

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2023)			Date filed (08/15/2023)			Date filed (11/15/2023)			Date filed (02/15/2024)		
		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	42	32	48									
	Total # of service orders	42	32	48									
	Avg. # of business days	1.0	1.0	1.0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	270	265	283									
	Total # of installation commitment met	270	265	283									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
<b>Customers</b>		Acct # for voice or bundle, res+bus	8767	8755	8738								
Customer Trouble Report													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9646	9634	9614								
		Total # of trouble reports	199	92	113								
		% of trouble reports	0.021	0.010	0.012								
	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	94	23	53									
	Total # of repair tickets restored in ≤ 24hrs	93	23	52									
	% of repair tickets restored ≤ 24 Hours	99%	100%	99%									
	Sum of the duration of all outages (hh:mm)	880.35	211.57	587.64									
	Avg. outage duration (hh:mm)	9.37	9.20	11.09									
	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	94	23	53									
<b>Unadjusted Out of Service Report</b>	Total # of all repair tickets restored in ≤ 24hrs	91	22	50									
	% of all repair tickets restored ≤ 24 Hours	97%	96%	95%									
	Sum of the duration of all outages (hh:mm)	928.35	235.57	635.64									
	Avg. unadjusted outage duration (hh:mm)	9.88	10.24	11.99									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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**

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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)