

**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

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	46	46	46									
	Total # of service orders	39	42	41									
	Avg. # of business days	1.2	1.1	1.1									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	400	351	364									
	Total # of installation commitment met	400	351	364									
	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	9218	9203	9189								
<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	9539	9538	9524								
		Total # of trouble reports	26	18	31								
		% of trouble reports	0.003	0.002	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	9	15									
	Total # of repair tickets restored in ≤ 24hrs	6	8	14									
	% of repair tickets restored ≤ 24 Hours	55%	89%	94%									
	Sum of the duration of all outages (hh:mm)	168.63	135.56	265.21									
	Avg. outage duration (hh:mm)	15.33	15.06	17.68									
	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	11	9	15									
<b>Unadjusted Out of Service Report</b>	Total # of all repair tickets restored in ≤ 24hrs	5	8	14									
	% of all repair tickets restored ≤ 24 Hours	46%	89%	94%									
	Sum of the duration of all outages (hh:mm)	192.63	135.56	265.21									
	Avg. unadjusted outage duration (hh:mm)	17.51	15.06	17.68									
	Number of customers who received refunds	0	0	0									
<b>Refunds</b>	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: Bonnie Burris

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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)

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

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	2	1	0									
	Total # of service orders	2	1	0									
	Avg. # of business days	1.0	1.0	0.0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	20	7	9									
	Total # of installation commitment met	20	7	9									
	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	732	737	729									
<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	729	726	726								
		Total # of trouble reports	5	9	7								
		% of trouble reports	0.69%	1.24%	0.96%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	3	2									
	Total # of repair tickets restored in ≤ 24hrs	2	2	1									
	% of repair tickets restored ≤ 24 Hours	50.00%	66.67%	50.00%									
	Sum of the duration of all outages (hh:mm)	77.99	102.76	112.03									
	Avg. outage duration (hh:mm)	19.50	34.25	56.02									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	4	3	2									
	Total # of all repair tickets restored in ≤ 24hrs	2	2	1									
	% of all repair tickets restored ≤ 24 Hours	50.00%	66.67%	50.00%									
	Sum of the duration of all outages (hh:mm)	77.99	102.76	112.03									
	Avg. unadjusted outage duration (hh:mm)	19.50	34.25	56.02									
<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**

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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: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pine Grove 296

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	13	12	12									
	Total # of service orders	13	12	12									
	Avg. # of business days	1.0	1.0	1.0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	141	131	116									
	Total # of installation commitment met	141	131	116									
	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	3362	3353	3348									
<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	3609	3608	3604								
		Total # of trouble reports	11	3	12								
		% of trouble reports	0.30%	0.08%	0.33%								
	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	5	3	6									
	Total # of repair tickets restored in ≤ 24hrs	3	3	6									
	% of repair tickets restored ≤ 24 Hours	60.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	63.46	27.12	75.19									
	Avg. outage duration (hh:mm)	12.69	9.04	12.53									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	5	3	6									
	Total # of all repair tickets restored in ≤ 24hrs	2	3	6									
	% of all repair tickets restored ≤ 24 Hours	40.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	87.46	27.12	75.19									
	Avg. unadjusted outage duration (hh:mm)	17.49	9.04	12.53									
<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**

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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: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pioneer 295

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	13	20	29									
	Total # of service orders	13	19	24									
	Avg. # of business days	1.0	1.1	1.2									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	146	126	158									
	Total # of installation commitment met	146	126	158									
	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	3467	3473	3465								
<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	3538	3531	3525								
		Total # of trouble reports	8	6	10								
		% of trouble reports	0.002	0.002	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	3	3									
	Total # of repair tickets restored in ≤ 24hrs	1	3	3									
	% of repair tickets restored ≤ 24 Hours	50.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	27.18	5.68	14.02									
	Avg. outage duration (hh:mm)	13.59	1.89	4.67									
	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	2	3	3									
<b>Unadjusted Out of Service Report</b>	Total # of all repair tickets restored in ≤ 24hrs	1	3	3									
	% of all repair tickets restored ≤ 24 Hours	50.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	27.18	5.68	14.02									
	Avg. unadjusted outage duration (hh:mm)	13.59	1.89	4.67									
	Number of customers who received refunds	0	0	0									
<b>Refunds</b>		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**

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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: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: West Point 293

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	18	13	5									
	Total # of service orders	11	10	5									
	Avg. # of business days	1.6	1.3	1.0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	93	87	81									
	Total # of installation commitment met	93	87	81									
	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	1657	1640	1647									
<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	1663	1673	1669								
		Total # of trouble reports	2	0	2								
		% of trouble reports	0.12%	0.00%	0.12%								
	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	0	0	4									
	Total # of repair tickets restored in ≤ 24hrs	0	0	4									
	% of repair tickets restored ≤ 24 Hours	0.00%	0.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	63.97									
	Avg. outage duration (hh:mm)	0.00	0.00	15.99									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	4									
	Total # of all repair tickets restored in ≤ 24hrs	0	0	4									
	% of all repair tickets restored ≤ 24 Hours	0.00%	0.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	63.97									
	Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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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