

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2025

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2025)			Date filed (08/15/2025)			Date filed (11/15/2025)			Date filed (02/15/2026)			
			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	35	30	30	31	15	9	11	9	12	0	0	0
			Total # of service orders	35	30	29	31	15	9	11	9	12	0	0	0
			Avg. # of business days	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met			Total # of installation commitments	272	262	244	324	308	242	202	302	218	0	0	0
			Total # of installation commitment met	272	262	244	324	308	242	202	302	218	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%	100.000%	100.000%	100.000%	#DIV/0!	#DIV/0!	#DIV/0!
Customers			Acct # for voice or bundle, res+bus	8282	8245	8213	8039	7890	7778	7681	7474	7381	0	0	0
Customer Trouble Report															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9126	9088	9047	8872	8716	8604	8505	8297	8190	0	0	0	
		Total # of trouble reports	47	60	60	70	52	71	53	60	60	0	0	0	
		% of trouble reports	0.005	0.007	0.007	0.008	0.006	0.008	0.006	0.007	0.007	#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	16	21	20	16	20	24	10	17	12	0	0	0
			Total # of repair tickets restored in ≤ 24hrs	16	20	19	16	19	24	10	15	12	0	0	0
			% of repair tickets restored ≤ 24 Hours	100%	96%	95%	100%	95%	100%	100%	89%	100%	#DIV/0!	#DIV/0!	#DIV/0!
			Sum of the duration of all outages (hh:mm)	135.51	221.87	175.64	99.78	183.25	160.27	86.73	203.17	100.75	0.00	0.00	0.00
			Avg. outage duration (hh:mm)	8.47	10.57	8.78	6.24	9.16	6.68	8.67	11.95	8.40	#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	16	21	20	16	20	24	10	17	12	0	0	0
			Total # of all repair tickets restored in ≤ 24hrs	16	18	18	16	17	23	9	12	11	0	0	0
			% of all repair tickets restored ≤ 24 Hours	100%	86%	90%	100%	85%	96%	90%	71%	92%	#DIV/0!	#DIV/0!	#DIV/0!
			Sum of the duration of all outages (hh:mm)	135.51	267.07	197.84	99.78	245.50	243.75	106.58	287.55	145.58	0.00	0.00	0.00
			Avg. unadjusted outage duration (hh:mm)	8.47	12.72	9.89	6.24	12.28	10.16	10.66	16.91	12.13	#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	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 (05/15/2025)			Date filed (08/15/2025)			Date filed (11/15/2025)			Date filed (02/15/2026)		
		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	0	1	0	3	1	1	2	0	0			
	Total # of service orders	0	1	0	3	1	1	2	0	0			
	Avg. # of business days	0.0	1.0	0.0	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	5	12	4	14	5	14	8	48	16			
	Total # of installation commitment met	5	12	4	14	5	14	8	48	16			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
	% of commitment met	100.00%	100.00%	100.00%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	640	634	631	625	620	614	609	568	556		
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	745	739	732	727	721	715	710	669	648		
		Total # of trouble reports	1	4	2	3	2	2	1	4	2		
		% of trouble reports	0.001	0.005	0.003	0.004	0.003	0.003	0.001	0.006	0.003	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	0	1	0	2	2			
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	1	0	0	2			
	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	1.000	#DIV/0!	#DIV/0!	0.000
	Sum of the duration of all outages (hh:mm)	0.00	0.00	7.04	0.00	0.00	8.20	0.00	81.72	19.73			
	Avg. outage duration (hh:mm)	0.00	0.00	7.04	0.00	0.00	8.20	0.00	40.86	9.87	#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	0	0	1	0	0	1	0	2	2			
	Total # of all repair tickets restored in ≤ 24hrs	0	0	1	0	0	1	0	0	2			
	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.00	0.00	0.000	0.000	1.000	#DIV/0!	#DIV/0!	0.000
	Sum of the duration of all outages (hh:mm)	0.00	0.00	7.04	0.00	0.00	8.20	0.00	81.72	19.73			
Refunds	Avg. unadjusted outage duration (hh:mm)	0.00	0.00	7.04	0.00	0.00	8.20	0.00	40.86	9.87	#DIV/0!	19.04	0.00
	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: 2025

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: Pine Grove 296

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2025)			Date filed (08/15/2025)			Date filed (11/15/2025)			Date filed (02/15/2026)			
			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	15	12	14	8	2	2	1	4	4				
		Total # of service orders	15	12	13	8	2	2	1	4	4				
		Avg. # of business days	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	80	80	107	130	114	102	88	125	95				
		Total # of installation commitment met	80	80	107	130	114	102	88	125	95				
		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%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	2937	2923	2917	2841	2776	2727	2683	2603	2567				
Customer Trouble Report															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3381	3367	3357	3282	3216	3170	3123	3044	3006				
		Total # of trouble reports	22	25	20	27	16	26	18	17	22				
		% of trouble reports	0.007	0.007	0.006	0.008	0.005	0.008	0.006	0.006	0.007	#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	8	10	9	10	10	6	2	4	2			
Total # of repair tickets restored in ≤ 24hrs			8	10	8	10	10	6	2	4	2				
% of repair tickets restored ≤ 24 Hours			1.000	1.000	0.889	1.000	1.000	1.000	1.000	1.000	1.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!
Sum of the duration of all outages (hh:mm)			107.36	93.27	73.90	57.60	56.00	53.25	27.22	36.78	21.00				
Avg. outage duration (hh:mm)			13.42	9.33	8.21	5.76	5.60	8.88	13.61	9.20	10.50	#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	No
Unadjusted Out of Service Report		Total # of unadjusted outage report tickets	8	10	9	10	10	6	2	4	2				
		Total # of all repair tickets restored in ≤ 24hr	8	9	7	10	9	6	2	4	1				
		% of all repair tickets restored ≤ 24 Hours	1.000	0.900	0.778	1.000	0.900	1.000	1.000	1.000	0.500	#DIV/0!	#DIV/0!	#DIV/0!	
		Sum of the duration of all outages (hh:mm)	107.36	116.48	96.10	57.60	79.15	53.25	27.22	36.78	65.83				
		Avg. unadjusted outage duration (hh:mm)	13.42	11.65	10.68	5.76	7.92	8.88	13.61	9.20	32.92	#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: 2025

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: Pioneer 295

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2025)			Date filed (08/15/2025)			Date filed (11/15/2025)			Date filed (02/15/2026)		
			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		8	7	10	9	9	2	4	3	5			
	Total # of service orders		8	7	10	9	9	2	4	3	5			
	Avg. # of business days		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments		109	120	80	122	138	90	71	85	73			
	Total # of installation commitment met		109	120	80	122	138	90	71	85	73			
	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%	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus		3223	3210	3195	3122	3063	3018	2978	2919	2880			
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3386	3373	3357	3279	3215	3167	3127	3067	3027			
		Total # of trouble reports	17	17	27	29	22	35	28	30	29			
		% of trouble reports	0.005	0.005	0.008	0.009	0.007	0.011	0.009	0.010	0.010	#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		4	6	5	5	4	11	7	9	6			
	Total # of repair tickets restored in ≤ 24hrs		4	6	5	5	4	11	7	9	6			
	% of repair tickets restored ≤ 24 Hours		1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)		14.78	46.62	40.42	34.63	10.68	62.30	56.28	69.62	49.57			
	Avg. outage duration (hh:mm)		3.70	7.77	8.08	6.93	2.67	5.66	8.04	7.74	8.26	#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
	Total # of unadjusted outage report tickets		4	6	5	5	4	11	7	9	6			
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs		4	6	5	5	3	11	6	7	6			
	% of all repair tickets restored ≤ 24 Hours		1.000	1.000	1.000	1.000	0.750	1.000	0.857	0.778	1.000	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)		14.78	46.62	40.42	34.63	49.78	62.30	76.13	132.12	49.57			
	Avg. unadjusted outage duration (hh:mm)		3.70	7.77	8.08	6.93	12.45	5.66	10.88	14.68	8.26	#DIV/0!	#DIV/0!	#DIV/0!
	Number of customers who received refunds		0	0	0	0	0	0	0	0	0	0	0	0
Refunds			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: 2025

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2025) 1st Quarter			Date filed (08/15/2025) 2nd Quarter			Date filed (11/15/2025) 3rd Quarter			Date filed (02/15/2026) 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	12	10	6	11	3	4	4	2	3			
	Total # of service orders	12	10	6	11	3	4	4	2	3			
	Avg. # of business days	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	78	50	53	58	51	36	35	44	34			
	Total # of installation commitment met	78	50	53	58	51	36	35	44	34			
	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%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus											
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	1614	1609	1601	1584	1564	1552	1545	1517	1509		
		Total # of trouble reports	7	14	11	11	12	8	6	9	7		
		% of trouble reports	0.004	0.009	0.007	0.007	0.008	0.005	0.004	0.006	0.005	#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	4	5	5	1	6	6	1	2	2			
	Total # of repair tickets restored in ≤ 24hrs	4	4	5	1	5	6	1	2	2			
	% of repair tickets restored ≤ 24 Hours	1.000	0.800	1.000	1.000	0.833	1.000	1.000	1.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	13.37	81.98	54.28	7.55	116.57	36.52	3.23	15.05	10.45			
	Avg. outage duration (hh:mm)	3.34	16.40	10.86	7.55	19.43	6.09	3.23	7.53	5.23	#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	4	5	5	1	6	6	1	2	2			
	Total # of all repair tickets restored in ≤ 24hrs	4	3	5	1	5	5	1	1	2			
	% of all repair tickets restored ≤ 24 Hours	1.000	0.600	1.000	1.000	0.833	0.833	1.000	0.500	1.000	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	13.37	103.97	54.28	7.55	116.57	120.00	3.23	36.93	10.45			
	Avg. unadjusted outage duration (hh:mm)	3.34	20.79	10.86	7.55	19.43	20.00	3.23	18.47	5.23	#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

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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)