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) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 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	51	79	57	45	73	94	61	68	39			
	Total # of service orders	47	39	55	41	59	79	49	59	45			
	Avg. # of business days	1.1	2.0	1.0	1.1	1.2	1.2	1.2	1.2	0.9			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	405	350	409	338	454	512	435	426	430			
	Total # of installation commitment met	405	350	409	338	454	512	435	426	430			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Customers	Acct # for voice or bundle, res+bus	9280	9227	9245	9226	9209	9268	9309	9287	9288			
Customer Trouble Report													
Min. Standard 6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	9626	9605	9615	9601	9575	9563	9567	9539	9542			
	Total # of trouble reports	334	224	195	12	15	39	32	48	31			
	% of trouble reports	0.035	0.023	0.020	0.001	0.002	0.004	0.003	0.005	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	70	45	21	33	20	26	16	18	19			
	Total # of repair tickets restored in ≤ 24hrs	56	32	14	22	16	21	5	12	14			
	% of repair tickets restored 24 Hours	80.00%	71.11%	66.67%	66.67%	80.00%	80.77%	31.25%	66.67%	73.68%			
	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04	614.07	342.81	376.91	1141.64	651.63	503.79			
	Avg. outage duration (hh:mm)	28.51	27.35	37.62	18.61	17.14	14.50	71.35	36.20	26.52			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	70	45	21	33	20	26	16	18	19			
	Total # of all repair tickets restored in ≤ 24hrs	56	32	14	22	16	20	5	12	14			
	% of all repair tickets restored ≤ 24 Hours	80.00%	71.11%	66.67%	66.67%	80.00%	76.92%	31.25%	66.67%	73.68%			
	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04	614.07	342.81	376.91	1141.64	651.63	503.79			
	Avg. unadjusted outage duration (hh:mm)	300.54	193.36	280.82	76.61	57.09	50.08	185.30	256.70	149.35			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	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	2422	2321	2305	2719	2585	2470	2723	2638	1901			
	Total # of call seconds to reach live agent	145320	139260	138300	163140	155100	148200	163380	158280	114060			
	% 60 seconds	86%	84%	86%	88%	87%	86%	78%	86%	90%			

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) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 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	-1	2	3	0	5	3	1	6	1			
	Total # of service orders	1	2	3	0	4	3	1	3	1			
	Avg. # of business days	-1.0	1.0	1.0	0.0	1.3	1.0	1.0	2.0	1.0			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	16	10	17	19	43	107	41	27	50			
	Total # of installation commitment met	16	10	17	19	43	107	41	27	50			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Customers	Acct # for voice or bundle, res+bus	751	720	721	706	689	748	770	766	772			
Customer Trouble Report													
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	711	703	709			
	Total # of trouble reports	33	27	12	5	1	13	15	24	13			
	% of trouble reports	0.045	0.037	0.017	0.007	0.001	0.018	0.021	0.034	0.018			
Adjusted **Out of Service Report** Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	4	1	1	1	2	9	1	2			
	Total # of repair tickets restored in < 24hrs	1	2	0	1	1	2	0	0	0			
	% of repair tickets restored 24 Hours	25.00%	50.00%	0.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%			
	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05	22.23	0.57	6.37	1004.93	171.51	123.94			
	Avg. outage duration (hh:mm)	255.79	142.45	190.05	22.23	0.57	3.19	111.66	171.51	61.97			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted **Out of Service Report**	Total # of unadjusted outage report tickets	4	4	1	1	1	2	9	1	2			
	Total # of all repair tickets restored in < 24hrs	1	2	0	1	1	2	0	0	0			
	% of all repair tickets restored < 24 Hours	25.00%	50.00%	0.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%			
	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05	22.23	0.57	6.37	1004.93	171.51	123.94			
	Avg. unadjusted outage duration (hh:mm)	255.79	142.45	190.05	22.23	0.57	3.19	111.66	171.51	61.97			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	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: 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)

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) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 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	19	26	18	11	33	42	30	19	21			
	Total # of service orders	19	18	20	11	24	30	22	18	20			
	Avg. # of business days	1.0	1.4	0.9	1.0	1.4	1.4	1.4	1.1	1.1			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	130	123	127	98	134	136	144	129	141			
	Total # of installation commitment met	130	123	127	98	134	136	144	129	141			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Customers	Acct # for voice or bundle, res+bus	3369	3361	3367	3377	3366	3368	3365	3351	3345			
Customer Trouble Report													
Min. Standard — 6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	3637	3628	3634	3642	3630	3632	3627	3615	3609			
	Total # of trouble reports	114	76	84	5	3	9	8	9	7			
	% of trouble reports	0.031	0.021	0.023	0.001	0.001	0.002	0.002	0.002	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	27	21	7	17	7	6	3	4	6			
	Total # of repair tickets restored in < 24hrs	21	15	6	12	5	4	2	4	5			
	% of repair tickets restored 24 Hours	77.78%	71.43%	85.71%	70.59%	71.43%	66.67%	66.67%	100.00%	83.33%			
	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29	297.67	118.90	104.67	79.89	42.78	150.21			
	Avg. outage duration (hh:mm)	16.47	14.85	17.04	17.51	19.82	17.45	26.63	10.70	25.04			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	27	21	7	17	7	6	3	4	6			
	Total # of all repair tickets restored in < 24hrs	21	15	6	12	5	4	2	4	5			
	% of all repair tickets restored < 24 Hours	77.78%	71.43%	85.71%	70.59%	71.43%	66.67%	66.67%	100.00%	83.33%			
	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29	297.67	118.90	104.67	79.89	42.78	150.21			
	Avg. unadjusted outage duration (hh:mm)	16.47	14.85	17.04	17.51	19.82	17.45	26.63	10.70	25.04			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	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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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:** **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
Installation Interval Min. standard = 5 bus. days	Total # of business days	23	18	25	21	28	28	17	26	12			
	Total # of service orders	17	12	21	18	24	25	18	22	19			
	Avg. # of business days	1.4	1.5	1.2	1.2	1.2	1.1	0.9	1.2	0.6			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	151	139	160	144	174	162	166	150	139			
	Total # of installation commitment met	151	139	160	144	174	162	166	150	139			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Customers	Acct # for voice or bundle, res+bus	3476	3469	3474	3467	3483	3493	3494	3498	3502			
Customer Trouble Report													
6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	3555	3548	3549	3537	3537	3530	3526	3528	3533			
	Total # of trouble reports	142	75	65	0	7	11	7	11	8			
	% of trouble reports	0.040	0.021	0.018	0.000	0.002	0.003	0.002	0.003	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	28	11	7	6	8	10	3	8	9			
	Total # of repair tickets restored in ≤ 24hrs	25	10	4	4	6	8	3	6	8			
	% of repair tickets restored 24 Hours	89.29%	90.91%	57.14%	66.67%	75.00%	80.00%	100.00%	75.00%	88.89%			
	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17	75.32	153.09	151.82	14.71	173.00	134.96			
	Avg. outage duration (hh:mm)	12.74	12.34	38.31	12.55	19.14	15.18	4.90	21.62	15.00			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	28	11	7	6	8	10	3	8	9			
	Total # of all repair tickets restored in ≤ 24hrs	25	10	4	4	6	7	3	6	8			
	% of all repair tickets restored ≤ 24 Hours	89.29%	90.91%	57.14%	66.67%	75.00%	70.00%	100.00%	75.00%	88.89%			
	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17	75.32	153.09	151.82	14.71	173.00	134.96			
	Avg. unadjusted outage duration (hh:mm)	12.74	12.34	38.31	12.55	19.14	15.18	4.90	21.62	15.00			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	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: **Rick L. McCarley**　　　**Phone:** **(209) 296-1435**　　　**Email:** rickm@volcanotel.com

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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) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 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	33	11	13	7	21	13	17	5			
	Total # of service orders	10	7	11	12	7	21	8	16	5			
	Avg. # of business days	1.0	4.7	1.0	1.1	1.0	1.0	1.6	1.1	1.0			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	108	78	105	77	103	107	84	120	100			
	Total # of installation commitment met	108	78	105	77	103	107	84	120	100			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Customers	Acct # for voice or bundle, res+bus	1684	1677	1683	1676	1671	1659	1680	1672	1669			
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	1707	1703	1705	1699	1695	1683	1703	1693	1691			
	Total # of trouble reports	45	46	34	2	4	6	2	4	3			
	% of trouble reports	0.026	0.027	0.020	0.001	0.002	0.004	0.001	0.002	0.002			
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	9	6	9	4	8	1	5	2			
	Total # of repair tickets restored in < 24hrs	9	5	4	5	4	7	0	2	1			
	% of repair tickets restored 24 Hours	81.82%	55.56%	66.67%	55.56%	100.00%	87.50%	0.00%	40.00%	50.00%			
	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53	218.85	70.25	114.05	42.11	264.34	94.68			
	Avg. outage duration (hh:mm)	15.54	23.72	35.42	24.32	17.56	14.26	42.11	52.87	47.34			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	11	9	6	9	4	8	1	5	2			
	Total # of all repair tickets restored in < 24hrs	9	5	4	5	4	7	0	2	1			
	% of all repair tickets restored < 24 Hours	81.82%	55.56%	66.67%	55.56%	100.00%	87.50%	0.00%	40.00%	50.00%			
	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53	218.85	70.25	114.05	42.11	264.34	94.68			
	Avg. unadjusted outage duration (hh:mm)	15.54	23.72	35.42	24.32	17.56	14.26	42.11	52.87	47.34			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	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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