

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)		
		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	56	59	71	50	122	71	103	91	96			
	Total # of service orders	49	40	53	53	63	55	63	63	62			
	Avg. # of business days	1.1	1.5	1.3	0.9	1.9	1.3	1.6	1.4	1.5			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	408	355	388	403	432	535	464	563	468			
	Total # of installation commitment met	408	355	388	403	432	535	464	563	468			
	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%		
Customers	Acct # for voice or bundle, res+bus							9213	9174				
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9594	9590	9583	9596	9588	9572	9538	9564	9548		
		Total # of trouble reports	24	20	29	27	12	24	30	23	28		
		% of trouble reports	0.003	0.002	0.003	0.003	0.001	0.003	0.003	0.002	0.003		
	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	12	20	102	38	21	21	17	16			
	Total # of repair tickets restored in ≤ 24hrs	11	12	16	89	23	17	16	14	11			
	% of repair tickets restored ≤ 24 Hours	0.688	1.000	0.800	0.873	0.605	0.810	0.762	0.824	0.688			
	Sum of the duration of all outages (hh:mm)	368.54	189.39	391.86	1729.25	1620.24	406.94	541.53	248.61	250.75			
	Avg. outage duration (hh:mm)	23.03	15.78	19.59	16.95	42.64	19.38	25.79	14.62	15.67			
	Indicate if catastrophic event is in month								No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							21.00	17.00	16.00			
	Total # of all repair tickets restored in ≤ 24hrs							16.00	14.00	11.00			
	% of all repair tickets restored ≤ 24 Hours							0.76	0.82	0.69			
	Sum of the duration of all outages (hh:mm)							541.53	248.61	250.75			
	Avg. unadjusted outage duration (hh:mm)							102.41	58.09	56.69			
Refunds	Number of customers who received refunds							0.00	0.00	0.00			
	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	3062	2591	2672	3006	2858	2380	2165	2528	2571			
	Total # of call seconds to reach live agent	183720	155460	160320	180360	171480	142800	129900	151680	154260			
	% ≤ 60 seconds	84%	88%	84%	81%	85%	83%	84%	83%	82%			

Primary Utility Contact Information

Name: Rick L. McCarley

Phone: (209) 296-1435

Email: rickm@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)

Signature: _____
 John Lundgren, VP

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kirkwood 258

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)		
		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	2	1	1	0	4	7	3	0	10			
	Total # of service orders	2	1	1	0	3	6	3	2	2			
	Avg. # of business days	1.0	1.0	1.0	0.0	1.3	1.2	1.0	0.0	5.0			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	10	14	32	52	122	110	148	103			
	Total # of installation commitment met	12	10	14	32	52	122	110	148	103			
	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%		
Customers	Acct # for voice or bundle, res+bus								656	634			
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	711	713	713	706	702	703	679	695	693		
		Total # of trouble reports	2	2	0	0	0	2	5	6	8		
		% of trouble reports	0.003	0.003	0.000	0.000	0.000	0.003	0.007	0.009	0.012		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	1	1	2	3	5	0	5			
	Total # of repair tickets restored in ≤ 24hrs	1	1	1	1	1	3	3	0	1			
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.500	1.000	0.600	0.000	0.200			
	Sum of the duration of all outages (hh:mm)	4.52	17.94	1.28	0.76	184.41	22.67	187.92	0.00	102.31			
	Avg. outage duration (hh:mm)	4.52	17.94	1.28	0.76	92.21	7.56	37.58	0.00	20.46			
	Indicate if catastrophic event is in month								No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							5.00	0.00	5.00			
	Total # of all repair tickets restored in ≤ 24hrs							3.00	0.00	1.00			
	% of all repair tickets restored ≤ 24 Hours							0.600	0.000	0.200			
	Sum of the duration of all outages (hh:mm)							187.92	0.00	102.31			
	Avg. unadjusted outage duration (hh:mm)							37.58	0.00	20.46			
Refunds	Number of customers who received refunds							0.00	0.00	0.00			
	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

Name: Rick L. McCarley

Phone: (209) 296-1435

Email: rickm@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: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)		
		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	13	29	26	40	20	39	30	31			
	Total # of service orders	19	12	24	24	23	15	22	21	17			
	Avg. # of business days	1.1	1.1	1.2	1.1	1.7	1.3	1.8	1.4	1.8			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	131	103	121	123	117	136	122	138	122			
	Total # of installation commitment met	131	103	121	123	117	136	122	138	122			
	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								3367	3360			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3630	3630	3631	3642	3634	3626	3632	3628	3621		
		Total # of trouble reports	6	8	17	13	2	9	15	8	13		
		% of trouble reports	0.002	0.002	0.005	0.004	0.001	0.002	0.004	0.002	0.004		
	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	3	7	79	15	8	3	11	3			
	Total # of repair tickets restored in ≤ 24hrs	5	3	6	69	10	6	3	10	3			
	% of repair tickets restored ≤ 24 Hours	0.833	1.000	0.857	0.873	0.667	0.750	1.000	0.909	1.000			
	Sum of the duration of all outages (hh:mm)	70.65	31.69	122.78	1441.37	357.29	234.00	75.85	102.21	67.10			
	Avg. outage duration (hh:mm)	11.77	10.56	17.54	18.25	23.82	29.25	25.28	9.29	22.37			
	Indicate if catastrophic event is in month								No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							3.00	11.00	3.00			
	Total # of all repair tickets restored in ≤ 24hrs							3.00	10.00	3.00			
	% of all repair tickets restored ≤ 24 Hours							1.000	0.909	1.000			
	Sum of the duration of all outages (hh:mm)							75.85	102.21	67.10			
	Avg. unadjusted outage duration (hh:mm)							25.28	9.29	22.37			
Refunds	Number of customers who received refunds							0.00	0.00	0.00			
	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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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)		
		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	34	23	15	48	19	49	41	32			
	Total # of service orders	20	17	14	20	20	21	29	24	27			
	Avg. # of business days	1.2	2.0	1.6	0.8	2.4	0.9	1.7	1.7	1.2			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	169	137	143	157	170	186	149	171	153			
	Total # of installation commitment met	169	137	143	157	170	186	149	171	153			
	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							3500	3494				
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3535	3535	3528	3531	3527	3525	3521	3532	3530		
		Total # of trouble reports	14	4	11	12	9	9	7	8	6		
		% of trouble reports	0.004	0.001	0.003	0.003	0.003	0.003	0.002	0.002	0.002		
	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	4	4	6	4	12	5	8	3	2			
	Total # of repair tickets restored in ≤ 24hrs	4	4	3	3	7	3	6	2	2			
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	0.500	0.750	0.583	0.600	0.750	0.667	1.000			
	Sum of the duration of all outages (hh:mm)	152.49	30.03	211.14	91.09	652.06	142.15	213.38	60.94	0.90			
	Avg. outage duration (hh:mm)	38.12	7.51	35.19	22.77	54.34	28.43	26.67	20.31	0.45			
	Indicate if catastrophic event is in month								No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							8.00	3.00	2.00			
	Total # of all repair tickets restored in ≤ 24hrs							6.00	2.00	2.00			
	% of all repair tickets restored ≤ 24 Hours							0.750	0.667	1.000			
	Sum of the duration of all outages (hh:mm)							213.38	60.94	0.90			
	Avg. unadjusted outage duration (hh:mm)							26.67	20.31	0.45			
Refunds	Number of customers who received refunds							0.00	0.00	0.00			
	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												

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)		
		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	10	11	18	9	30	25	12	20	23			
	Total # of service orders	8	10	14	9	17	13	9	16	16			
	Avg. # of business days	1.3	1.1	1.3	1.0	1.8	1.9	1.3	1.3	1.4			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	96	105	110	91	93	91	83	106	90			
	Total # of installation commitment met	96	105	110	91	93	91	83	106	90			
	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								1690	1686			
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	1718	1712	1711	1717	1725	1718	1706	1709	1704		
		Total # of trouble reports	2	6	1	2	1	4	3	1	1		
		% of trouble reports	0.001	0.004	0.001	0.001	0.001	0.002	0.002	0.001	0.001		
	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	4	6	18	9	5	5	3	6			
	Total # of repair tickets restored in ≤ 24hrs	1	4	6	16	5	5	4	2	5			
	% of repair tickets restored ≤ 24 Hours	0.200	1.000	1.000	0.889	0.556	1.000	0.800	0.667	0.833			
	Sum of the duration of all outages (hh:mm)	140.88	109.73	56.66	196.03	426.48	8.12	64.38	85.46	80.44			
	Avg. outage duration (hh:mm)	28.18	27.43	9.44	10.89	47.39	1.62	12.88	28.49	13.41			
	Indicate if catastrophic event is in month								No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							5.00	3.00	6.00			
	Total # of all repair tickets restored in ≤ 24hrs							4.00	2.00	5.00			
	% of all repair tickets restored ≤ 24 Hours							0.800	0.667	0.833			
	Sum of the duration of all outages (hh:mm)							64.38	85.46	80.44			
	Avg. unadjusted outage duration (hh:mm)							12.88	28.49	13.41			
Refunds	Number of customers who received refunds							0.00	0.00	0.00			
	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												

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