

**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

U#: U-1007-C
 Reporting Unit Name: Total Ducor, Kennedy Meadows, and Rancho Tehama

Report Year: 2023

Measurement (Compile monthly, file quarterly)		Date filed : 05/09/2023			Date filed : 8/08/23			Date filed: 11/13/23			Date Filed: 1/12/2024			
		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	2.91	0	3.87	2.26	1.76	2.41	1.06	0.93	1.58	1.98	0.88	
	Total # of service orders	0	3	0	3	3	6	4	4	3	3	1	1	
	Avg. # of business days	0.00	0.97	0	1.29	0.75	0.29	0.6	0.27	0.31	0.53	1.98	0.88	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	3	0	3	3	6	4	4	3	3	1	1	
	Total # of installation commitment met	0	3	0	3	3	6	4	4	3	3	1	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customer Trouble Report	Acct # for voice or bundle, res+bus	623	617	611	604	599	596	594	588	585	577	564	565	
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	696	691	681	677	668	666	661	659	648	615	615	614
		Total # of trouble reports	28	17	17	15	15	18	14	12	9	13	7	5
		% of trouble reports	4%	2%	2%	2%	2%	3%	2%	2%	2%	2%	1%	1%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	4	3	7	3	7	2	3	4	4	1	1	
	Total # of repair tickets restored in ≤ 24hrs	5	2	2	6	1	7	2	2	4	3	1	0	
	% of repair tickets restored ≤ 24 Hours	83%	50%	67%	86%	33%	100%	100%	50%	100%	75%	100%	0%	
	Sum of the duration of all outages (hh:mm)	117:26	92:39	64:28	87:47	87:38	31:17	0:00	50:11	0:00	35:05	15:15	46:14	
	Avg. outage duration (hh:mm)	8:09	23:10	21:29	12:32	29:13	4:28	0:00	16:44	0:00	8:46	15:15	46:14	
Unadjusted Out of Service Report	Total # of outage report tickets	6	4	3	7	3	7	2	3	4	4	1	5	
	Total # of repair tickets restored in ≤ 24hrs	5	2	2	6	1	6	2	2	4	3	1	2	
	% of repair tickets restored ≤ 24 Hours	83%	50%	67%	86%	33%	86%	100%	67%	100%	75%	100%	40%	
	Sum of the duration of all outages (hh:mm)	159:54	92:39	64:28	111:47	111:38	55:17	21:44	50:11	28:07	35:05	15:15	157:24	
	Avg. outage duration (hh:mm)	26:39	23:10	21:29	15:58	37:13	7:54	10:52	16:44	7:02	8:46	15:15	31:29	
Refunds	Number of customers who received refunds	1	4	1	0	5	3	1	3	1	2	5	2	
	Monthly amount of refunds	\$31.12	\$170.47	\$29.58	\$0.00	\$73.89	\$81.39	\$8.06	\$53.24	\$11.78	\$55.93	\$72.06	\$38.60	
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)