

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	56	74									
	Total # of service orders	40	50	61									
	Avg. # of business days	1.2	1.1	1.2									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	325	324	227									
	Total # of installation commitment met	325	324	227									
	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	8975	8952	8936									
<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	9427	9406	9439								
		Total # of trouble reports	109	66	90								
		% of trouble reports	0.012	0.007	0.010								
	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	10	14	31									
	Total # of repair tickets restored in ≤ 24hrs	8	13	29									
	% of repair tickets restored ≤ 24 Hours	80%	93%	94%									
	Sum of the duration of all outages (hh:mm)	125.87	204.29	308.56									
	Avg. outage duration (hh:mm)	12.59	14.59	9.95									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	10	14	31									
	Total # of all repair tickets restored in ≤ 24hr	7	12	29									
	% of all repair tickets restored ≤ 24 Hours	70%	86%	94%									
	Sum of the duration of all outages (hh:mm)	149.87	228.29	332.56									
	Avg. unadjusted outage duration (hh:mm)	14.99	16.31	10.73									
<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: 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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	3	1	9									
	Total # of service orders	3	1	4									
	Avg. # of business days	1.0	1.0	2.3									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	16	5	23									
	Total # of installation commitment met	16	5	23									
	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	715	710	710									
<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	713	712	713								
		Total # of trouble reports	13	5	0								
		% of trouble reports	0.018	0.007	0.000								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
	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	0									
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0									
	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
	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									
<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

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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	28	27									
	Total # of service orders	9	26	23									
	Avg. # of business days	1.1	1.1	1.2									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	94	115	73									
	Total # of installation commitment met	94	115	73									
	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	3272	3271	3260									
<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	3557	3544	3559								
		Total # of trouble reports	42	29	35								
		% of trouble reports	0.012	0.008	0.010								
	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	3	4	8									
	Total # of repair tickets restored in ≤ 24hrs	3	4	8									
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000									
	Sum of the duration of all outages (hh:mm)	45.55	72.78	33.87									
	Avg. outage duration (hh:mm)	15.18	18.20	4.23									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	3	4	8									
	Total # of all repair tickets restored in ≤ 24hrs	3	4	8									
	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000									
	Sum of the duration of all outages (hh:mm)	45.55	72.78	57.87									
	Avg. unadjusted outage duration (hh:mm)	15.18	18.20	7.23									
<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: 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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	25	16	24									
	Total # of service orders	21	13	23									
	Avg. # of business days	1.2	1.2	1.0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	127	124	93									
	Total # of installation commitment met	127	124	93									
	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	3393	3384	3382								
Customer Trouble Report													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3491	3486	3497								
		Total # of trouble reports	24	21	37								
		% of trouble reports	0.007	0.006	0.011								
	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	0	6	14									
	Total # of repair tickets restored in ≤ 24hrs	0	5	14									
	% of repair tickets restored ≤ 24 Hours	0.000	0.833	1.000									
	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04									
	Avg. outage duration (hh:mm)	0.00	18.28	13.36									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	6	14									
	Total # of all repair tickets restored in ≤ 24hrs	0	5	14									
	% of all repair tickets restored ≤ 24 Hours	0.000	0.833	1.000									
	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04									
	Avg. unadjusted outage duration (hh:mm)	0.00	18.28	13.36									
<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: 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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		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	8	11	14									
	Total # of service orders	7	10	11									
	Avg. # of business days	1.1	1.1	1.3									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	88	80	38									
	Total # of installation commitment met	88	80	38									
	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	1595	1587	1584								
Customer Trouble Report													
<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	1666	1664	1670								
		Total # of trouble reports	30	11	18								
		% of trouble reports	0.018	0.007	0.011								
	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	7	4	9									
	Total # of repair tickets restored in ≤ 24hrs	5	4	7									
	% of repair tickets restored ≤ 24 Hours	0.714	1.000	0.778									
	Sum of the duration of all outages (hh:mm)	80.32	21.82	87.65									
	Avg. outage duration (hh:mm)	11.47	5.46	9.74									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	7	4	9									
	Total # of all repair tickets restored in ≤ 24hrs	4	3	7									
	% of all repair tickets restored ≤ 24 Hours	0.571	0.750	0.778									
	Sum of the duration of all outages (hh:mm)	104.32	45.82	87.65									
	Avg. unadjusted outage duration (hh:mm)	14.90	11.46	9.74									
<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**

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)