

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

Company Name: The Volcano Telephone Co.

U#: 1019

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2022)			Date filed (08/15/2022)			Date filed (11/15/2022)			Date filed (02/15/2022)			
		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	62	44	51	65	54	74	51	76	40	61	47	54	
	Total # of service orders	49	37	49	61	49	59	50	65	39	61	47	54	
	Avg. # of business days	1.3	1.2	1.0	1.1	1.1	1.3	1.0	1.2	1.0	1.0	1.0	1.0	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	222	176	263	270	237	284	214	293	265	254	246	219	
	Total # of installation commitment met	222	176	263	270	237	284	214	293	265	254	246	219	
	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%	
Customers		Acct # for voice or bundle, res+bus	8867	8872	8805	8792	8786	8779	8771	8753	8764	8747	8747	8763
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9865	9870	9803	9682	9681	9676	9662	9653	9644	9625	9626	9642
		Total # of trouble reports	145	76	76	96	64	72	73	94	89	67	120	91
		% of trouble reports	0.015	0.008	0.008	0.010	0.007	0.007	0.008	0.010	0.009	0.007	0.012	0.009
	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	28	21	9	10	14	10	15	18	19	12	70	23	
	Total # of repair tickets restored in ≤ 24hrs	24	19	9	9	13	9	14	14	18	11	67	22	
	% of repair tickets restored ≤ 24 Hours	86%	91%	100%	90%	93%	90%	94%	78%	95%	92%	96%	96%	
	Sum of the duration of all outages (hh:mm)	435.95	246.91	87.60	72.84	145.85	95.65	156.28	281.08	167.67	98.42	914.69	223.93	
	Avg. outage duration (hh:mm)	15.57	11.76	9.73	7.28	10.42	9.57	10.42	15.62	8.82	8.20	13.07	9.74	
	Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	28	21	9	10	14	10	15	18	19	12	70	23	
	Total # of all repair tickets restored in ≤ 24hrs	21	18	9	9	12	9	13	14	18	10	67	20	
	% of all repair tickets restored ≤ 24 Hours	75%	86%	100%	90%	86%	90%	87%	78%	95%	84%	96%	87%	
	Sum of the duration of all outages (hh:mm)	507.95	270.91	87.60	72.84	169.85	95.65	180.28	281.08	167.67	122.42	938.69	271.93	
	Avg. unadjusted outage duration (hh:mm)	18.14	12.90	9.73	7.28	12.13	9.57	12.02	15.62	8.82	10.20	13.41	11.82	
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)