

**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	80	49	61	92	113	78			
	Total # of service orders	40	50	61	79	47	64	85	105	73			
	Avg. # of business days	1.2	1.1	1.2	1.0	1.0	1.0	1.1	1.1	1.1			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	325	324	227	238	236	270	306	347	387			
	Total # of installation commitment met	325	324	227	238	236	270	306	347	387			
	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%	100.000%		
<b>Customers</b>	Acct # for voice or bundle, res+bus	8975	8952	8936	8949	8938	9001	9047	9040	9078			
<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	9523	9539	9546	9483	9515	9546		
		Total # of trouble reports	109	66	90	81	84	126	132	97	95		
		% of trouble reports	0.012	0.007	0.010	0.009	0.009	0.013	0.014	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											
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	10	14	31	25	23	26	22	19	14		
		Total # of repair tickets restored in ≤ 24hrs	8	13	29	25	23	26	21	19	13		
		% of repair tickets restored ≤ 24 Hours	80%	93%	94%	100%	100%	100%	96%	100%	93%		
Sum of the duration of all outages (hh:mm)		125.87	204.29	308.56	241.96	202.04	188.24	203.13	194.53	171.45			
Avg. outage duration (hh:mm)		12.59	14.59	9.95	9.68	8.78	7.24	9.23	10.24	12.25			
Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	10	14	31	25	23	26	22	19	14			
	Total # of all repair tickets restored in ≤ 24hr	7	12	29	25	21	24	21	17	11			
	% of all repair tickets restored ≤ 24 Hours	70%	86%	94%	100%	92%	93%	96%	90%	79%			
	Sum of the duration of all outages (hh:mm)	149.87	228.29	332.56	241.96	274.04	236.24	227.13	242.53	243.45			
	Avg. unadjusted outage duration (hh:mm)	14.99	16.31	10.73	9.68	11.91	9.09	10.32	12.76	17.39			
<b>Refunds</b>	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			
<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)

**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	4	2	7	13	8	6			
	Total # of service orders	3	1	4	5	2	8	10	8	4			
	Avg. # of business days	1.0	1.0	2.3	0.8	1.0	0.9	1.3	1.0	1.5			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	16	5	23	24	49	92	19	27	23			
	Total # of installation commitment met	16	5	23	24	49	92	19	27	23			
	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%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	715	710	710	696	619	640	685	693	709			
<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	710	716	724	721	731	730		
		Total # of trouble reports	13	5	0	0	0	9	15	6	5		
		% of trouble reports	0.018	0.007	0.000	0.000	0.000	0.012	0.021	0.008	0.007		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	1	3	1	2			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1	3	1	2			
	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000	0.000	0.000	1.000			
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	28.40	13.82	6.64			
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	9.47	13.82	3.32			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	0	0	0	1	3	1	2			
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0	0	0	1	3	1	1			
	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000	1.000	1.000	0.500			
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	28.40	13.82	54.64			
	Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	9.47	13.82	27.32			
<b>Refunds</b>	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			
<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	25	22	17	27	34	31			
	Total # of service orders	9	26	23	24	16	19	28	32	29			
	Avg. # of business days	1.1	1.1	1.2	1.0	1.4	0.9	1.0	1.1	1.1			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	94	115	73	89	52	67	110	110	124			
	Total # of installation commitment met	94	115	73	89	52	67	110	110	124			
	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%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	3272	3271	3260	3273	3293	3294	3288	3286	3290			
<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	3608	3605	3602	3565	3569	3567		
		Total # of trouble reports	42	29	35	29	36	57	32	29	48		
		% of trouble reports	0.012	0.008	0.010	0.008	0.010	0.016	0.009	0.008	0.013		
	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	9	11	11	5	5	6			
	Total # of repair tickets restored in ≤ 24hrs	3	4	8	9	11	11	5	5	6			
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	45.55	72.78	33.87	50.61	74.35	59.87	46.72	43.27	59.58			
	Avg. outage duration (hh:mm)	15.18	18.20	4.23	5.62	6.76	5.44	9.34	8.65	9.93			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	3	4	8	9	11	11	5	5	6			
	Total # of all repair tickets restored in ≤ 24hrs	3	4	8	9	10	9	5	3	6			
	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.909	0.818	1.000	0.600	1.000			
	Sum of the duration of all outages (hh:mm)	45.55	72.78	57.87	50.61	98.35	107.87	46.72	91.27	59.58			
	Avg. unadjusted outage duration (hh:mm)	15.18	18.20	7.23	5.62	8.94	9.81	9.34	18.25	9.93			
<b>Refunds</b>	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			
<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	25	13	24	35	49	27			
	Total # of service orders	21	13	23	25	17	24	32	46	27			
	Avg. # of business days	1.2	1.2	1.0	1.0	0.8	1.0	1.1	1.1	1.0			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	127	124	93	76	95	76	110	127	157			
	Total # of installation commitment met	127	124	93	76	95	76	110	127	157			
	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%			
<b>Customers</b>		Acct # for voice or bundle, res+bus	3393	3384	3382	3392	3412	3445	3454	3447	3455		
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	3509	3517	3521	3508	3516	3541		
		Total # of trouble reports	24	21	37	34	32	43	54	44	28		
		% of trouble reports	0.007	0.006	0.011	0.010	0.009	0.012	0.015	0.013	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> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	6	14	10	10	9	8	7	5			
	Total # of repair tickets restored in ≤ 24hrs	0	5	14	10	10	9	7	7	4			
	% of repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000	0.875	1.000	0.800			
	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08	75.94	80.72	99.65			
	Avg. outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56	9.49	11.53	19.93			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	6	14	10	10	9	8	7	5			
	Total # of all repair tickets restored in ≤ 24hrs	0	5	14	10	10	9	7	7	4			
	% of all repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000	0.875	1.000	0.800			
	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08	99.94	80.72	99.65			
	Avg. unadjusted outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56	12.49	11.53	19.93			
<b>Refunds</b>	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			
<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	26	12	13	17	22	14			
	Total # of service orders	7	10	11	25	12	13	15	19	13			
	Avg. # of business days	1.1	1.1	1.3	1.0	1.0	1.0	1.1	1.2	1.1			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	88	80	38	49	40	35	67	83	83			
	Total # of installation commitment met	88	80	38	49	40	35	67	83	83			
	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%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	1595	1587	1584	1588	1614	1622	1620	1614	1624			
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	1696	1701	1699	1689	1699	1708		
		Total # of trouble reports	30	11	18	18	16	17	31	18	14		
		% of trouble reports	0.018	0.007	0.011	0.011	0.009	0.010	0.018	0.011	0.008		
	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	6	2	5	6	6	1			
	Total # of repair tickets restored in ≤ 24hrs	5	4	7	6	2	5	6	6	1			
	% of repair tickets restored ≤ 24 Hours	0.714	1.000	0.778	1.000	1.000	1.000	1.000	1.000	1.000			
	Sum of the duration of all outages (hh:mm)	80.32	21.82	87.65	85.30	26.74	48.22	52.07	56.72	5.58			
	Avg. outage duration (hh:mm)	11.47	5.46	9.74	14.22	13.37	9.64	8.68	9.45	5.58			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	7	4	9	6	2	5	6	6	1			
	Total # of all repair tickets restored in ≤ 24hrs	4	3	7	6	1	5	6	6	0			
	% of all repair tickets restored ≤ 24 Hours	0.571	0.750	0.778	1.000	0.500	1.000	1.000	1.000	0.000			
	Sum of the duration of all outages (hh:mm)	104.32	45.82	87.65	85.30	74.74	48.22	52.07	56.72	29.58			
	Avg. unadjusted outage duration (hh:mm)	14.90	11.46	9.74	14.22	37.37	9.64	8.68	9.45	29.58			
<b>Refunds</b>	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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