

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
		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	51	79	57	45	73	94						
	Total # of service orders	47	39	55	41	59	79						
	Avg. # of business days	1.1	2.0	1.0	1.1	1.2	1.2						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	405	350	409	338	454	512						
	Total # of installation commitment met	405	350	409	338	454	512						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	9280	9227	9245	9226	9209	9268						
<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	9626	9605	9615	9601	9575	9563					
		Total # of trouble reports	334	224	195	12	15	39					
		% of trouble reports	0.035	0.023	0.020	0.001	0.002	0.004					
	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											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	70	45	21	33	20	26						
	Total # of repair tickets restored in ≤ 24hrs	56	32	14	22	16	21						
	% of repair tickets restored ≤ 24 Hours	0.800	0.711	0.667	0.667	0.800	0.808						
	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04	614.07	342.81	376.91						
	Avg. outage duration (hh:mm)	28.51	27.35	37.62	18.61	17.14	14.50						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	70	45	21	33	20	26						
	Total # of all repair tickets restored in ≤ 24hrs	56	32	14	22	16	20						
	% of all repair tickets restored ≤ 24 Hours	0.80	0.71	0.67	0.67	0.80	0.77						
	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04	614.07	342.81	376.91						
	Avg. unadjusted outage duration (hh:mm)	300.54	193.36	280.82	76.61	57.09	50.08						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
<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	2422	2321	2305	2719	2585	2470						
	Total # of call seconds to reach live agent	145320	139260	138300	163140	155100	148200						
	% ≤ 60 seconds	86%	84%	86%	88%	87%	86%						

**Primary Utility Contact Information**

Name: Rick L. McCarley

Phone: (209) 296-1435

Email: rickm@volcanotel.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)

Signature: \_\_\_\_\_  
 John Lundgren, VP

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
		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	-1	2	3	0	5	3						
	Total # of service orders	1	2	3	0	4	3						
	Avg. # of business days	-1.0	1.0	1.0	0.0	1.3	1.0						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	16	10	17	19	43	107						
	Total # of installation commitment met	16	10	17	19	43	107						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	751	720	721	706	689	748						
<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	727	726	727	723	713	718					
		Total # of trouble reports	33	27	12	5	1	13					
		% of trouble reports	0.045	0.037	0.017	0.007	0.001	0.018					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	4	1	1	1	2						
	Total # of repair tickets restored in ≤ 24hrs	1	2	0	1	1	2						
	% of repair tickets restored ≤ 24 Hours	0.250	0.500	0.000	1.000	1.000	1.000						
	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05	22.23	0.57	6.37						
	Avg. outage duration (hh:mm)	255.79	142.45	190.05	22.23	0.57	3.19						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	4	4	1	1	1	2						
	Total # of all repair tickets restored in ≤ 24hrs	1	2	0	1	1	2						
	% of all repair tickets restored ≤ 24 Hours	0.250	0.500	0.000	1.000	1.000	1.000						
	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05	22.23	0.57	6.37						
	Avg. unadjusted outage duration (hh:mm)	255.79	142.45	190.05	22.23	0.57	3.19						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
<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**

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Phone: (209) 296-1435

Email: rickm@volcanotel.com

Date Adopted: 7/28/09  
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 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: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
		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	19	26	18	11	33	42						
	Total # of service orders	19	18	20	11	24	30						
	Avg. # of business days	1.0	1.4	0.9	1.0	1.4	1.4						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	130	123	127	98	134	136						
	Total # of installation commitment met	130	123	127	98	134	136						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	3369	3361	3367	3377	3366	3368						
<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	3637	3628	3634	3642	3630	3632					
		Total # of trouble reports	114	76	84	5	3	9					
		% of trouble reports	0.031	0.021	0.023	0.001	0.001	0.002					
	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											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	27	21	7	17	7	6						
	Total # of repair tickets restored in ≤ 24hrs	21	15	6	12	5	4						
	% of repair tickets restored ≤ 24 Hours	0.778	0.714	0.857	0.706	0.714	0.667						
	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29	297.67	118.90	104.67						
	Avg. outage duration (hh:mm)	16.47	14.85	17.04	17.51	19.82	17.45						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	27	21	7	17	7	6						
	Total # of all repair tickets restored in ≤ 24hrs	21	15	6	12	5	4						
	% of all repair tickets restored ≤ 24 Hours	0.778	0.714	0.857	0.706	0.714	0.667						
	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29	297.67	118.90	104.67						
	Avg. unadjusted outage duration (hh:mm)	16.47	14.85	17.04	17.51	19.82	17.45						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
<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: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
		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	23	18	25	21	28	28						
	Total # of service orders	17	12	21	18	24	25						
	Avg. # of business days	1.4	1.5	1.2	1.2	1.2	1.1						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	151	139	160	144	174	162						
	Total # of installation commitment met	151	139	160	144	174	162						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	3476	3469	3474	3467	3483	3493						
<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	3555	3548	3549	3537	3537	3530					
		Total # of trouble reports	142	75	65	0	7	11					
		% of trouble reports	0.040	0.021	0.018	0.000	0.002	0.003					
	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											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	28	11	7	6	8	10						
	Total # of repair tickets restored in ≤ 24hrs	25	10	4	4	6	8						
	% of repair tickets restored ≤ 24 Hours	0.893	0.909	0.571	0.667	0.750	0.800						
	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17	75.32	153.09	151.82						
	Avg. outage duration (hh:mm)	12.74	12.34	38.31	12.55	19.14	15.18						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	28	11	7	6	8	10						
	Total # of all repair tickets restored in ≤ 24hrs	25	10	4	4	6	7						
	% of all repair tickets restored ≤ 24 Hours	0.893	0.909	0.571	0.667	0.750	0.700						
	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17	75.32	153.09	151.82						
	Avg. unadjusted outage duration (hh:mm)	12.74	12.34	38.31	12.55	19.14	15.18						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
<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: The Volcano Telephone Co.

U#: 1019

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
		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	10	33	11	13	7	21						
	Total # of service orders	10	7	11	12	7	21						
	Avg. # of business days	1.0	4.7	1.0	1.1	1.0	1.0						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	108	78	105	77	103	107						
	Total # of installation commitment met	108	78	105	77	103	107						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	1684	1677	1683	1676	1671	1659						
<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	1707	1703	1705	1699	1695	1683					
		Total # of trouble reports	45	46	34	2	4	6					
		% of trouble reports	0.026	0.027	0.020	0.001	0.002	0.004					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	9	6	9	4	8						
	Total # of repair tickets restored in ≤ 24hrs	9	5	4	5	4	7						
	% of repair tickets restored ≤ 24 Hours	0.818	0.556	0.667	0.556	1.000	0.875						
	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53	218.85	70.25	114.05						
	Avg. outage duration (hh:mm)	15.54	23.72	35.42	24.32	17.56	14.26						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	11	9	6	9	4	8						
	Total # of all repair tickets restored in ≤ 24hrs	9	5	4	5	4	7						
	% of all repair tickets restored ≤ 24 Hours	0.818	0.556	0.667	0.556	1.000	0.875						
	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53	218.85	70.25	114.05						
	Avg. unadjusted outage duration (hh:mm)	15.54	23.72	35.42	24.32	17.56	14.26						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
<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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