

**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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	36	48	48	46	67	50	61	34	58	37	40	35	
	Total # of service orders	36	48	48	46	63	50	61	34	42	37	40	34	
	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	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	311	265	269	238	264	260	301	270	205	236	239	273	
	Total # of installation commitment met	311	265	269	238	264	260	301	270	205	236	239	273	
	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%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	8625	8613	8570	8567	8559	8520	8516	8457	8433	8391	8352	8326	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9489	9472	9429	9441	9415	9377	9372	9311	9287	9239	9197	9170
		Total # of trouble reports	86	112	80	86	69	65	106	62	68	77	68	72
		% 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
	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	26	60	36	27	28	17	23	12	15	11	22	24	
	Total # of repair tickets restored in < 24hrs	26	59	36	26	28	16	23	12	14	11	21	24	
	% of repair tickets restored ≤ 24 Hours	100%	99%	100%	97%	100%	95%	100%	100%	94%	100%	96%	100%	
	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	
	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	
	Indicate if catastrophic event is in month	No	Yes	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	26	60	36	27	28	17	23	12	15	11	22	24	
	Total # of all repair tickets restored in < 24hrs	22	47	33	24	19	11	18	10	14	11	19	21	
	% of all repair tickets restored < 24 Hours	85%	79%	92%	89%	68%	65%	79%	84%	94%	100%	87%	88%	
	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	133.29	436.47	559.92	
	Avg. unadjusted outage duration (hh:mm)	30.00	15.39	11.20	17.61	24.50	26.64	19.66	16.27	18.14	12.12	19.84	23.33	
<b>Refunds</b>	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	
<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**

Primary

Utility Contact

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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)