

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	82	60	67	68	73	61	0	0	0	0	0	
	Total # of service orders	65	53	55	60	67	57	0	0	0	0	0	
	Avg. # of business days	1.3	1.1	1.2	1.1	1.1	1.1	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	182	169	198	224	290	239	0	0	0	0	0	
	Total # of installation commitment met	182	169	198	224	290	239	0	0	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
<b>Customers</b>	% 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!	
	Acct # for voice or bundle, res+bus	9092	9098	9113	9156	9154	9209	0	0	0	0	0	
<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	9659	9674	9715	9711	9711	9717	0	0	0	0	0
		Total # of trouble reports	97	99	112	76	80	107	0	0	0	0	0
		% of trouble reports	0.010	0.010	0.012	0.008	0.008	0.011	#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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	15	12	13	12	21	21	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	13	11	12	11	19	18	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	87%	92%	93%	92%	91%	86%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	227.28	140.72	157.60	95.01	355.11	235.10	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	15.15	11.73	12.12	7.92	16.91	11.20	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Unadjusted Out of Service Report</b>	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
	Total # of unadjusted outage report tickets	15	12	13	12	21	21	0	0	0	0	0	
	Total # of all repair tickets restored in ≤ 24hrs	13	10	12	11	18	16	0	0	6	0	0	
	% of all repair tickets restored ≤ 24 Hours	87%	84%	93%	92%	86%	77%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	251.28	164.72	157.60	119.01	355.11	235.10	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Avg. unadjusted outage duration (hh:mm)	16.75	13.73	12.12	9.92	16.91	11.20	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
<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)	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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	4	5	1	7	3	15						
	Total # of service orders	3	4	1	5	3	7						
	Avg. # of business days	1.3	1.3	1.0	1.4	1.0	2.1	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	14	13	8	35	76	53						
	Total # of installation commitment met	14	13	8	35	76	53						
	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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	650	655	658	657	635	667						
<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	758	758	759	753	749	753					
		Total # of trouble reports	9	3	3	2	1	15					
		% of trouble reports	0.012	0.004	0.004	0.003	0.001	0.020	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	0	0	2	7						
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	5						
	% of repair tickets restored ≤ 24 Hours	1.000	0.000	0.000	0.000	0.000	0.714	0.000	0.000	#DIV/0!	0.000	0.000	
	Sum of the duration of all outages (hh:mm)	19.64	0.00	0.00	0.00	96.71	138.42						
	Avg. outage duration (hh:mm)	19.64	#DIV/0!	#DIV/0!	#DIV/0!	48.36	19.77	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	0	0	0	2	7						
	Total # of all repair tickets restored in ≤ 24hrs	1	0	0	0	0	4						
	% of all repair tickets restored ≤ 24 Hours	1.000	0.000	0.000	0.000	0.000	0.571	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	19.64	0.00	0.00	0.00	96.71	138.42				0.00	0.00	
	Avg. unadjusted outage duration (hh:mm)	19.64	0.00	0.00	0.00	#DIV/0!	242.24	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	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	
<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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)			
		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	20	21	34	34	27	22				0	0	0	
	Total # of service orders	19	20	24	29	27	19				0	0	0	
	Avg. # of business days	1.1	1.1	1.4	1.2	1.0	1.2	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	63	57	79	75	73	63	0	0	0	0	0	0	
	Total # of installation commitment met	63	57	79	75	73	63	0	0	0	0	0	0	
	Total # of installation commitment missed	0	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!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3317	3325	3331	3345	3352	3357	0	0	0	0	0	0	
<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	3602	3607	3623	3631	3633	3630	0	0	0	0	0	0
		Total # of trouble reports	33	45	51	33	28	49	0	0	0	0	0	0
		% of trouble reports	0.009	0.012	0.014	0.009	0.008	0.013	#DIV/0!	#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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	4	8	5	8	5	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	5	4	7	4	8	5	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0.833	1.000	0.875	0.800	1.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	85.43	28.51	96.57	51.65	161.68	72.91	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	14.24	7.13	12.07	10.33	20.21	14.58	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	6	4	8	5	8	5	0	0	0	0	0	0	
	Total # of all repair tickets restored in ≤ 24hrs	5	3	7	4	7	5	0	0	6	0	0	0	
	% of all repair tickets restored ≤ 24 Hours	0.833	0.750	0.875	0.800	0.875	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	109.43	52.51	96.57	75.65	161.68	72.91	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. unadjusted outage duration (hh:mm)	18.24	13.13	12.07	15.13	20.21	14.58	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	0	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	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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	34	28	22	19	28	17	0	0	0	0	0	
	Total # of service orders	29	23	20	19	26	24	0	0	0	0	0	
	Avg. # of business days	1.2	1.2	1.1	1.0	1.1	0.7	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	71	71	80	84	92	88	0	0	0	0	0	
	Total # of installation commitment met	71	71	80	84	92	88	0	0	0	0	0	
	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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3480	3471	3478	3497	3512	3531	0	0	0	0	0	
Customer Trouble Report													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3574	3581	3597	3595	3599	3597	0	0	0	0	0
		Total # of trouble reports	39	28	44	21	44	37	0	0	0	0	0
		% of trouble reports	0.011	0.008	0.012	0.006	0.012	0.010	#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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	5	2	5	11	7	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	4	4	2	5	11	6	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0.800	0.800	1.000	1.000	1.000	0.857	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	98.23	60.87	20.41	35.15	96.72	2.51	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	19.65	12.17	10.21	7.03	8.79	0.36	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	5	5	2	5	11	7	0	0	0	0	0	
	Total # of all repair tickets restored in ≤ 24hrs	4	4	2	5	11	5	0	0	0	0	0	
	% of all repair tickets restored ≤ 24 Hours	0.800	0.800	1.000	1.000	1.000	0.714	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	98.23	60.87	20.41	35.15	96.72	2.51	0.00	0.00	0.00	0.00	0.00	
	Avg. unadjusted outage duration (hh:mm)	19.65	12.17	10.21	7.03	8.79	0.36	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	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	
<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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	24	6	10	8	15	7	0	0	0	0	0	
	Total # of service orders	14	6	10	7	11	7	0	0	0	0	0	
	Avg. # of business days	1.7	1.0	1.0	1.1	1.4	1.0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	34	28	31	30	49	35	0	0	0	0	0	
	Total # of installation commitment met	34	28	31	30	49	35	0	0	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
<b>Customers</b>	% 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!	
<b>Customer Trouble Report</b>		Acct # for voice or bundle, res+bus	1645	1647	1646	1657	1655	1654	0	0	0	0	
<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	1725	1728	1736	1732	1730	1737	0	0	0	0	0
		Total # of trouble reports	16	23	14	20	7	6	0	0	0	0	0
		% of trouble reports	0.009	0.013	0.008	0.012	0.004	0.003	#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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	3	3	2	0	2	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	3	3	3	2	0	2	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	23.98	51.34	40.62	8.21	0.00	21.26	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	7.99	17.11	13.54	4.10	0.00	10.63	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	3	3	3	2	0	2	0	0	0	0	0	
	Total # of all repair tickets restored in ≤ 24hrs	3	3	3	2	0	2	0	0	0	0	0	
	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	23.98	51.34	40.62	8.21	0.00	21.26	0.00	0.00	0.00	0.00	0.00	
	Avg. unadjusted outage duration (hh:mm)	7.99	17.11	13.54	4.10	0.00	10.63	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	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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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)