6
Installation Com	5% commitment met	Total # of installation commitment missed	10	13	0	0	0	0	0	9	0	0	12	0
Min. Standard – S		% of commitment met	100	100	100	100	100	100	100	100	100	100	92	100
Customers		Acct # for voice or bundle, res+bus	100	100	100	100	100	100	100	575	575	556	559	573
Customer Troub	la Banart									575	575	550	559	515
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
	units w/ ≥ 3,000 lines)	· · · ·						_						
Standard		% of trouble reports												
pu	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
Sta		Total # of trouble reports												
Min.		% of trouble reports												
Σ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	583	585	586	573	577	577	575	575	575	556	559	57
		Total # of trouble reports	7	3	7	11	6	8	7	7	6	7	7	1
		% of trouble reports	0.012	0.005	0.012	0.019	0.01	0.014	0.012	0.012	0.01	0.01	0.01	0.0
		Total # of outage report tickets	2	0	2	7	3	5	5	3	5	3	4	
		Total # of repair tickets restored in \leq 24hrs	2	0	2	6	3	5	5	3	5	3	4	
Adjusted		% of repair tickets restored ≤ 24 Hours	100	0	100	86	100	100	100	100	100	100.0%	100.0%	100.0
Out of Service R Min. standard = 9	•	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	6:30	4:05	9:2
1011111111111111111111111111111111111	0% within 24 ms	Avg. outage duration (hh:mm)	1:08	0:00	1:30	8:53	7:52	2:43	2:40	0:37	0:54	2:17	1:01	1:0
		Indicate if catastrophic event is in month								No	No	No	No	N
		Total # of outage report tickets	2	0	2	7	3	5	5	3	5	3	4	
Unadjusted		Total # of repair tickets restored in \leq 24hrs	2	0	2	6	3	5	5	3	5	3	4	. <u> </u>
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100	0	100	86	100	100	100	100	100	100.0%	100.0%	100.0
	•	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	6:30	4:05	9:2
		Avg. outage duration (hh:mm)	1:08	0:00	1:30	8:53	7:52	2:43	2:40	0:37	0:54	2:17	1:01	1:0
		Number of customers who received refunds				0.00				3	3	3	0	
Refunds		Monthly amount of refunds								31.63	52.67	74.60	0.00	129.6
	uble Reports, Billing & Non-Billing)									01100	02.07	, 1.00	0.00	127.0
•	0% of calls <u><</u> 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												
and agoin (what he		%<_60 seconds												

Primary Utility Contact Information

Name: Mike Ryant

Phone: 530-585-2211

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) **Report Year:**

2016

Rancho Tehama Exchange

Email: mike@ducortelco.com

Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>
Reporting Unit Type:	Total Company 🗸 Exchange 🗌 Wire Center	Reporting Unit Name:

Measurement (Compile monthly, file quarterly)		(0	Date filed 5/16/2016)		Date filed (08/15/2016)				Date filed 11/15/2016	/	Date filed (02/27/2017)			
				st Quarter		1	nd Quarter			3rd Quarte			th Quarter	
		Tratel # of husing one should	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inter	val	Total # of business days	0.4	0.16	0.36	0	0.23	0.51	0.67	0.18	0.16	0.43	0.07	0.31
Min. standard = 5		Total # of service orders	4	2	4	0	2	4	4	2	1	3	1	l
		Avg. # of business days	0.1	0.08	0.09	0	0.12	0.13	0.17	0.09	0.16	0.14	0.07	0.31
		Total # of installation commitments	4	2	4	0	2	4	4	2	1	3	1	1
Installation Com		Total # of installation commitment met	4	2	4	0	2	4	4	2	1	3	1	1
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	•	0	0	0	0
		% of commitment met	100	100	100	100	100	100	100		100	100	100	100
Customers		Acct # for voice or bundle, res+bus								284	284	267	267	269
Customer Troub	le Report													
	69/ (6 por 100 working lines for	Total # of working lines												
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports												
σ		% of trouble reports												
dar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tan		Total # of trouble reports												
Min. Standard		% of trouble reports												
Ä	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	280	282	282	282	280	280	284	284	284	267	267	
		Total # of trouble reports	3	5	202	7	1	1	6		0	207	1	
		% of trouble reports	0.011	0.018	0.007	0.025	0.004	0.004	0.021	0.01	0	0.01	0.00	(
		Total # of outage report tickets	3	5	1	6	1	0	4	3	0	2	1	
		Total # of repair tickets restored in \leq 24hrs	3	5	1	6	1	0	4	3	0	2	- 1	
Adjusted		% of repair tickets restored \leq 24 Hours	100	100	100	100	100	0	100	100	0	100.0%	100.0%	100.
Out of Service R	•	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	2:13	1:00	0
Min. 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		0:00	1:06	1:00	0
		Indicate if catastrophic event is in month									No	No	No	
		Total # of outage report tickets	3	5	1	6	1	0	4	3	0	2	1	
Unadjusted		Total # of repair tickets restored in \leq 24hrs	3	5	1	6	1	0	4	3	0	2	1	
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100	100	100	100	100	0	100	100	0	100.0%	100.0%	100
		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	2:13	1:00	(
		Avg. outage duration (hh:mm)	9:48	2:48	3:00	1:50	2:30	0:00	3:15	3:20	0:00	1:06	1:00	(
		Number of customers who received refunds								1	0	1	0	
Refunds		Monthly amount of refunds								29.70	0.00	13.26	0.00	,
Answer Time (Tro	ouble 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												
J (% <u>< 6</u> 0 seconds												

Primary Utility Contact Information

Name: Mike Ryant

Phone: 530-585-2211

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)

Report Year:

2016

Ducor Exchange

Email: <u>mike@ducortelco.com</u>

Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>
Reporting Unit Type:	☐ Total Company ✓ Exchange ☐ Wire Center	Reporting Unit Name:

	Measurement (Compile mo	onthly, file quarterly)	(0	Date filed		,	Date filed 08/15/2016)		,	Date filed (11/15/2016	<i>,</i>	,	Date filed 02/27/2017	,
			Jan	st Quarter Feb	Mar	Apr	nd Quarter May	Jun	Jul	3rd Quarte Aug	r Sep	Oct	4th Quarter Nov	r Dec
Total # of business days			Jan	0.04	0.37	Αρι 0.2	0.07	0.21	0.56		0.17	0	219.74	0.18
Installation Interv		Total # of service orders	0	1	3	3	2	2	2	2	1	0	3	1
Min. standard = 5	bus. days	Avg. # of business days	0	0.04	0.14	0.07	0.04	0.11	0.28	0.11	0.17	0	73.24	0.18
		Total # of installation commitments	0	1	3	3	2	2	2	2	1	0	3	1
Installation Com	mitment	Total # of installation commitment met	0	1	3	3	2	2	2	2	1	0	2	1
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	1	0
		% of commitment met	100	100	100	100	100	100	100	100	100	100	0.66	100
Customers		Acct # for voice or bundle, res+bus								185	185	164	161	153
Customer Troub	le Report													
		Total # of working lines												·
	6% (6 per 100 working lines for	Total # of trouble reports												·
σ	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tan		Total # of trouble reports												
S		% of trouble reports												
Min.		Total # of working lines	177	179	181	184	184	184	185	185	185	164	161	15
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports	1	1	0	104	0	104	5	3	3	3	101	15
		% of trouble reports	0.006	0.006	0	0.005	0	0.005	0.027	0.016	0.016	0.02	0.01	173.0
		Total # of outage report tickets	0	0	0	0	0	1	5	3	1	3	1	
		Total # of repair tickets restored in \leq 24hrs	0	0	0	0	0	1	5	3	1	3	1	
Adjusted		% of repair tickets restored ≤ 24 Hours	0	0	0	0	0	100	100	100	100	100.0%	100.0%	100.09
Out of Service R	•	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	24:20	-	1:00	7:45	1:30	0:0
Min. standard = 9	0% within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	4:52	-	1:00	2:35	1:30	0:0
		Indicate if catastrophic event is in month								1	No	No	No	N
		Total # of outage report tickets	0	0	0	0	0	1	5	3	1	3	1	
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1	5	3	1	3	1	
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0	0	0	0	0	100	100			100.0%	100.0%	100.09
	•	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	24:20		1:00	7:45	1:30	0:0
		Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	4:52			2:35	1:30	0:0
		Number of customers who received refunds	0.00	0.00	0.00	0.00	0.00			0	0	0	2	
Refunds		Monthly amount of refunds								0.00	0.00	0.00	26.88	83.9
	ouble Reports, Billing & Non-Billing)									0.00	0.00	0.00	20.00	
,	0% of calls <u><</u> 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												
		%<_60 seconds												

Primary Utility Contact Information

Name: Mike Ryant

Phone: 530-585-2211

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)

Report Year:

2016

Kennedy Meadows Exchange

Email: <u>mike@ducortelco.com</u>