

**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	94	104	122	
	Total # of service orders	49	40	53	53	63	55	63	63	62	57	69	73	
	Avg. # of business days	1.1	1.5	1.3	0.9	1.9	1.3	1.6	1.4	1.5	1.6	1.5	1.7	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	408	355	388	403	432	535	464	563	468	561	456	388	
	Total # of installation commitment met	408	355	388	403	432	535	464	563	468	561	456	388	
	Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	
Customers	Acct # for voice or bundle, res+bus								9213	9174	9097	9073	9262	
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	9540	9554	9596
		Total # of trouble reports	24	20	29	27	12	24	30	23	28	22	36	54
		% of trouble reports	0.003	0.002	0.003	0.003	0.001	0.003	0.003	0.002	0.003	0.002	0.004	0.006
	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	49	35	44	
	Total # of repair tickets restored in ≤ 24hrs	11	12	16	89	23	17	16	14	11	36	24	29	
	% of repair tickets restored ≤ 24 Hours	0.688	1.000	0.800	0.873	0.605	0.810	0.762	0.824	0.688	0.735	0.686	0.659	
	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	1005.13	1045.13	1775.56	
	Avg. outage duration (hh:mm)	23.03	15.78	19.59	16.95	42.64	19.38	25.79	14.62	15.67	20.51	29.86	40.35	
	Indicate if catastrophic event is in month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							21.00	17.00	16.00	46.00	34.00	42.00	
	Total # of all repair tickets restored in ≤ 24hrs							16.00	14.00	11.00	35.00	23.00	28.00	
	% of all repair tickets restored ≤ 24 Hours							0.76	0.82	0.69	0.76	0.68	0.67	
	Sum of the duration of all outages (hh:mm)							541.53	248.61	250.75	1005.13	1045.13	1775.56	
	Avg. unadjusted outage duration (hh:mm)							102.41	58.09	56.69	205.62	113.28	199.28	
Refunds	Number of customers who received refunds							0.00	0.00	0.00	0.00	0.00	0.00	
	Monthly amount of refunds							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	3062	2591	2672	3006	2858	2380	2165	2528	2571	2834	2693	2596	
	Total # of call seconds to reach live agent	183720	155460	160320	180360	171480	142800	129900	151680	154260	170040	161580	155760	
	% ≤ 60 seconds	84%	88%	84%	81%	85%	83%	84%	83%	82%	83%	80%	83%	

Primary Utility Contact Information

Name: Rick L. McCarley

Phone: (209) 296-1435

Email: rckm@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	5	12	20	
	Total # of service orders	2	1	1	0	3	6	3	2	2	6	6	13	
	Avg. # of business days	1.0	1.0	1.0	0.0	1.3	1.2	1.0	0.0	5.0	0.8	2.0	1.5	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	10	14	32	52	122	110	148	103	125	57	55	
	Total # of installation commitment met	12	10	14	32	52	122	110	148	103	125	57	55	
	Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	
Customers	Acct # for voice or bundle, res+bus								656	634	582	579	756	
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	690	701	727
		Total # of trouble reports	2	2	0	0	0	2	5	6	8	5	18	29
		% of trouble reports	0.003	0.003	0.000	0.000	0.000	0.003	0.007	0.009	0.012	0.007	0.026	0.040
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	2	4	9	
	Total # of repair tickets restored in ≤ 24hrs	1	1	1	1	1	3	3	0	1	0	1	4	
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.500	1.000	0.600	0.000	0.200	0.000	0.250	0.444	
	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	305.38	151.32	1016.66	
	Avg. outage duration (hh:mm)	4.52	17.94	1.28	0.76	92.21	7.56	37.58	0.00	20.46	152.69	37.83	112.96	
	Indicate if catastrophic event is in month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							5.00	0.00	5.00	2.00	4.00	9.00	
	Total # of all repair tickets restored in ≤ 24hrs							3.00	0.00	1.00	0.00	1.00	4.00	
	% of all repair tickets restored ≤ 24 Hours							0.600	0.000	0.200	0.000	0.250	0.444	
	Sum of the duration of all outages (hh:mm)							187.92	0.00	102.31	305.38	151.32	1016.66	
	Avg. unadjusted outage duration (hh:mm)							37.58	0.00	20.46	152.69	37.83	112.96	
Refunds	Number of customers who received refunds							0.00	0.00	0.00	0.00	0.00	0.00	
	Monthly amount of refunds							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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 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	30	16	41	
	Total # of service orders	19	12	24	24	23	15	22	21	17	18	15	20	
	Avg. # of business days	1.1	1.1	1.2	1.1	1.7	1.3	1.8	1.4	1.8	1.7	1.1	2.1	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	131	103	121	123	117	136	122	138	122	138	142	114	
	Total # of installation commitment met	131	103	121	123	117	136	122	138	122	138	142	114	
	Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	
Customers	Acct # for voice or bundle, res+bus								3367	3360	3357	3348	3352	
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	3621	3614	3618
		Total # of trouble reports	6	8	17	13	2	9	15	8	13	10	5	4
		% of trouble reports	0.002	0.002	0.005	0.004	0.001	0.002	0.004	0.002	0.004	0.003	0.001	0.001
	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	24	23	20	
	Total # of repair tickets restored in ≤ 24hrs	5	3	6	69	10	6	3	10	3	19	18	16	
	% of repair tickets restored ≤ 24 Hours	0.833	1.000	0.857	0.873	0.667	0.750	1.000	0.909	1.000	0.792	0.783	0.800	
	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	355.09	702.55	249.74	
	Avg. outage duration (hh:mm)	11.77	10.56	17.54	18.25	23.82	29.25	25.28	9.29	22.37	14.80	30.55	12.49	
	Indicate if catastrophic event is in month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							3.00	11.00	3.00	24.00	23.00	20.00	
	Total # of all repair tickets restored in ≤ 24hrs							3.00	10.00	3.00	18.00	17.00	15.00	
	% of all repair tickets restored ≤ 24 Hours							1.000	0.909	1.000	0.750	0.739	0.750	
	Sum of the duration of all outages (hh:mm)							75.85	102.21	67.10	355.09	702.55	249.74	
	Avg. unadjusted outage duration (hh:mm)							25.28	9.29	22.37	14.80	30.55	12.49	
Refunds	Number of customers who received refunds							0.00	0.00	0.00	0.00	0.00	0.00	
	Monthly amount of refunds							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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**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	38	56	51	
	Total # of service orders	20	17	14	20	20	21	29	24	27	20	34	32	
	Avg. # of business days	1.2	2.0	1.6	0.8	2.4	0.9	1.7	1.7	1.2	1.9	1.6	1.6	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	169	137	143	157	170	186	149	171	153	187	158	136	
	Total # of installation commitment met	169	137	143	157	170	186	149	171	153	187	158	136	
	Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	
Customers	Acct # for voice or bundle, res+bus								3500	3494	3474	3456	3468	
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	3525	3528	3545
		Total # of trouble reports	14	4	11	12	9	9	7	8	6	6	9	18
		% of trouble reports	0.004	0.001	0.003	0.003	0.003	0.003	0.002	0.002	0.002	0.002	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	4	4	6	4	12	5	8	3	2	6	3	9	
	Total # of repair tickets restored in ≤ 24hrs	4	4	3	3	7	3	6	2	2	3	2	7	
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	0.500	0.750	0.583	0.600	0.750	0.667	1.000	0.500	0.667	0.778	
	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	165.60	49.86	198.59	
	Avg. outage duration (hh:mm)	38.12	7.51	35.19	22.77	54.34	28.43	26.67	20.31	0.45	27.60	16.62	22.07	
	Indicate if catastrophic event is in month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							8.00	3.00	2.00	3.00	2.00	7.00	
	Total # of all repair tickets restored in ≤ 24hrs							6.00	2.00	2.00	3.00	2.00	7.00	
	% of all repair tickets restored ≤ 24 Hours							0.750	0.667	1.000	1.000	1.000	1.000	
	Sum of the duration of all outages (hh:mm)							213.38	60.94	0.90	165.60	49.86	198.59	
	Avg. unadjusted outage duration (hh:mm)							26.67	20.31	0.45	27.60	16.62	22.07	
Refunds	Number of customers who received refunds							0.00	0.00	0.00	0.00	0.00	0.00	
	Monthly amount of refunds							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: Rick L. McCarley

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 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: 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	21	20	10	
	Total # of service orders	8	10	14	9	17	13	9	16	16	13	14	8	
	Avg. # of business days	1.3	1.1	1.3	1.0	1.8	1.9	1.3	1.3	1.4	1.6	1.4	1.3	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	96	105	110	91	93	91	83	106	90	111	99	83	
	Total # of installation commitment met	96	105	110	91	93	91	83	106	90	111	99	83	
	Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	
Customers	Acct # for voice or bundle, res+bus								1690	1686	1684	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	1704	1711	1706
		Total # of trouble reports	2	6	1	2	1	4	3	1	1	1	4	3
		% of trouble reports	0.001	0.004	0.001	0.001	0.001	0.002	0.002	0.001	0.001	0.001	0.002	0.002
	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	17	5	6	
	Total # of repair tickets restored in ≤ 24hrs	1	4	6	16	5	5	4	2	5	14	3	2	
	% of repair tickets restored ≤ 24 Hours	0.200	1.000	1.000	0.889	0.556	1.000	0.800	0.667	0.833	0.824	0.600	0.333	
	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	179.06	141.40	310.57	
	Avg. outage duration (hh:mm)	28.18	27.43	9.44	10.89	47.39	1.62	12.88	28.49	13.41	10.53	28.28	51.76	
	Indicate if catastrophic event is in month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							5.00	3.00	6.00	17.00	5.00	6.00	
	Total # of all repair tickets restored in ≤ 24hrs							4.00	2.00	5.00	14.00	3.00	2.00	
	% of all repair tickets restored ≤ 24 Hours							0.800	0.667	0.833	0.824	0.600	0.333	
	Sum of the duration of all outages (hh:mm)							64.38	85.46	80.44	179.06	141.40	310.57	
	Avg. unadjusted outage duration (hh:mm)							12.88	28.49	13.41	10.53	28.28	51.76	
Refunds	Number of customers who received refunds							0.00	0.00	0.00	0.00	0.00	0.00	
	Monthly amount of refunds							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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