

**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			
Installation Interval Min. standard = 5 bus. days	Total # of business days	82	60	67	68	73	61	65	64	64			
	Total # of service orders	65	53	55	60	67	57	69	57	55			
	Avg. # of business days	1.3	1.1	1.2	1.1	1.1	1.1	0.9	1.1	1.2			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	182	169	198	224	290	239	216	176	205			
	Total # of installation commitment met	182	169	198	224	290	239	216	176	205			
	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	9092	9098	9113	9156	9154	9209	9269	9279	9278			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9659	9674	9715	9711	9711	9717	9723	9713	9708		
		Total # of trouble reports	97	99	112	76	80	107	83	91	89		
		% of trouble reports	0.010	0.010	0.012	0.008	0.008	0.011	0.009	0.009	0.009		
	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	15	12	13	12	21	21	15	19	8			
	Total # of repair tickets restored in ≤ 24hrs	13	11	12	11	19	18	14	19	8			
	% of repair tickets restored ≤ 24 Hours	87%	92%	93%	92%	91%	86%	94%	100%	100%			
	Sum of the duration of all outages (hh:mm)	227.28	140.72	157.60	95.01	355.11	235.10	206.62	222.78	71.17			
	Avg. outage duration (hh:mm)	15.15	11.73	12.12	7.92	16.91	11.20	13.77	11.73	8.90			
	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	15	12	13	12	21	21	15	19	8			
	Total # of all repair tickets restored in ≤ 24hrs	13	10	12	11	18	16	14	19	8			
	% of all repair tickets restored ≤ 24 Hours	87%	84%	93%	92%	86%	77%	94%	100%	100%			
	Sum of the duration of all outages (hh:mm)	251.28	164.72	157.60	119.01	355.11	235.10	206.62	222.78	71.17			
	Avg. unadjusted outage duration (hh:mm)	16.75	13.73	12.12	9.92	16.91	11.20	13.77	11.73	8.90			
Refunds	Number of customers who received refunds	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			
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: 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
Installation Interval Min. standard = 5 bus. days	Total # of business days	4	5	1	7	3	15	1	6	2			
	Total # of service orders	3	4	1	5	3	7	3	6	2			
	Avg. # of business days	1.3	1.3	1.0	1.4	1.0	2.1	0.3	1.0	1.0			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	14	13	8	35	76	53	21	17	25			
	Total # of installation commitment met	14	13	8	35	76	53	21	17	25			
	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	650	655	658	657	635	667	721	726	733			
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	758	758	759	753	749	753	754	759	759		
		Total # of trouble reports	9	3	3	2	1	15	7	2	2		
		% of trouble reports	0.012	0.004	0.004	0.003	0.001	0.020	0.009	0.003	0.000		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	0	0	2	7	2	0	0			
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	5	2	0	0			
	% of repair tickets restored ≤ 24 Hours	1.000	0.000	0.000	0.000	0.000	0.714	1.000	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	52.52	0.00	0.00			
	Avg. outage duration (hh:mm)	19.64	#DIV/0!	#DIV/0!	#DIV/0!	48.36	19.77	26.26	0.00	0.00			
	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	1	0	0	0	2	7	2	0	0			
	Total # of all repair tickets restored in ≤ 24hr	1	0	0	0	0	4	2	0	0			
	% of all repair tickets restored ≤ 24 Hours	1.000	0.000	0.000	0.000	0.000	0.571	1.000	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	52.52	0.00	0.00			
	Avg. unadjusted outage duration (hh:mm)	19.64	0.00	0.00	0.00	#DIV/0!	242.24	26.26	0.00	0.00			
Refunds	Number of customers who received refunds	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			
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

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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: 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
Installation Interval Min. standard = 5 bus. days	Total # of business days	20	21	34	34	27	22	16	15	25			
	Total # of service orders	19	20	24	29	27	19	23	14	21			
	Avg. # of business days	1.1	1.1	1.4	1.2	1.0	1.2	0.7	1.1	1.2			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	63	57	79	75	73	63	75	54	57			
	Total # of installation commitment met	63	57	79	75	73	63	75	54	57			
	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	3317	3325	3331	3345	3352	3357	3352	3357	3345			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3602	3607	3623	3631	3633	3630	3635	3616	3611		
		Total # of trouble reports	33	45	51	33	28	49	27	37	32		
		% of trouble reports	0.009	0.012	0.014	0.009	0.008	0.013	0.007	0.010	0.009		
	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	6	4	8	5	8	5	4	6	3			
	Total # of repair tickets restored in ≤ 24hrs	5	4	7	4	8	5	4	6	3			
	% of repair tickets restored ≤ 24 Hours	0.833	1.000	0.875	0.800	1.000	1.000	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	85.43	28.51	96.57	51.65	161.68	72.91	51.83	74.45	52.55			
	Avg. outage duration (hh:mm)	14.24	7.13	12.07	10.33	20.21	14.58	12.96	12.41	17.52			
	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	6	4	8	5	8	5	4	6	3			
	Total # of all repair tickets restored in ≤ 24hrs	5	3	7	4	7	5	4	6	3			
	% of all repair tickets restored ≤ 24 Hours	0.833	0.750	0.875	0.800	0.875	1.000	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	109.43	52.51	96.57	75.65	161.68	72.91	51.83	74.45	52.55			
	Avg. unadjusted outage duration (hh:mm)	18.24	13.13	12.07	15.13	20.21	14.58	12.96	12.41	17.52			
Refunds	Number of customers who received refunds	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			
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: 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
Installation Interval Min. standard = 5 bus. days	Total # of business days	34	28	22	19	28	17	34	31	29			
	Total # of service orders	29	23	20	19	26	24	29	29	26			
	Avg. # of business days	1.2	1.2	1.1	1.0	1.1	0.7	1.2	1.1	1.1			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	71	71	80	84	92	88	77	79	88			
	Total # of installation commitment met	71	71	80	84	92	88	77	79	88			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
Customers	% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
	Acct # for voice or bundle, res+bus	3480	3471	3478	3497	3512	3531	3535	3541	3544			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3574	3581	3597	3595	3599	3597	3601	3604	3610		
		Total # of trouble reports	39	28	44	21	44	37	30	36	37		
		% of trouble reports	0.011	0.008	0.012	0.006	0.012	0.010	0.008	0.010	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	5	2	5	11	7	6	7	3			
	Total # of repair tickets restored in ≤ 24hrs	4	4	2	5	11	6	5	7	3			
	% of repair tickets restored ≤ 24 Hours	0.800	0.800	1.000	1.000	1.000	0.857	0.833	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	98.23	60.87	20.41	35.15	96.72	2.51	76.03	86.44	11.22			
	Avg. outage duration (hh:mm)	19.65	12.17	10.21	7.03	8.79	0.36	12.67	12.35	3.74			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No		
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	5	2	5	11	7	6	7	3			
	Total # of all repair tickets restored in ≤ 24hrs	4	4	2	5	11	5	5	7	3			
	% of all repair tickets restored ≤ 24 Hours	0.800	0.800	1.000	1.000	1.000	0.714	0.833	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	98.23	60.87	20.41	35.15	96.72	2.51	76.03	86.44	11.22			
	Avg. unadjusted outage duration (hh:mm)	19.65	12.17	10.21	7.03	8.79	0.36	12.67	12.35	3.74			
Refunds	Number of customers who received refunds	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			
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

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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: 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
Installation Interval Min. standard = 5 bus. days	Total # of business days	24	6	10	8	15	7	14	12	8			
	Total # of service orders	14	6	10	7	11	7	14	8	6			
	Avg. # of business days	1.7	1.0	1.0	1.1	1.4	1.0	1.0	1.5	1.3			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	34	28	31	30	49	35	43	26	35			
	Total # of installation commitment met	34	28	31	30	49	35	43	26	35			
	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	1645	1647	1646	1657	1655	1654	1661	1655	1656		
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	1725	1728	1736	1732	1730	1737	1733	1734	1728		
		Total # of trouble reports	16	23	14	20	7	6	19	16	18		
		% of trouble reports	0.009	0.013	0.008	0.012	0.004	0.003	0.011	0.009	0.010		
	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	3	3	3	2	0	2	3	6	2			
	Total # of repair tickets restored in ≤ 24hrs	3	3	3	2	0	2	3	6	2			
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.000	1.000	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	23.98	51.34	40.62	8.21	0.00	21.26	26.24	61.89	7.40			
	Avg. outage duration (hh:mm)	7.99	17.11	13.54	4.10	0.00	10.63	8.75	10.32	3.70			
	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	3	3	3	2	0	2	3	6	2			
	Total # of all repair tickets restored in ≤ 24hrs	3	3	3	2	0	2	3	6	2			
	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.000	1.000	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	23.98	51.34	40.62	8.21	0.00	21.26	26.24	61.89	7.40			
	Avg. unadjusted outage duration (hh:mm)	7.99	17.11	13.54	4.10	0.00	10.63	8.75	10.32	3.70			
Refunds	Number of customers who received refunds	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			
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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Phone: (209) 296-1435

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Date Adopted: 7/28/09

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