

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

REVISED

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/2018) | | | Date filed (08/15/2018) | | | Date filed (11/15/2018) | | | 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 | 44 | 43 | 46 | 65 | 54 | 71 | | | | | | |
| | Total # of service orders | 38 | 41 | 41 | 46 | 51 | 63 | | | | | | |
| | Avg. # of business days | 1.2 | 1.0 | 1.1 | 1.4 | 1.1 | 1.1 | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 400 | 351 | 364 | 345 | 483 | 424 | | | | | | |
| | Total # of installation commitment met | 400 | 351 | 364 | 345 | 483 | 424 | | | | | | |
| | 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 | 9218 | 9203 | 9189 | 9179 | 9153 | 9154 | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 9539 | 9538 | 9524 | 9500 | 9457 | 9463 | | | | | |
| | | Total # of trouble reports | 113 | 63 | 162 | 107 | 122 | 124 | | | | | |
| | | % of trouble reports | 0.012 | 0.007 | 0.017 | 0.011 | 0.013 | 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 | 11 | 9 | 15 | 6 | 16 | 14 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 6 | 8 | 14 | 6 | 14 | 13 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0.545 | 0.889 | 0.933 | 1.000 | 0.875 | 0.929 | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 217.82 | 341.09 | 290.91 | 37.89 | 181.37 | 196.43 | | | | | | |
| | Avg. outage duration (hh:mm) | 19.80 | 37.90 | 19.39 | 6.32 | 11.34 | 14.03 | | | | | | |
| | Indicate if catastrophic event is in month | No | No | No | No | No | No | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 11 | 9 | 15 | 6 | 16 | 14 | | | | | | |
| | Total # of all repair tickets restored in ≤ 24hrs | 6 | 8 | 14 | 6 | 14 | 13 | | | | | | |
| | % of all repair tickets restored ≤ 24 Hours | 0.55 | 0.89 | 0.93 | 1.00 | 0.88 | 0.93 | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 217.82 | 341.09 | 290.91 | 37.89 | 181.37 | 196.43 | | | | | | |
| | Avg. unadjusted outage duration (hh:mm) | 63.67 | 113.69 | 97.81 | 12.34 | 22.81 | 39.97 | | | | | | |
| 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)

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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kirkwood 258

REVISED

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/2018) | | | Date filed (08/15/2018) | | | Date filed (11/15/2018) | | | 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 | 2 | 1 | 0 | 3 | 6 | 2 | | | | | | |
| | Total # of service orders | 2 | 1 | 0 | 1 | 5 | 2 | | | | | | |
| | Avg. # of business days | 1.0 | 1.0 | 0.0 | 3.0 | 1.2 | 1.0 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 20 | 7 | 9 | 25 | 77 | 58 | | | | | | |
| | Total # of installation commitment met | 20 | 7 | 9 | 25 | 77 | 58 | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | % of commitment met | 100.000% | 100.000% | 100.000% | 100.000% | 100.000% | 100.000% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Customers | Acct # for voice or bundle, res+bus | 732 | 737 | 729 | 727 | 699 | 703 | | | | | | |
| 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 | 729 | 726 | 726 | 711 | 695 | 699 | | | | | |
| | | Total # of trouble reports | 9 | 12 | 11 | 6 | 5 | 5 | | | | | |
| | | % of trouble reports | 0.012 | 0.017 | 0.015 | 0.008 | 0.007 | 0.007 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 4 | 3 | 2 | 0 | 0 | 0 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 3 | 2 | 1 | 0 | 0 | 0 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0.750 | 0.667 | 0.500 | 0.000 | 0.000 | 0.000 | #DIV/0! | #DIV/0! | #DIV/0! | 0.000 | #DIV/0! | |
| | Sum of the duration of all outages (hh:mm) | 75.99 | 308.29 | 112.03 | 0.00 | 0.00 | 0.00 | | | | | | |
| | Avg. outage duration (hh:mm) | 19.00 | 102.76 | 56.02 | 0.00 | 0.00 | 0.00 | | | | | | |
| | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | No | No | No |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 4 | 3 | 2 | 0 | 0 | 0 | | | | | | |
| | Total # of all repair tickets restored in ≤ 24hrs | 3 | 2 | 1 | 0 | 0 | 0 | | | | | | |
| | % of all repair tickets restored ≤ 24 Hours | 0.750 | 0.667 | 0.500 | 0.000 | 0.000 | 0.000 | #DIV/0! | #DIV/0! | #DIV/0! | 0.000 | #DIV/0! | |
| | Sum of the duration of all outages (hh:mm) | 75.99 | 308.29 | 112.03 | 0.00 | 0.00 | 0.00 | | | | | | |
| Refunds | Avg. unadjusted outage duration (hh:mm) | 19.00 | 102.76 | 56.02 | 0.00 | 0.00 | 0.00 | | | | | | |
| | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 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) | Monthly amount of refunds | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | |
| | 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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pine Grove 296

REVISED

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/2018) | | | Date filed (08/15/2018) | | | Date filed (11/15/2018) | | | 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 | 11 | 9 | 12 | 27 | 21 | 18 | | | | | | |
| | Total # of service orders | 12 | 11 | 12 | 18 | 21 | 17 | | | | | | |
| | Avg. # of business days | 0.9 | 0.8 | 1.0 | 1.5 | 1.0 | 1.1 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 141 | 131 | 116 | 111 | 165 | 128 | | | | | | |
| | Total # of installation commitment met | 141 | 131 | 116 | 111 | 165 | 128 | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | % of commitment met | 100.000% | 100.000% | 100.000% | 100.000% | 100.000% | 100.000% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Customers | Acct # for voice or bundle, res+bus | 3362 | 3353 | 3348 | 3346 | 3341 | 3329 | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 3609 | 3608 | 3604 | 3597 | 3580 | 3566 | | | | | |
| | | Total # of trouble reports | 51 | 23 | 76 | 41 | 48 | 47 | | | | | |
| | | % of trouble reports | 0.014 | 0.006 | 0.021 | 0.011 | 0.013 | 0.013 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| | 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 | 5 | 3 | 6 | 1 | 6 | 9 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 2 | 3 | 6 | 1 | 6 | 8 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0.400 | 1.000 | 1.000 | 1.000 | 1.000 | 0.889 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | | |
| | Sum of the duration of all outages (hh:mm) | 87.46 | 27.12 | 75.19 | 3.82 | 60.49 | 132.72 | | | | | | |
| | Avg. outage duration (hh:mm) | 17.49 | 9.04 | 12.53 | 0.00 | 10.08 | 14.75 | | | | | | |
| | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | No | No | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 5 | 3 | 6 | 1 | 6 | 9 | | | | | | |
| | Total # of all repair tickets restored in ≤ 24hrs | 2 | 3 | 6 | 1 | 6 | 8 | | | | | | |
| | % of all repair tickets restored ≤ 24 Hours | 0.400 | 1.000 | 1.000 | 1.000 | 1.000 | 0.889 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | | |
| | Sum of the duration of all outages (hh:mm) | 87.46 | 27.12 | 75.19 | 3.82 | 60.49 | 132.72 | | | | | | |
| | Avg. unadjusted outage duration (hh:mm) | 17.49 | 9.04 | 12.53 | 0.00 | 10.08 | 14.75 | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 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 | 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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pioneer 295

REVISED

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/2018) | | | Date filed (08/15/2018) | | | Date filed (11/15/2018) | | | 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 | 13 | 20 | 29 | 24 | 25 | 29 | | | | | | |
| | Total # of service orders | 13 | 19 | 24 | 18 | 23 | 26 | | | | | | |
| | Avg. # of business days | 1.0 | 1.1 | 1.2 | 1.3 | 1.1 | 1.1 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 146 | 126 | 158 | 140 | 155 | 144 | | | | | | |
| | Total # of installation commitment met | 146 | 126 | 158 | 140 | 155 | 144 | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | % of commitment met | 100.000% | 100.000% | 100.000% | 100.000% | 100.000% | 100.000% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Customers | Acct # for voice or bundle, res+bus | 3467 | 3473 | 3465 | 3462 | 3474 | 3489 | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 3538 | 3531 | 3525 | 3528 | 3527 | 3533 | | | | | |
| | | Total # of trouble reports | 39 | 22 | 46 | 45 | 52 | 42 | | | | | |
| | | % of trouble reports | 0.011 | 0.006 | 0.013 | 0.013 | 0.015 | 0.012 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| | 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 | 3 | 3 | 3 | 9 | 3 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 3 | 3 | 3 | 7 | 3 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0.500 | 1.000 | 1.000 | 1.000 | 0.778 | 1.000 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| | Sum of the duration of all outages (hh:mm) | 54.37 | 5.68 | 40.02 | 28.19 | 114.53 | 39.83 | | | | | | |
| | Avg. outage duration (hh:mm) | 27.18 | 1.89 | 13.34 | 9.40 | 12.73 | 13.28 | | | | | | |
| | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | No | No | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 2 | 3 | 3 | 3 | 9 | 3 | | | | | | |
| | Total # of all repair tickets restored in ≤ 24hrs | 1 | 3 | 3 | 3 | 7 | 3 | | | | | | |
| | % of all repair tickets restored ≤ 24 Hours | 1.000 | 1.000 | 1.000 | 1.000 | 0.778 | 1.000 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| | Sum of the duration of all outages (hh:mm) | 54.37 | 5.68 | 40.02 | 28.19 | 114.53 | 39.83 | | | | | | |
| | Avg. unadjusted outage duration (hh:mm) | 27.18 | 1.89 | 13.34 | 9.40 | 12.73 | 13.28 | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 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 | 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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: West Point 293

REVISED

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/2018) | | | Date filed (08/15/2018) | | | Date filed (11/15/2018) | | | 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 | 18 | 13 | 5 | 11 | 2 | 22 | | | | | | |
| | Total # of service orders | 11 | 10 | 5 | 9 | 2 | 18 | | | | | | |
| | Avg. # of business days | 1.6 | 1.3 | 1.0 | 1.2 | 1.0 | 1.2 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 93 | 87 | 81 | 69 | 86 | 94 | | | | | | |
| | Total # of installation commitment met | 93 | 87 | 81 | 69 | 86 | 94 | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | % of commitment met | 100.000% | 100.000% | 100.000% | 100.000% | 100.000% | 100.000% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Customers | Acct # for voice or bundle, res+bus | 1657 | 1640 | 1647 | 1644 | 1639 | 1633 | | | | | | |
| 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 | 1663 | 1673 | 1669 | 1664 | 1655 | 1665 | | | | | |
| | | Total # of trouble reports | 14 | 6 | 29 | 15 | 17 | 30 | | | | | |
| | | % of trouble reports | 0.008 | 0.004 | 0.017 | 0.009 | 0.010 | 0.018 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! |
| | 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 | 0 | 4 | 2 | 1 | 2 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 4 | 2 | 1 | 2 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0.000 | 0.000 | 1.000 | 1.000 | 1.000 | 1.000 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 0.00 | 63.67 | 5.88 | 6.35 | 23.88 | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 0.00 | 15.92 | 2.94 | 0.00 | 11.94 | | | | | | |
| | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | No | No | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 0 | 0 | 4 | 2 | 1 | 2 | | | | | | |
| | Total # of all repair tickets restored in ≤ 24hrs | 0 | 0 | 4 | 2 | 1 | 2 | | | | | | |
| | % of all repair tickets restored ≤ 24 Hours | 0.000 | 0.000 | 1.000 | 1.000 | 1.000 | 1.000 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 0.00 | 63.67 | 5.88 | 6.35 | 23.88 | | | | | | |
| | Avg. unadjusted outage duration (hh:mm) | 0.00 | 0.00 | 15.92 | 2.94 | 0.00 | 11.94 | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 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 | 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 | | | | | | | | | | | | |

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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)