

**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	46	67	50	0	0	0	0	0	0	
	Total # of service orders	36	48	48	46	63	50	0	0	0	0	0	0	
	Avg. # of business days	1.0	1.0	1.0	1.0	1.1	1.0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	311	265	269	238	264	260	0	0	0	0	0	0	
	Total # of installation commitment met	311	265	269	238	264	260	0	0	0	0	0	0	
	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	8625	8613	8570	8567	8559	8520	0	0	0	0	0	0	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9489	9472	9429	9441	9415	9377	0	0	0	0	0	
		Total # of trouble reports	86	112	80	86	69	65	0	0	0	0	0	
		% of trouble reports	0.009	0.012	0.008	0.009	0.007	0.007	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	27	28	17	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	26	59	36	26	28	16	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	99%	100%	97%	100%	95%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	189.57	502.20	219.02	319.33	231.31	159.91	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	7.29	8.37	6.08	11.83	8.26	9.41	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	Yes	No	No	No	No	No	No	No	No	No	No	
	Total # of unadjusted outage report tickets	26	60	36	27	28	17	0	0	0	0	0	0	
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs	22	47	33	24	19	11	0	0	0	0	0	0	
	% of all repair tickets restored ≤ 24 Hours	85%	79%	92%	89%	68%	65%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	780.10	923.20	403.20	475.56	685.97	452.83	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. unadjusted outage duration (hh:mm)	30.00	15.39	11.20	17.61	24.50	26.64	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	0	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	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: 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: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kirkwood 258

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	3	4	5	0	0	4						
	Total # of service orders	3	4	5	0	0	4						
	Avg. # of business days	1.0	1.0	1.0	0.0	0.0	1.0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11	8	7	13	4	10						
	Total # of installation commitment met	11	8	7	13	4	10						
	Total # of installation commitment missed	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	679	682	682	678	671	670						
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	783	787	788	784	776	776					
		Total # of trouble reports	3	4	2	2	0	4					
		% of trouble reports	0.004	0.005	0.003	0.003	0.000	0.005	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	1	0						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0						
	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	1.000	0.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	3.31	0.00						
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	3.31	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	0	1	0						
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.000	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	70.58	0.00						
	Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00	0.00	70.58	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	
Refunds	Number of customers who received refunds	0	0	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	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: 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: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pine Grove 296

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	9	18	15	18	16	12						
	Total # of service orders	9	18	15	18	16	12						
	Avg. # of business days	1.0	1.0	1.0	1.0	1.0	1.0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	127	92	113	84	64	81						
	Total # of installation commitment met	127	92	113	84	64	81						
	Total # of installation commitment missed	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	3048	3046	3034	3027	3035	3024						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3500	3501	3487	3496	3488	3475					
		Total # of trouble reports	39	32	18	28	28	20					
		% of trouble reports	0.011	0.009	0.005	0.008	0.008	0.006	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	7	13	12	5	10	6						
	Total # of repair tickets restored in ≤ 24hrs	7	12	12	5	10	5						
	% of repair tickets restored ≤ 24 Hours	1.000	0.923	1.000	1.000	1.000	0.833	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	33.97	110.43	45.22	53.81	108.63	52.34						
	Avg. outage duration (hh:mm)	4.85	8.49	3.77	10.76	10.86	8.72	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	7	13	12	5	10	6						
	Total # of all repair tickets restored in ≤ 24hrs	6	10	11	5	8	3						
	% of all repair tickets restored ≤ 24 Hours	0.857	0.769	0.917	1.000	0.800	0.500	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	72.79	260.46	89.27	53.81	198.20	188.85						
	Avg. unadjusted outage duration (hh:mm)	10.40	20.04	7.44	10.76	19.82	31.48	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	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	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: 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: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pioneer 295

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	17	16	17	22	35	23						
	Total # of service orders	17	16	17	22	35	23						
	Avg. # of business days	1.0	1.0	1.0	1.0	1.0	1.0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	117	118	93	95	147	110						
	Total # of installation commitment met	117	118	93	95	147	110						
	Total # of installation commitment missed	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	3365	3351	3322	3331	3329	3313						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3537	3517	3489	3497	3494	3476					
		Total # of trouble reports	20	29	33	35	28	25					
		% of trouble reports	0.006	0.008	0.009	0.010	0.008	0.007	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	11	5	11	11	11	6						
	Total # of repair tickets restored in ≤ 24hrs	11	5	11	11	11	6						
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	88.77	72.08	55.49	135.67	58.01	56.16						
	Avg. outage duration (hh:mm)	8.07	14.42	5.04	12.33	5.27	9.36	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	11	5	11	11	11	6						
	Total # of all repair tickets restored in < 24hrs	9	5	11	10	7	4						
	% of all repair tickets restored ≤ 24 Hours	0.818	1.000	1.000	0.909	0.636	0.667	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	552.66	72.08	55.49	227.72	279.71	191.52						
	Avg. unadjusted outage duration (hh:mm)	50.24	14.42	5.04	20.70	25.43	31.92	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	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	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: 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: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: West Point 293

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	7	10	11	6	16	11						
	Total # of service orders	7	10	11	6	12	11						
	Avg. # of business days	1.0	1.0	1.0	1.0	1.3	1.0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	56	47	56	46	49	59						
	Total # of installation commitment met	56	47	56	46	49	59						
	Total # of installation commitment missed	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	1533	1534	1532	1531	1524	1513						
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	1669	1667	1665	1664	1657	1650					
		Total # of trouble reports	24	47	27	21	13	16					
		% of trouble reports	0.014	0.028	0.016	0.013	0.008	0.010	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	8	42	13	11	6	5						
	Total # of repair tickets restored in ≤ 24hrs	8	42	13	10	6	5						
	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	0.909	1.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	66.83	319.69	118.31	129.85	61.36	51.41						
	Avg. outage duration (hh:mm)	8.35	7.61	9.10	11.80	10.23	10.28	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	8	42	13	11	6	5						
	Total # of all repair tickets restored in ≤ 24hrs	7	32	11	9	4	4						
	% of all repair tickets restored ≤ 24 Hours	0.875	0.762	0.846	0.818	0.667	0.800	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	154.65	590.66	258.44	194.03	137.48	72.46						
	Avg. unadjusted outage duration (hh:mm)	19.33	14.06	19.88	17.64	22.91	14.49	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	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	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

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