

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			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	41	45	49	41	68	72	52	57	52			
	Total # of service orders	43	41	52	40	66	58	51	50	50			
	Avg. # of business days	1.0	1.1	0.9	1.0	1.0	1.2	1.0	1.1	1.0			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	405	293	389	383	592	536	494	419	427			
	Total # of installation commitment met	405	293	389	383	592	536	494	419	427			
	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%	0.000%	100.000%			
Customers	Acct # for voice or bundle, res+bus	9065	9059	9038	9047	9036	9035	9096	9113	9124			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9529	9503	9522	9516	9497	9500	9466	9472	9457		
		Total # of trouble reports	145	221	164	111	89	106	118	91	61		
		% of trouble reports	0.015	0.023	0.017	0.012	0.009	0.011	0.012	0.010	0.006		
	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	64	36	25	10	30	31	12	12			
	Total # of repair tickets restored in ≤ 24hrs	28	63	35	24	9	28	29	11	12			
	% of repair tickets restored ≤ 24 Hours	100%	99%	98%	96%	90%	94%	94%	92%	100%			
	Sum of the duration of all outages (hh:mm)	213.25	573.87	569.34	244.19	102.74	412.94	400.67	151.83	90.45			
	Avg. outage duration (hh:mm)	7.62	8.97	15.82	9.77	10.27	13.76	12.92	12.65	7.54			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No		
	Total # of unadjusted outage report tickets	28	64	36	25	10	30	31	12	12			
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs	24	61	35	24	9	25	29	11	12			
	% of all repair tickets restored ≤ 24 Hours	86%	96%	98%	96%	90%	84%	94%	92%	100%			
	Sum of the duration of all outages (hh:mm)	309.25	621.87	593.34	268.19	102.74	532.94	400.67	151.83	90.45			
	Avg. unadjusted outage duration (hh:mm)	11.04	9.72	16.48	10.73	10.27	17.76	12.92	12.65	7.54			
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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			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	0	1	0	4	2	11	3	0	5			
	Total # of service orders	0	1	0	4	2	2	3	0	5			
	Avg. # of business days	0.0	1.0	0.0	1.0	1.0	5.5	1.0	0.0	1.0			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	9	13	29	210	89	35	15	24			
	Total # of installation commitment met	8	9	13	29	210	89	35	15	24			
	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%	100.000%			
Customers	Acct # for voice or bundle, res+bus	712	720	715	712	686	675	736	758	759			
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	718	712	713	703	697	707	702	699	696		
		Total # of trouble reports	16	9	6	3	4	12	15	8	4		
		% of trouble reports	0.022	0.013	0.008	0.004	0.006	0.017	0.021	0.011	0.006		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0	1	0	6	5	1	1			
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	1	0	6	3	1	1			
	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	1.000	0.000	1.000	0.600	0.000	1.000			
	Sum of the duration of all outages (hh:mm)	44.24	0.00	0.00	3.84	0.00	52.32	135.37	9.16	2.25			
	Avg. outage duration (hh:mm)	22.12	0.00	0.00	3.84	0.00	8.72	27.07	9.16	2.25			
	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	2	0	0	1	0	6	5	1	1			
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0	1	0	5	3	1	1			
	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	1.000	0.000	0.833	0.600	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	92.24	0.00	0.00	3.84	0.00	76.32	135.37	9.16	2.25			
	Avg. unadjusted outage duration (hh:mm)	46.12	0.00	0.00	3.84	0.00	12.72	27.07	9.16	2.25			
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

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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)

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			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	16	18	20	14	31	22	20	22	15			
	Total # of service orders	16	18	21	13	30	19	19	20	15			
	Avg. # of business days	1.0	1.0	1.0	1.1	1.0	1.2	1.1	1.1	1.0			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	133	101	138	119	130	144	167	142	130			
	Total # of installation commitment met	133	101	138	119	130	144	167	142	130			
	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	3302	3303	3298	3298	3302	3292	3287	3284	3287			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3586	3575	3579	3585	3574	3569	3566	3571	3566		
		Total # of trouble reports	42	71	47	48	36	41	56	30	24		
		% of trouble reports	0.012	0.020	0.013	0.013	0.010	0.011	0.016	0.008	0.007		
	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	21	15	11	5	7	10	4	4			
	Total # of repair tickets restored in ≤ 24hrs	2	20	14	11	4	7	10	4	4			
	% of repair tickets restored ≤ 24 Hours	1.000	0.952	0.933	1.000	0.800	1.000	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	5.57	245.18	346.35	93.59	88.58	53.82	66.53	54.08	20.27			
	Avg. outage duration (hh:mm)	2.79	11.68	23.09	8.51	17.72	7.69	6.65	13.52	5.07			
	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	2	21	15	11	5	7	10	4	4			
	Total # of all repair tickets restored in ≤ 24hrs	2	19	14	11	4	7	10	4	4			
	% of all repair tickets restored ≤ 24 Hours	1.000	0.905	0.933	1.000	0.800	1.000	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	5.57	269.18	370.35	93.59	88.58	53.82	66.53	54.08	20.27			
	Avg. unadjusted outage duration (hh:mm)	2.79	12.82	24.69	8.51	17.72	7.69	6.65	13.52	5.07			
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: bonnie@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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			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	16	21	19	17	22	26	19	28	23			
	Total # of service orders	18	17	21	17	21	24	19	24	21			
	Avg. # of business days	0.9	1.2	0.9	1.0	1.0	1.1	1.0	1.2	1.1			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	157	112	158	136	154	173	191	170	167			
	Total # of installation commitment met	157	112	158	136	154	173	191	170	167			
	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	3439	3423	3418	3426	3433	3459	3466	3455	3461			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3522	3520	3530	3529	3535	3533	3515	3519	3514		
		Total # of trouble reports	48	66	59	36	31	35	31	38	25		
		% of trouble reports	0.014	0.019	0.017	0.010	0.009	0.010	0.009	0.011	0.007		
	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	13	15	7	8	2	11	7	4	6			
	Total # of repair tickets restored in ≤ 24hrs	13	15	7	7	2	9	7	4	6			
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	0.875	1.000	0.818	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	102.95	105.15	87.96	108.82	8.58	269.24	60.32	49.09	44.76			
	Avg. outage duration (hh:mm)	7.92	7.01	12.57	13.60	4.29	24.48	8.62	12.27	7.46			
	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	13	15	7	8	2	11	7	4	6			
	Total # of all repair tickets restored in ≤ 24hrs	13	14	7	7	2	8	7	4	6			
	% of all repair tickets restored ≤ 24 Hours	1.000	0.933	1.000	0.875	1.000	0.727	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	102.95	129.15	87.96	132.82	8.58	341.24	60.32	49.09	44.76			
	Avg. unadjusted outage duration (hh:mm)	7.92	8.61	12.57	16.60	4.29	31.02	8.62	12.27	7.46			
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

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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)

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			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	9	5	10	6	13	13	10	7	9			
	Total # of service orders	9	5	10	6	13	13	10	6	9			
	Avg. # of business days	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.2	1.0			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	107	71	80	99	98	130	101	92	106			
	Total # of installation commitment met	107	71	80	99	98	130	101	92	106			
	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	1612	1613	1607	1611	1615	1609	1607	1616	1617			
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	1703	1696	1700	1699	1691	1691	1683	1683	1681		
		Total # of trouble reports	39	75	52	24	18	18	16	15	8		
		% of trouble reports	0.023	0.044	0.031	0.014	0.011	0.011	0.010	0.009	0.005		
	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	28	14	5	3	6	9	3	1			
	Total # of repair tickets restored in ≤ 24hrs	11	28	14	5	3	6	9	2	1			
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.667	1.000			
	Sum of the duration of all outages (hh:mm)	60.49	223.54	135.03	37.94	5.58	37.56	138.45	39.50	23.17			
	Avg. outage duration (hh:mm)	5.50	7.98	9.65	7.59	1.86	6.26	15.38	13.17	23.17			
	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	28	14	5	3	6	9	3	1			
	Total # of all repair tickets restored in ≤ 24hrs	9	28	14	5	3	5	9	2	1			
	% of all repair tickets restored ≤ 24 Hours	0.818	1.000	1.000	1.000	1.000	0.833	1.000	0.667	1.000			
	Sum of the duration of all outages (hh:mm)	108.49	223.54	135.03	37.94	5.58	61.56	138.45	39.50	23.17			
	Avg. unadjusted outage duration (hh:mm)	9.86	7.98	9.65	7.59	1.86	10.26	15.38	13.17	23.17			
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

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