

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

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2021

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 : 4/26/2021			Date filed August 5, 2021			Date filed: 11/2/2021			Date Filed: 02/12/2022			
		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	0.35	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	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	1	1	6	1	6	9	6	2	3	5	4	
	Total # of installation commitment met	2	1	1	6	1	6	9	6	2	3	5	4	
	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												
<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	846	838	836	832	832	830	830	820	810	801	784	784
		Total # of trouble reports	2	4	8	4	5	3	5	6	11	9	2	6
		% of trouble reports	1%	1%	1%	0%	1%	1%	1%	1%	1%	0	0	1
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	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	8	4	5	3	0	0	0	6	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	75	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	0:00	7:54	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	15:59	0:00	0:00	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	0:00	0:00
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0:00	No	No	
	Total # of repair tickets restored in ≤ 24hrs	0	4	8	4	4	3	0	0	0	7	0	0	
	% 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	150:41	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	16:45	0:00	0:00	
	Number of customers who received refunds	11	0	7	2	4	1	0	0	0	0	0	21	
<b>Refunds</b>	Monthly amount of refunds	\$310.40	\$0.00	\$143.69	\$10.78	\$94.45	\$4.81	\$0.00	\$0.00	\$167.73	\$0.00	\$0.00	\$512.42	
<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: Eric Votaw

Phone: 559-534-2211

Email: [evotaw@varcomm.biz](mailto:evotaw@varcomm.biz)

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  
 Reporting Unit Type:  Total Company  Exchange  Wire Center

UF: U-1007-C  
 Reporting Unit Name: Ducor Exchange

Report Year: 2021

Measurement (Compile monthly, file quarterly)		Date filed: 4/26/2021			Date filed August 5, 2021			Date filed: 11/2/2021			Date filed 02/12/22		
		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	0.88	4.33	0.00	0.00	0.00	0.00	0.3	0	0	2.08	
	Total # of service orders	0	1	1	0	0	0	0	1	0	0	1	
	Avg. # of business days	0	0.88	4.33	0	0	0	0	0.3	0	0	2.08	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	1	1	0	0	0	1	0	0	0	1	
	Total # of installation commitment met	0	1	1	0	0	0	1	0	0	0	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	0%	100%	100%	N/A	N/A	N/A	100%	N/A	N/A	N/A	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus												
<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	215	214	215	211	211	209	207	208	206	203	203
		Total # of trouble reports	3	1	3	0	1	0	1	1	2	1	1
		% of trouble reports	1%	1%	1%	0%	1%	0%	1%	1%	1%	0%	0%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	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	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	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	
	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	0:00	
	Indicate if catastrophic event is in month	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	0	0	
	Total # of repair tickets restored in < 24hrs	0	1	3	0	0	0	0	0	0	1	1	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	
<b>Unadjusted Out of Service Report</b>	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	0:08	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	0:08	2:00	2:00	
	Number of customers who received refunds	1	0	2	0	1	1	0	0	7	0	2	
<b>Refunds</b>	Monthly amount of refunds	\$59.18	\$0.00	\$53.87	\$0.00	\$23.35	\$4.81	\$0.00	\$0.00	\$34.71	\$0.00	\$67.19	
<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												

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

Company Name: Ducor Telephone Company  
Reporting Unit Type:  Total Company  Exchange  Wire Center

UF: U-1007-C  
Reporting Unit Name: Rancho Tehama Exchange

Report Year: 2021

Measurement (Compile monthly, file quarterly)		Date filed: 4/26/2021			Date filed August 5, 2021			Date filed: 11/2/2021			Date filed 02/12/2022			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	April	May	June							
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.14	0.00	0	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	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	2	0	3	8	3	1	2	5	2	
	Total # of installation commitment met	1	0	0	2	0	3	8	3	1	2	5	2	
	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%	
<b>Customers</b>	Acct # for voice or bundle, res+bus													
<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	480	474	471	468	464	464	466	456	451	447	435	435
		Total # of trouble reports	4	2	2	3	2	2	2	0	6	6	1	5
		% of trouble reports	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	0%	1%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	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	2	2	3	2	2	2	0	0	3	1	5	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	60.0%	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	125:46	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	25:09	0:00	7:34	
	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	0	6	0	
	Total # of repair tickets restored in < 24hrs	0	2	2	3	2	2	2	0	0	0	4	1	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	1%	100%	100%	67.0%	100.0%	100.0%	
<b>Unadjusted Out of Service Report</b>	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	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	24:46	0:00	7:34	
	Number of customers who received refunds	5	0	3	2	2	0	0	0	7	0	0	13	
	Monthly amount of refunds	\$111.70	\$0.00	\$27.99	\$10.78	\$45.33	\$0.00	\$0.00	\$0.00	\$133.02	\$0.00	\$0.00	\$375.97	
	<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												

923.15

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

Company Name: Ducor Telephone Company  
 Reporting Unit Type:  Total Company  Exchange  Wire Center

UF#: U-1007-C

Report Year: 2021

Reporting Unit Name: Kennedy Meadows Exchange

Measurement (Compile monthly, file quarterly)	Date filed 4/26/2021			Date filed August 5, 2021			Date filed: 11/2/2021			Date filed 02/11/2022			
	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	0.21	0	0	2.43	0.85	0.84	1.09	2.11	1.02	0.33	0	0.2
	Total # of service orders	1	0	0	4	1	3	1	2	1	1	0	1
	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
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	1	0	0	4	1	3	1	2	1	1	0	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%	0%	100%
<b>Customers</b>	Acct # for voice or bundle, res+bus												
<b>Customer Trouble Report</b>	Total # of working lines												
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 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	151	150	150	153	157	157	157	156	153	148	146	146
	Total # of trouble reports	4	1	3	1	2	1	2	5	3	2	0	0
	% of trouble reports	3%	1%	2%	1%	1%	1%	1%	3%	2%	1%	0%	0%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	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	1	3	1	2	1	2	0	0	2	0	0
	% 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	0:00	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
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	2	0	0
	Total # of repair tickets restored in < 24hrs	0	1	3	1	2	1	0	0	0	2	0	0
	% 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	0:00	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
<b>Refunds</b>	Number of customers who received refunds	5	0	2	0	1	0	0	0	0	0	0	6
	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	\$71.26
<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												

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