

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2019)		
		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	41	45	49									
	Total # of service orders	43	41	52									
	Avg. # of business days	1.0	1.1	0.9									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	405	293	389									
	Total # of installation commitment met	405	293	389									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
Customers	Acct # for voice or bundle, res+bus	9065	9059	9038									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9529	9503	9522								
		Total # of trouble reports	145	221	164								
		% of trouble reports	0.015	0.023	0.017								
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	28	64	36									
	Total # of repair tickets restored in ≤ 24hrs	28	63	35									
	% of repair tickets restored ≤ 24 Hours	100%	99%	98%									
	Sum of the duration of all outages (hh:mm)	213.25	573.87	569.34									
	Avg. outage duration (hh:mm)	7.62	8.97	15.82									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	28	64	36									
	Total # of all repair tickets restored in ≤ 24hr	24	61	35									
	% of all repair tickets restored ≤ 24 Hours	86%	96%	98%									
	Sum of the duration of all outages (hh:mm)	309.25	621.87	593.34									
	Avg. unadjusted outage duration (hh:mm)	11.04	9.72	16.48									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0.00	0.00	0.00									
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)

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2019)		
		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	1	0									
	Total # of service orders	0	1	0									
	Avg. # of business days	0.0	1.0	0.0									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	9	13									
	Total # of installation commitment met	8	9	13									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
Customers	Acct # for voice or bundle, res+bus	712	720	715									
Customer Trouble Report													
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	718	712	713								
		Total # of trouble reports	16	9	6								
		% of trouble reports	0.022	0.013	0.008								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0									
	Total # of repair tickets restored in ≤ 24hrs	2	0	0									
	% of repair tickets restored ≤ 24 Hours	1.000	0.000	0.000									
	Sum of the duration of all outages (hh:mm)	44.24	0.00	0.00									
	Avg. outage duration (hh:mm)	22.12	0.00	0.00									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0									
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0									
	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000									
	Sum of the duration of all outages (hh:mm)	92.24	0.00	0.00									
	Avg. unadjusted outage duration (hh:mm)	46.12	0.00	0.00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0.00	0.00	0.00									
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)

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2019)		
		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	16	18	20									
	Total # of service orders	16	18	21									
	Avg. # of business days	1.0	1.0	1.0									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	133	101	138									
	Total # of installation commitment met	133	101	138									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
Customers	Acct # for voice or bundle, res+bus	3302	3303	3298									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3586	3575	3579								
		Total # of trouble reports	42	71	47								
		% of trouble reports	0.012	0.020	0.013								
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	21	15									
	Total # of repair tickets restored in ≤ 24hrs	2	20	14									
	% of repair tickets restored ≤ 24 Hours	1.000	0.952	0.933									
	Sum of the duration of all outages (hh:mm)	5.57	245.18	346.35									
	Avg. outage duration (hh:mm)	2.79	11.68	23.09									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	21	15									
	Total # of all repair tickets restored in ≤ 24hrs	2	19	14									
	% of all repair tickets restored ≤ 24 Hours	1.000	0.905	0.933									
	Sum of the duration of all outages (hh:mm)	5.57	269.18	370.35									
	Avg. unadjusted outage duration (hh:mm)	2.79	12.82	24.69									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0.00	0.00	0.00									
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

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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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2019)		
		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	16	21	19									
	Total # of service orders	18	17	21									
	Avg. # of business days	0.9	1.2	0.9									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	157	112	158									
	Total # of installation commitment met	157	112	158									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
Customers	Acct # for voice or bundle, res+bus	3439	3423	3418									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3522	3520	3530								
		Total # of trouble reports	48	66	59								
		% of trouble reports	0.014	0.019	0.017								
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	13	15	7									
	Total # of repair tickets restored in ≤ 24hrs	13	15	7									
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000									
	Sum of the duration of all outages (hh:mm)	102.95	105.15	87.96									
	Avg. outage duration (hh:mm)	7.92	7.01	12.57									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	13	15	7									
	Total # of all repair tickets restored in ≤ 24hrs	13	14	7									
	% of all repair tickets restored ≤ 24 Hours	1.000	0.933	1.000									
	Sum of the duration of all outages (hh:mm)	102.95	129.15	87.96									
	Avg. unadjusted outage duration (hh:mm)	7.92	8.61	12.57									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0.00	0.00	0.00									
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 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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2019)		
		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	9	5	10									
	Total # of service orders	9	5	10									
	Avg. # of business days	1.0	1.0	1.0									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	107	71	80									
	Total # of installation commitment met	107	71	80									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
Customers	Acct # for voice or bundle, res+bus	1612	1613	1607									
Customer Trouble Report													
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	1703	1696	1700								
		Total # of trouble reports	39	75	52								
		% of trouble reports	0.023	0.044	0.031								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	28	14									
	Total # of repair tickets restored in ≤ 24hrs	11	28	14									
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000									
	Sum of the duration of all outages (hh:mm)	60.49	223.54	135.03									
	Avg. outage duration (hh:mm)	5.50	7.98	9.65									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	11	28	14									
	Total # of all repair tickets restored in ≤ 24hrs	9	28	14									
	% of all repair tickets restored ≤ 24 Hours	0.818	1.000	1.000									
	Sum of the duration of all outages (hh:mm)	108.49	223.54	135.03									
	Avg. unadjusted outage duration (hh:mm)	9.86	7.98	9.65									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0.00	0.00	0.00									
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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