

**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)    |          |          | Date filed (08/15/2025) |          |          | Date filed (11/15/2025) |     |     | Date filed (02/15/2026) |     |     |
|--|---|----------------------------|----------|----------|-------------------------|----------|----------|-------------------------|-----|-----|-------------------------|-----|-----|
|  |   | 1st Quarter                |          |          | 2nd Quarter             |          |          | 3rd Quarter             |     |     | 4th Quarter             |     |     |
|  |   | Jan                        | Feb      | Mar      | Apr                     | May      | Jun      | Jul                     | Aug | Sep | Oct                     | Nov | Dec |
| <b>Installation Interval</b><br>Min. standard = 5 bus. days  | Total # of business days                                      | 35                         | 30       | 30       | 31                      | 15       | 9        |                         |     |     |                         |     |     |
|  | Total # of service orders                                     | 35                         | 30       | 29       | 31                      | 15       | 9        |                         |     |     |                         |     |     |
|  | Avg. # of business days                                       | 1.0                        | 1.0      | 1.0      | 1.0                     | 1.0      | 1.0      |                         |     |     |                         |     |     |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 272                        | 262      | 244      | 324                     | 308      | 242      |                         |     |     |                         |     |     |
|  | Total # of installation commitment met                        | 272                        | 262      | 244      | 324                     | 308      | 242      |                         |     |     |                         |     |     |
|  | Total # of installation commitment missed                     | 0                          | 0        | 0        | 0                       | 0        | 0        |                         |     |     |                         |     |     |
|  | % of commitment met   | 100.000%                   | 100.000% | 100.000% | 100.000%                | 100.000% | 100.000% |                         |     |     |                         |     |     |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 8282                       | 8245     | 8213     | 8039                    | 7890     | 7778     |                         |     |     |                         |     |     |
| <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   | 9126     | 9088     | 9047                    | 8872     | 8716     | 8604                    |     |     |                         |     |     |
|  |   | Total # of trouble reports | 47       | 60       | 60                      | 70       | 52       | 71                      |     |     |                         |     |     |
|  |   | % of trouble reports       | 0.005    | 0.007    | 0.007                   | 0.008    | 0.006    | 0.008                   |     |     |                         |     |     |
|  | 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><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 16                         | 21       | 20       | 16                      | 20       | 24       |                         |     |     |                         |     |     |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 16                         | 20       | 19       | 16                      | 19       | 24       |                         |     |     |                         |     |     |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 96%      | 95%      | 100%                    | 95%      | 100%     |                         |     |     |                         |     |     |
|  | Sum of the duration of all outages (hh:mm)                    | 135.51                     | 221.87   | 175.64   | 99.78                   | 183.25   | 160.27   |                         |     |     |                         |     |     |
|  | Avg. outage duration (hh:mm)                                  | 8.47                       | 10.57    | 8.78     | 6.24                    | 9.16     | 6.68     |                         |     |     |                         |     |     |
|  | Indicate if catastrophic event is in month                    | No                         | No       | No       | No                      | No       | No       |                         |     |     |                         |     |     |
| <b>Unadjusted Out of Service Report</b>  | Total # of unadjusted outage report tickets                   | 16                         | 21       | 20       | 16                      | 20       | 24       |                         |     |     |                         |     |     |
|  | Total # of all repair tickets restored in ≤ 24hrs             | 16                         | 18       | 18       | 16                      | 17       | 23       |                         |     |     |                         |     |     |
|  | % of all repair tickets restored ≤ 24 Hours                   | 100%                       | 86%      | 90%      | 100%                    | 85%      | 96%      |                         |     |     |                         |     |     |
|  | Sum of the duration of all outages (hh:mm)                    | 135.51                     | 267.07   | 197.84   | 99.78                   | 245.50   | 243.75   |                         |     |     |                         |     |     |
|  | Avg. unadjusted outage duration (hh:mm)                       | 8.47                       | 12.72    | 9.89     | 6.24                    | 12.28    | 10.16    |                         |     |     |                         |     |     |
| <b>Refunds</b>   | 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     |                         |     |     |                         |     |     |
| <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](mailto: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)