

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2025

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Total Company

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/2025) 1st Quarter | | | Date filed (08/15/2025) 2nd Quarter | | | Date filed (11/15/2025) 3rd Quarter | | | Date filed (02/15/2026) 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 | 35 | 30 | 30 | | | | | | | | | |
| | Total # of service orders | 35 | 30 | 29 | | | | | | | | | |
| | Avg. # of business days | 1.0 | 1.0 | 1.0 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 272 | 262 | 244 | | | | | | | | | |
| | Total # of installation commitment met | 272 | 262 | 244 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100.000% | 100.000% | 100.000% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 8282 | 8245 | 8213 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 9126 | 9088 | 9047 | | | | | | | | |
| | | Total # of trouble reports | 47 | 60 | 60 | | | | | | | | |
| | | % of trouble reports | 0.005 | 0.007 | 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 | 16 | 21 | 20 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 16 | 20 | 19 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 96% | 95% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 135.51 | 221.87 | 175.64 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 8.47 | 10.57 | 8.78 | | | | | | | | | |
| | Indicate if catastrophic event is in month | No | No | No | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 16 | 21 | 20 | | | | | | | | | |
| | Total # of all repair tickets restored in ≤ 24hrs | 16 | 18 | 18 | | | | | | | | | |
| | % of all repair tickets restored ≤ 24 Hours | 100% | 86% | 90% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 135.51 | 267.07 | 197.84 | | | | | | | | | |
| | Avg. unadjusted outage duration (hh:mm) | 8.47 | 12.72 | 9.89 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Refunds | 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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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)