

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2016

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total of all 3 exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	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	
	Total # of service orders	14	16	24	19	12	18	12	0.12	8	15	17	8	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	14	16	24	19	12	18	12	13	8	15	17	8	
	Total # of installation commitment met	14	16	24	19	12	18	12	13	8	15	16	8	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	1	0	
<b>Customers</b>	Acct # for voice or bundle, res+bus							999	988	987	987	995		
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	1,040	1,046	1,049	1,039	1,041	1,041	1,044					
		Total # of trouble reports	11	9	9	19	7	10	18					
		% of trouble reports	0.01	0.01	0.01	0.02	0.01	0.01	0.02					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines							999	988	987	987	995	
		Total # of trouble reports							13	9	12	9	14	
		% of trouble reports							0.01	0.01	0.01	0.01	0.01	
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	5	3	13	4	6	14	9	6	8	6	9	
	Total # of repair tickets restored in ≤ 24hrs	5	5	3	12	4	6	14	9	6	8	6	9	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	92.0%	100.0%	100.0%	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	2:00	5:38	6:31	2:59	3:37	2:42	0:55	6:08	3:31	1:03	
	Indicate if catastrophic event is in month								No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5	5	3	13	4	6	14	9	6	8	6	9	
	Total # of repair tickets restored in ≤ 24hrs	5	5	3	12	4	6	14	9	6	8	6	9	
	% of repair tickets restored ≤ 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	
	<b>Refunds</b>	Number of customers who received refunds							4	3	5	2	8	
	Monthly amount of refunds							61.33	52.67	87.86	26.88	221.14		
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: Mike Ryant

Phone: 530-585-2211

Email: [mike@ducortelco.com](mailto: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)

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2016

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Rancho Tehama Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	2.44	1.82	2.58	3.72	2.06	2.37	0.93	1.13	0.87	1.25	2.65	0.89	
	Total # of service orders	10	13	17	16	8	12	6	9	6	12	13	6	
	Avg. # of business days	0.24	0.14	0.15	0.23	0.26	0.2	0.16	0.13	0.15	0.1	0.2	0.15	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10	13	17	16	8	12	6	9	6	12	13	6	
	Total # of installation commitment met	10	13	17	16	8	12	6	9	6	12	12	6	
	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	92	100		
<b>Customers</b>	Acct # for voice or bundle, res+bus							575	575	556	559	573		
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	583	585	586	573	577	577	575	575	575	556	559	573
		Total # of trouble reports	7	3	7	11	6	8	7	7	6	7	7	14
		% 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	0.02
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	2	7	3	5	5	3	5	3	4	9	
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	6	3	5	5	3	5	3	4	9	
	% 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	9:27	
	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	1:03	
	Indicate if catastrophic event is in month								No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	0	2	7	3	5	5	3	5	3	4	9	
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	6	3	5	5	3	5	3	4	9	
	% 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	9:27	
	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	1:03	
<b>Refunds</b>	Number of customers who received refunds							3	3	3	0	3		
	Monthly amount of refunds							31.63	52.67	74.60	0.00	129.61		
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: Mike Ryan

Phone: 530-585-2211

Email: [mike@ducortelco.com](mailto: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)

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2016

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Ducor Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	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	
	Total # of service orders	4	2	4	0	2	4	4	2	1	3	1	1	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	4	2	4	0	2	4	4	2	1	3	1	1	
	Total # of installation commitment met	4	2	4	0	2	4	4	2	1	3	1	1	
	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	100	100	
<b>Customers</b>	Acct # for voice or bundle, res+bus							284	284	267	267	269		
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	280	282	282	282	280	280	284	284	284	267	267	269
		Total # of trouble reports	3	5	2	7	1	1	6	3	0	2	1	0
		% of trouble reports	0.011	0.018	0.007	0.025	0.004	0.004	0.021	0.01	0	0.01	0.00	0.00
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	5	1	6	1	0	4	3	0	2	1	0	
	Total # of repair tickets restored in ≤ 24hrs	3	5	1	6	1	0	4	3	0	2	1	0	
	% of repair tickets restored ≤ 24 Hours	100	100	100	100	100	0	100	100	0	100.0%	100.0%	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	2:13	1:00	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	1:06	1:00	0:00	
	Indicate if catastrophic event is in month							No	No		No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	3	5	1	6	1	0	4	3	0	2	1	0	
	Total # of repair tickets restored in ≤ 24hrs	3	5	1	6	1	0	4	3	0	2	1	0	
	% of repair tickets restored ≤ 24 Hours	100	100	100	100	100	0	100	100	0	100.0%	100.0%	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	2:13	1:00	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	1:06	1:00	0:00	
<b>Refunds</b>	Number of customers who received refunds							1	0		1	0	1	
	Monthly amount of refunds							29.70	0.00		13.26	0.00	7.62	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: 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)

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2016

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kennedy Meadows Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/27/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0	0.04	0.37	0.2	0.07	0.21	0.56	0.22	0.17	0	219.74	0.18	
	Total # of service orders	0	1	3	3	2	2	2	2	1	0	3	1	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	1	3	3	2	2	2	2	1	0	3	1	
	Total # of installation commitment met	0	1	3	3	2	2	2	2	1	0	2	1	
	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	
<b>Customers</b>	Acct # for voice or bundle, res+bus								185	185	164	161	153	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	177	179	181	184	184	184	185	185	185	164	161	153
		Total # of trouble reports	1	1	0	1	0	1	5	3	3	3	1	0
		% of trouble reports	0.006	0.006	0	0.005	0	0.005	0.027	0.016	0.016	0.02	0.01	173.00
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	1	5	3	1	3	1	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1	5	3	1	3	1	0	
	% of repair tickets restored ≤ 24 Hours	0	0	0	0	0	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	4:20	24:20	12:25	1:00	7:45	1:30	0:00	
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	4:52	4:08	1:00	2:35	1:30	0:00	
	Indicate if catastrophic event is in month							No	No		No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	0	1	5	3	1	3	1	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1	5	3	1	3	1	0	
	% of repair tickets restored ≤ 24 Hours	0	0	0	0	0	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	4:20	24:20	12:25	1:00	7:45	1:30	0:00	
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	4:20	4:52	4:08	1:00	2:35	1:30	0:00	
<b>Refunds</b>	Number of customers who received refunds							0	0		0	2	5	
	Monthly amount of refunds							0.00	0.00		0.00	26.88	83.91	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: Mike Ryant

Phone: 530-585-2211

Email: [mike@ducortelco.com](mailto: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)