

**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												

Primary Utility Contact Information

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