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

Company Name:	The Volcano Telephone Co.			U	U#: 1019		Report Year:	2024
Reporting Unit Type:	✓ Total Company ☐ E	Exchange	Wire Center	R	eporting Unit	Name:	Total Company	

Installation Interval Total # of business days 36	Measurement (Compile monthly, file quarterly)			Date filed (05/15/2024) 1st Quarter			Date filed (08/15/2024) 2nd Quarter			Date filed (11/15/2024) 3rd Quarter			Date filed (02/15/2025) 4th Quarter		
Installation Interval Min. standard = 5 bus. days Total # of service orders 36													Oct	Nov	Dec
Min. standard = 5 bus. days			Total # of business days	36	48	48		,		61			37	40	35
Min. standard = 5 bus. days			Total # of service orders	36	48	48	46	63	50	61	34	42	37	40	34
Total # of installation commitment Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed O			Avg. # of business days	1.0	1.0	1.0	1.0	1.1	1.0	1.0	1.0	1.4	1.0	1.0	1.0
Min. standard = 95% commitment met Total # of installation commitment missed 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				311	265	269	238	264	260	301	270	205	236	239	273
Min. standard = 95% commitment met Total # of installation commitment missed 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			Total # of installation commitment met	311	265	269	238	264	260	301	270	205	236	239	273
Customers Acct # for voice or bundle, res+bus 8625 8613 8570 8567 8569 8520 8516 8457 8433			**	0							_		0	0	0
Customer Trouble Report Customer Trouble Report Customer Trouble Report Customer Trouble Report Color of Service Report Customer Trouble Report Customer Troubl				-	100.000%			100.000%			100.000%		100.000%	100.000%	100.000%
Customer Trouble Report Customer Trouble Report Customer Trouble Report	m	ners	Acct # for voice or bundle, res+bus	8625	8613	8570	8567	8559	8520	8516	8457	8433	8391	8352	8326
Total # of trouble reports S6 112 80 86 69 65 106 62 68															
Total # of trouble reports 86 112 80 86 69 65 106 62 68	6% (6 per 100 working lines for units	<u>'</u>	Total # of working lines	9489	9472	9429	9441	9415	9377	9372	9311	9287	9239	9197	9170
W/2 3,000 lines W/2 1,000				-		_						77	68	72	
Total # of working lines for units w/ ≤ 1,000 lines		% of trouble reports	0.009	0.012	0.008	0.009	0.007	0.007	0.011	0.007	0.007	0.008	0.007	0.008	
Total # of working lines for units w/ ≤ 1,000 lines	` .	Total # of working lines													
Total # of working lines for units w/ ≤ 1,000 lines) Total # of trouble reports Total # of outage report tickets 26		Total # of trouble reports													
Total # of trouble reports No of trouble report tickets No of repair tickets restored in < 24hrs No of repair tickets restored in < 24hrs No of repair tickets restored ≤ 24 Hours No of repair tickets restored ≤ 24 Hours No of repair tickets restored ≤ 24 Hours No of the duration of all outages (hh:mm) No of the duration of all outages (hh:mm) No of the duration of all outages (hh:mm) No of the duration of all outages (hh:mm) No of the duration (hh:mm) No of the duration (hh:mm) No of the duration of all outages (hh:mm) No of the duration (hi:mm) No of the		% of trouble reports													
Total # of trouble reports No of trouble report tickets No of repair tickets restored in < 24hrs No of repair tickets restored in < 24hrs No of repair tickets restored ≤ 24 Hours No of repair tickets restored ≤ 24 Hours No of repair tickets restored ≤ 24 Hours No of the duration of all outages (hh:mm) No of the duration of all outages (hh:mm) No of the duration of all outages (hh:mm) No of the duration of all outages (hh:mm) No of the duration (hh:mm) No of the duration (hh:mm) No of the duration of all outages (hh:mm) No of the duration (hi:mm) No of the		Total # of working lines													
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Unadjusted Out of Service Report Out of Service Report Unadjusted Out of Service Report Out of Service Repo	1070 (10 por 100 Working intoo tor		Total # of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Total # of repair tickets restored ≤ 24 Hours 100% 99% 100% 97% 100% 95% 100% 94%			% of trouble reports												
Adjusted Out of Service Report % of repair tickets restored ≤ 24 Hours 100% 99% 100% 97% 100% 95% 100% 94% Sum of the duration of all outages (hh:mm) 189.57 502.20 219.02 319.33 231.31 159.91 164.69 114.98 227.97 Avg. outage duration (hh:mm) 7.29 8.37 6.08 11.83 8.26 9.41 7.16 9.58 15.20 Indicate if catastrophic event is in month No Yes No			Total # of outage report tickets	26	60	36	27	28	17	23	12	15	11	22	24
Out of Service Report % of repair tickets restored \$ 24 Hours 100% 99% 100% 95% 100% 94% Min. standard = 90% within 24 hrs Sum of the duration of all outages (hh:mm) 189.57 502.20 219.02 319.33 231.31 159.91 164.69 114.98 227.97 Avg. outage duration (hh:mm) 7.29 8.37 6.08 11.83 8.26 9.41 7.16 9.58 15.20 Indicate if catastrophic event is in month No Yes No	Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in < 24hrs										11	21	24
Min. standard = 90% within 24 hrs Sum of the duration of all outages (nn:mm) 189.57 502.20 219.02 319.33 231.31 159.91 164.69 114.98 227.97			% of repair tickets restored ≤ 24 Hours	100%	99%	100%	97%	100%	95%	100%	100%	94%	100%	96%	100%
Avg. outage duration (nn:mm)			Sum of the duration of all outages (hh:mm)	189.57	502.20	219.02	319.33	231.31	159.91	164.69	114.98	227.97	133.29	301.07	301.50
Total # of unadjusted outage report tickets 26 60 36 27 28 17 23 12 15			Avg. outage duration (hh:mm)	7.29	8.37	6.08	11.83	8.26	9.41	7.16	9.58	15.20	12.12	13.69	12.56
Unadjusted Total # of all repair tickets restored in < 24hrs Out of Service Report **Sum of the duration of all outages (hh:mm)* Avg. unadjusted outage duration (hh:mm) **Number of customers who received refunds **Duration of all outages (hh:mm) **Durati													No	No	No
Out of Service Report % of all repair tickets restored < 24 Hours 85% 79% 92% 89% 68% 65% 79% 84% 94% Sum of the duration of all outages (hh:mm) 780.10 923.20 403.20 475.56 685.97 452.83 452.12 195.23 272.11 Avg. unadjusted outage duration (hh:mm) 30.00 15.39 11.20 17.61 24.50 26.64 19.66 16.27 18.14 Number of customers who received refunds 0	Out of Service Report		, ,	-						-		-	11	22	24
Sum of the duration of all outages (hh:mm) 780.10 923.20 403.20 475.56 685.97 452.83 452.12 195.23 272.11 Avg. unadjusted outage duration (hh:mm) 30.00 15.39 11.20 17.61 24.50 26.64 19.66 16.27 18.14 Number of customers who received refunds 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0													11	19	21
Avg. unadjusted outage duration (hh:mm) 30.00 15.39 11.20 17.61 24.50 26.64 19.66 16.27 18.14			·		-	-				-	-	-	100%	87%	88%
Number of customers who received refunds 0 0 0 0 0 0 0 0 0										-			133.29	436.47	559.92
Number of customers who received refunds 0 0 0 0 0 0 0 0 0 0 0													12.12	19.84	23.33
I KETIINGS	Dofunde			-	-	_	-	-	-	-	_	_	0	0	0
Monthly amount of refunds 0.00 0.00 0.00 0.00 0.00 0.00 0.00 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 & Trouble Reports, Billing & Trouble Reports, Billing & Trouble Reports, Billing & Trouble Reports	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)		T + 1 " (TD D'''												
Non Billings Min standard = 200/ of calls of TR, Billing & Noti-Billing															
10tal # 01 call seconds to reach live ergent (v/ ergent / v/ ergen			o de la companya de												
option to reach live agent (w/ a menu / seconds // sec			% ≤ bU seconds												

		Primary Utility Contact Information	
Primary	Utility Contact		
	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)