

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	46	56	74	80	49	61						
	Total # of service orders	40	50	61	79	47	64						
	Avg. # of business days	1.2	1.1	1.2	1.0	1.0	1.0						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	325	324	227	238	236	270						
	Total # of installation commitment met	325	324	227	238	236	270						
	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%						
Customers	Acct # for voice or bundle, res+bus	8975	8952	8936	8949	8938	9001						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9427	9406	9439	9523	9539	9546					
		Total # of trouble reports	109	66	90	81	84	126					
		% of trouble reports	0.012	0.007	0.010	0.009	0.009	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	10	14	31	25	23	26					
		Total # of repair tickets restored in ≤ 24hrs	8	13	29	25	23	26					
		% of repair tickets restored ≤ 24 Hours	80%	93%	94%	100%	100%	100%					
Sum of the duration of all outages (hh:mm)		125.87	204.29	308.56	241.96	202.04	188.24						
Avg. outage duration (hh:mm)		12.59	14.59	9.95	9.68	8.78	7.24						
Indicate if catastrophic event is in month		No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	10	14	31	25	23	26						
	Total # of all repair tickets restored in ≤ 24hrs	7	12	29	25	21	24						
	% of all repair tickets restored ≤ 24 Hours	70%	86%	94%	100%	92%	93%						
	Sum of the duration of all outages (hh:mm)	149.87	228.29	332.56	241.96	274.04	236.24						
	Avg. unadjusted outage duration (hh:mm)	14.99	16.31	10.73	9.68	11.91	9.09						
Refunds	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						
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: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@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)

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	3	1	9	4	2	7						
	Total # of service orders	3	1	4	5	2	8						
	Avg. # of business days	1.0	1.0	2.3	0.8	1.0	0.9						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	16	5	23	24	49	92						
	Total # of installation commitment met	16	5	23	24	49	92						
	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%						
Customers	Acct # for voice or bundle, res+bus	715	710	710	696	619	640						
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	713	712	713	710	716	724					
		Total # of trouble reports	13	5	0	0	0	9					
		% of trouble reports	0.018	0.007	0.000	0.000	0.000	0.012					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	1						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1						
	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000						
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07						
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	0	0	1						
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0	0	0	1						
	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000						
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07						
	Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07						
Refunds	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						
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: Bonnie Burris

Phone: (209) 296-1435

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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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	10	28	27	25	22	17						
	Total # of service orders	9	26	23	24	16	19						
	Avg. # of business days	1.1	1.1	1.2	1.0	1.4	0.9						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	94	115	73	89	52	67						
	Total # of installation commitment met	94	115	73	89	52	67						
	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%						
Customers	Acct # for voice or bundle, res+bus	3272	3271	3260	3273	3293	3294						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3557	3544	3559	3608	3605	3602					
		Total # of trouble reports	42	29	35	29	36	57					
		% of trouble reports	0.012	0.008	0.010	0.008	0.010	0.016					
	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	3	4	8	9	11	11						
	Total # of repair tickets restored in ≤ 24hrs	3	4	8	9	11	11						
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000						
	Sum of the duration of all outages (hh:mm)	45.55	72.78	33.87	50.61	74.35	59.87						
	Avg. outage duration (hh:mm)	15.18	18.20	4.23	5.62	6.76	5.44						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	4	8	9	11	11						
	Total # of all repair tickets restored in ≤ 24hrs	3	4	8	9	10	9						
	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.909	0.818						
	Sum of the duration of all outages (hh:mm)	45.55	72.78	57.87	50.61	98.35	107.87						
	Avg. unadjusted outage duration (hh:mm)	15.18	18.20	7.23	5.62	8.94	9.81						
Refunds	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						
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: Bonnie Burris

Phone: (209) 296-1435

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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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	25	16	24	25	13	24						
	Total # of service orders	21	13	23	25	17	24						
	Avg. # of business days	1.2	1.2	1.0	1.0	0.8	1.0						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	127	124	93	76	95	76						
	Total # of installation commitment met	127	124	93	76	95	76						
	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%						
Customers		Acct # for voice or bundle, res+bus	3393	3384	3382	3392	3412	3445					
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3491	3486	3497	3509	3517	3521					
		Total # of trouble reports	24	21	37	34	32	43					
		% of trouble reports	0.007	0.006	0.011	0.010	0.009	0.012					
	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	0	6	14	10	10	9						
	Total # of repair tickets restored in ≤ 24hrs	0	5	14	10	10	9						
	% of repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000						
	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08						
	Avg. outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	6	14	10	10	9						
	Total # of all repair tickets restored in ≤ 24hrs	0	5	14	10	10	9						
	% of all repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000						
	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08						
	Avg. unadjusted outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56						
Refunds	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						
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: Bonnie Burris

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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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	8	11	14	26	12	13						
	Total # of service orders	7	10	11	25	12	13						
	Avg. # of business days	1.1	1.1	1.3	1.0	1.0	1.0						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	88	80	38	49	40	35						
	Total # of installation commitment met	88	80	38	49	40	35						
	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%						
Customers		Acct # for voice or bundle, res+bus	1595	1587	1584	1588	1614	1622					
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	1666	1664	1670	1696	1701	1699					
		Total # of trouble reports	30	11	18	18	16	17					
		% of trouble reports	0.018	0.007	0.011	0.011	0.009	0.010					
	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	7	4	9	6	2	5						
	Total # of repair tickets restored in ≤ 24hrs	5	4	7	6	2	5						
	% of repair tickets restored ≤ 24 Hours	0.714	1.000	0.778	1.000	1.000	1.000						
	Sum of the duration of all outages (hh:mm)	80.32	21.82	87.65	85.30	26.74	48.22						
	Avg. outage duration (hh:mm)	11.47	5.46	9.74	14.22	13.37	9.64						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	7	4	9	6	2	5						
	Total # of all repair tickets restored in ≤ 24hrs	4	3	7	6	1	5						
	% of all repair tickets restored ≤ 24 Hours	0.571	0.750	0.778	1.000	0.500	1.000						
	Sum of the duration of all outages (hh:mm)	104.32	45.82	87.65	85.30	74.74	48.22						
	Avg. unadjusted outage duration (hh:mm)	14.90	11.46	9.74	14.22	37.37	9.64						
Refunds	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						
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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