

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2024)			Date filed (08/15/2024)			Date filed (11/15/2024)			Date filed (02/15/2025)		
		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	36	48	48	0	0	0	0	0	0	0	0	
	Total # of service orders	36	48	48	0	0	0	0	0	0	0	0	
	Avg. # of business days	1.0	1.0	1.0									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	311	265	269									
	Total # of installation commitment met	311	265	269									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%									
Customers		Acct # for voice or bundle, res+bus	8625	8613	8570								
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9489	9472	9429								
		Total # of trouble reports	86	112	80								
		% of trouble reports	0.009	0.012	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	26	60	36									
	Total # of repair tickets restored in ≤ 24hrs	26	59	36									
	% of repair tickets restored ≤ 24 Hours	100%	99%	100%									
	Sum of the duration of all outages (hh:mm)	189.57	502.20	219.02									
	Avg. outage duration (hh:mm)	7.29	8.37	6.08									
	Indicate if catastrophic event is in month	No	Yes	No									
	Total # of unadjusted outage report tickets	26	60	36									
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs	22	47	33									
	% of all repair tickets restored ≤ 24 Hours	85%	79%	92%									
	Sum of the duration of all outages (hh:mm)	780.10	923.20	403.20									
	Avg. unadjusted outage duration (hh:mm)	30.00	15.39	11.20									
	Number of customers who received refunds	0	0	0									
Refunds		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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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)