

**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									
	Total # of service orders	47	39	55									
	Avg. # of business days	1.1	2.0	1.0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	405	350	409									
	Total # of installation commitment met	405	350	409									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	9280	9227	9245									
<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								
		Total # of trouble reports	334	224	195								
		% of trouble reports	0.035	0.023	0.020								
	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									
	Total # of repair tickets restored in ≤ 24hrs	56	32	14									
	% of repair tickets restored ≤ 24 Hours	0.800	0.711	0.667									
	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04									
	Avg. outage duration (hh:mm)	28.51	27.35	37.62									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	70.00	45.00	21.00									
	Total # of all repair tickets restored in ≤ 24hrs	56.00	32.00	14.00									
	% of all repair tickets restored ≤ 24 Hours	0.80	0.71	0.67									
	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04									
	Avg. unadjusted outage duration (hh:mm)	300.54	193.36	280.82									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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									
	Total # of call seconds to reach live agent	145320	139260	138300									
	% ≤ 60 seconds	86%	84%	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									
	Total # of service orders	1	2	3									
	Avg. # of business days	-1.0	1.0	1.0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	16	10	17									
	Total # of installation commitment met	16	10	17									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	751	720	721									
<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								
		Total # of trouble reports	33	27	12								
		% of trouble reports	0.045	0.037	0.017								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	4	1									
	Total # of repair tickets restored in ≤ 24hrs	1	2	0									
	% of repair tickets restored ≤ 24 Hours	0.250	0.500	0.000									
	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05									
	Avg. outage duration (hh:mm)	255.79	142.45	190.05									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	4	4	1									
	Total # of all repair tickets restored in ≤ 24hrs	1	2	0									
	% of all repair tickets restored ≤ 24 Hours	0.250	0.500	0.000									
	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05									
	Avg. unadjusted outage duration (hh:mm)	255.79	142.45	190.05									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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**

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)			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									
	Total # of service orders	19	18	20									
	Avg. # of business days	1.0	1.4	0.9									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	130	123	127									
	Total # of installation commitment met	130	123	127									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	3369	3361	3367									
<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								
		Total # of trouble reports	114	76	84								
		% of trouble reports	0.031	0.021	0.023								
	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									
	Total # of repair tickets restored in ≤ 24hrs	21	15	6									
	% of repair tickets restored ≤ 24 Hours	0.778	0.714	0.857									
	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29									
	Avg. outage duration (hh:mm)	16.47	14.85	17.04									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	27	21	7									
	Total # of all repair tickets restored in ≤ 24hrs	21	15	6									
	% of all repair tickets restored ≤ 24 Hours	0.778	0.714	0.857									
	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29									
	Avg. unadjusted outage duration (hh:mm)	16.47	14.85	17.04									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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**

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: 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									
	Total # of service orders	17	12	21									
	Avg. # of business days	1.4	1.5	1.2									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	151	139	160									
	Total # of installation commitment met	151	139	160									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	3476	3469	3474									
<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								
		Total # of trouble reports	142	75	65								
		% of trouble reports	0.040	0.021	0.018								
	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									
	Total # of repair tickets restored in ≤ 24hrs	25	10	4									
	% of repair tickets restored ≤ 24 Hours	0.893	0.909	0.571									
	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17									
	Avg. outage duration (hh:mm)	12.74	12.34	38.31									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	28	11	7									
	Total # of all repair tickets restored in ≤ 24hrs	25	10	4									
	% of all repair tickets restored ≤ 24 Hours	0.893	0.909	0.571									
	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17									
	Avg. unadjusted outage duration (hh:mm)	12.74	12.34	38.31									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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**

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: 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									
	Total # of service orders	10	7	11									
	Avg. # of business days	1.0	4.7	1.0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	108	78	105									
	Total # of installation commitment met	108	78	105									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	1684	1677	1683									
<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								
		Total # of trouble reports	45	46	34								
		% of trouble reports	0.026	0.027	0.020								
	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									
	Total # of repair tickets restored in ≤ 24hrs	9	5	4									
	% of repair tickets restored ≤ 24 Hours	0.818	0.556	0.667									
	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53									
	Avg. outage duration (hh:mm)	15.54	23.72	35.42									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	11	9	6									
	Total # of all repair tickets restored in ≤ 24hrs	9	5	4									
	% of all repair tickets restored ≤ 24 Hours	0.818	0.556	0.667									
	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53									
	Avg. unadjusted outage duration (hh:mm)	15.54	23.72	35.42									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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**

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)