Company Name:	The Volcano Telephone Co.	U#:	1019	Report Year:	2017
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting U	nit Name:	Total Company	

				Date filed 05/15/2017	)		Date filed (08/15/2017	)		Date filed (11/15/2017	)		Date filed (02/15/2018	
	Measurement (Compile	monthly, file quarterly)		1st Quarter	/		2nd Quarte	/		3rd Quarter	,		4th Quarte	/
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
4 -	Had an Internal	Total # of business days	51	79	57	45	73	94						
	Illation Interval	Total # of service orders	47	39	55	41	59	79						
win.	standard = 5 bus. days	Avg. # of business days	1.1	2.0	1.0	1.1	1.2	1.2						
		Total # of installation commitments	405	350	409	338	454	512						
Insta	Illation Commitment	Total # of installation commitment met	405	350	409	338	454	512						
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
Cust	omers	Acct # for voice or bundle, res+bus	9280	9227	9245	9226	9209	9268						
Cust	omer Trouble Report	,												
	· ·	Total # of working lines	9626	9605	9615	9601	9575	9563						
	6% (6 per 100 working lines for units	Total # of trouble reports	334	224	195	12	15	39						
Standard	w/≥3,000 lines)	% of trouble reports	0.035	0.023	0.020	0.001	0.002	0.004						
کۋ	00/ /0 = = 400	Total # of working lines												
ţ	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
~		Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	70	45	21	33	20	26						
۸ ما :	atad	Total # of repair tickets restored in ≤ 24hrs	56	32	14	22	16	21						
•	sted	% of repair tickets restored ≤ 24 Hours	0.800	0.711	0.667	0.667	0.800	0.808						
	of Service Report	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04	614.07	342.81	376.91						
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	28.51	27.35	37.62	18.61	17.14	14.50						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	70	45	21	33	20	26						
Unad	djusted	Total # of all repair tickets restored in < 24hrs	56	32	14	22	16	20						
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.80	0.71	0.67	0.67	0.80	0.77						
		Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04	614.07	342.81	376.91						
		Avg. unadjusted outage duration (hh:mm)	300.54	193.36	280.82	76.61	57.09	50.08						
Refu	nde	Number of customers who received refunds	0	0	0	0	0	0						
Neiu	ilus	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Δnev	ver Time (Trouble Reports, Billing &													
	Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing	2422	2321	2305	2719	2585	2470						
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	145320	139260	138300	163140	155100	148200						
	n to reach live agent)	% ≤ 60 seconds	86%	84%	86%	88%	87%	86%						

**Primary Utility Contact Information** 

Name: Rick L. McCarley	Phone: (209) 296-1435	Email: rickm@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)	Signature:	
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)	John Lundgren, VP	

Company Name:	The Volcano Telephone Co.	U#: <u>1019</u>	Report Year: 2017
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Kirkwood 258

	Management (Committee			Date filed (08/15/2017	·)		Date filed (11/15/2017	)		Date filed (02/15/2018	3)			
	Measurement (Compile	monthly, file quarterly)		1st Quarte	r		2nd Quarte	r		3rd Quarte	r		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inote	allation Interval	Total # of business days	-1	2	3	0	5	3						
		Total # of service orders	1	2	3	0	4	3						
IVIII1.	standard = 5 bus. days	Avg. # of business days	-1.0	1.0	1.0	0.0	1.3	1.0						
		Total # of installation commitments	16	10	17	19	43	107						
Insta	allation Commitment	Total # of installation commitment met	16	10	17	19	43	107						
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
Cust	tomers	Acct # for voice or bundle, res+bus	751	720	721	706	689	748						
Cust	tomer Trouble Report													
		Total # of working lines												
	6% (6 per 100 working lines for units	Total # of trouble reports												
J Z	w/≥3,000 lines)	% of trouble reports												
Standard	00/ (0 nor 400 working lines for write	Total # of working lines												
tar	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	400/ (40 per 400 werking lines for	Total # of working lines	727	726	727	723	713	718						
	10% (10 per 100 working lines for	Total # of trouble reports	33	27	12	5	1	13						
	units w/ ≤ 1,000 lines)	% of trouble reports	0.045	0.037	0.017	0.007	0.001	0.018						
		Total # of outage report tickets	4	4	1	1	1	2						
۸ ما :	noted	Total # of repair tickets restored in ≤ 24hrs	1	2	0	1	1	2						
	isted	% of repair tickets restored ≤ 24 Hours	0.250	0.500	0.000	1.000	1.000	1.000						
	of Service Report	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05	22.23	0.57	6.37						
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	255.79	142.45	190.05	22.23	0.57	3.19						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	4	4	1	1	1	2						
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	1	2	0	1	1	2						
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.250	0.500	0.000	1.000	1.000	1.000						
	·	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05	22.23	0.57	6.37						
		Avg. unadjusted outage duration (hh:mm)	255.79	142.45	190.05	22.23	0.57	3.19						
Det	un do	Number of customers who received refunds	0	0	0	0	0	0						
Refu	inus	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Anc	wor Time (Trouble Penerte Pilling 9													
	wer Time (Trouble Reports, Billing & -Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
	econds to reach live agent (w/ a menu	% ≤ 60 seconds												
ODTIC	on to reach live agent)													

**Primary Utility Contact Information** 

Name: Rick L. McCarley	Phone: (209) 296-1435	Email: rickm@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)

Company Name:	The Volcano Telephone Co.	U#: <u>1019</u>	Report Year: 2017
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Pine Grove 296

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2017	,		Date filed (08/15/2017	,		Date filed (11/15/2017)			Date filed (02/15/2018)	,
	` '	3, 1 3,		1st Quarte	Mar		2nd Quarte			3rd Quarter		004	4th Quarter	
	Total # of business days		Jan 10	Feb 26	18	Apr 11	May 33	Jun 42	Jul	Aug	Sep	Oct	Nov	Dec
Insta	llation Interval	Total # of business days Total # of service orders	19											
Min.	standard = 5 bus. days		19	18	20	11	24	30						
	·	Avg. # of business days	1.0	1.4	0.9	1.0	1.4	1.4					-	
		Total # of installation commitments	130	123	127	98	134	136						
	Ilation Commitment	Total # of installation commitment met	130	123	127	98	134	136						
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
•		Acct # for voice or bundle, res+bus	3369	3361	3367	3377	3366	3368						
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3637	3628	3634	3642	3630	3632						
_	w/ ≥ 3,000 lines)	Total # of trouble reports	114	76	84	5	3	9						
ard	w/ ≥ 3,000 iiiles)	% of trouble reports	0.031	0.021	0.023	0.001	0.001	0.002						
Standard	8% (8 per 100 working lines for units	Total # of working lines												
ta	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	W/ 1,001 - 2,999 liftes)	% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
	` '	Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	27	21	7	17	7	6						
A -1:	-4 - J	Total # of repair tickets restored in ≤ 24hrs	21	15	6	12	5	4						
Adju		% of repair tickets restored ≤ 24 Hours	0.778	0.714	0.857	0.706	0.714	0.667						
	of Service Report	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29	297.67	118.90	104.67						
Min. s	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	16.47	14.85	17.04	17.51	19.82	17.45						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	27	21	7	17	7	6						
Unac	ljusted	Total # of all repair tickets restored in < 24hrs	21	15	6	12	5	4						
Out o	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.778	0.714	0.857	0.706	0.714	0.667						
		Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29	297.67	118.90	104.67						
		Avg. unadjusted outage duration (hh:mm)	16.47	14.85	17.04	17.51	19.82	17.45						
D. (		Number of customers who received refunds	0	0	0	0	0	0						
Refu	nae	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
A		,	•											
	ver Time (Trouble Reports, Billing &	Total # of calls for TR, Billing & Non-Billing												
	Billing) Min. standard = 80% of calls ≤	Total # of call seconds to reach live agent												
	econds to reach live agent (w/ a menu	% ≤ 60 seconds												
optio	n to reach live agent)									•				

**Primary Utility Contact Information** 

Name: Rick L. McCarley	Phone: (209) 296-1435	Email: rickm@volcanotel.com
Name. Nick E. Wiccarley	Filone. (209) 290-1433	Linaii. Hekine volcanotei.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)

Company Name:	The Volcano Telephone Co.	U#: <u>1019</u>	Report Year:	2017
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Pioneer 295	

	Massurament (Compile	e monthly, file quarterly)		Date filed (05/15/2017	<i>'</i> )		Date filed (08/15/2017	·)		Date filed (11/15/2017	)		Date filed (02/15/2018	·)
	Measurement (Compile	inonting, the quarterry)		1st Quarte	r		2nd Quarte	r		3rd Quarter	r		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incto	allation Interval	Total # of business days	23	18	25	21	28	28						
		Total # of service orders	17	12	21	18	24	25						
IVIII 1.	standard = 5 bus. days	Avg. # of business days	1.4	1.5	1.2	1.2	1.2	1.1						
		Total # of installation commitments	151	139	160	144	174	162						
Insta	allation Commitment	Total # of installation commitment met	151	139	160	144	174	162						
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
Cust	tomers	Acct # for voice or bundle, res+bus	3476	3469	3474	3467	3483	3493						
Cust	tomer Trouble Report													
	60/ /6 per 100 working lines for units	Total # of working lines	3555	3548	3549	3537	3537	3530						
_	6% (6 per 100 working lines for units	Total # of trouble reports	142	75	65	0	7	11						
Standard	w/ ≥ 3,000 lines)	% of trouble reports	0.040	0.021	0.018	0.000	0.002	0.003						
ğ	20/ /0 400	Total # of working lines												
tal	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	W/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
_	units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	28	11	7	6	8	10						
۸ a i	estad	Total # of repair tickets restored in < 24hrs	25	10	4	4	6	8						
Adju		% of repair tickets restored ≤ 24 Hours	0.893	0.909	0.571	0.667	0.750	0.800						
	of Service Report	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17	75.32	153.09	151.82						
wiin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	12.74	12.34	38.31	12.55	19.14	15.18						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	28	11	7	6	8	10						
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	25	10	4	4	6	7						
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.893	0.909	0.571	0.667	0.750	0.700						
		Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17	75.32	153.09	151.82						
		Avg. unadjusted outage duration (hh:mm)	12.74	12.34	38.31	12.55	19.14	15.18						
Refu	undo	Number of customers who received refunds	0	0	0	0	0	0						
Retu	iiius	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Anci	wer Time (Trouble Reports, Billing &													
	-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
	econds to reach live agent (w/ a menu on to reach live agent)	% ≤ 60 seconds												
ODUO	ni to reach live adent)													

**Primary Utility Contact Information** 

Name: Rick L. McCarley	Phone: (209) 296-1435	Email: rickm@volcanotel.com
Hamo: Mok El Modalloy	1 1101101 (200) 200 1-100	Elliani Holling Volcanotolicom

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)

Company Name:	The Volcano Telephone Co.	U#: 1019	Report Year: 2017
Reporting Unit Type:	☐ Total Company ✓ Exchange ☐ Wire Center	Reporting Unit Name:	West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017) 1st Quarter		Date filed (08/15/2017) 2nd Quarter		Date filed (11/15/2017)		Date filed (02/15/2018)						
							3rd Quarter			4th Quarter				
		T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	10	33	11	13	7	21						
		Total # of service orders	10	7	11	12	7	21						
		Avg. # of business days	1.0	4.7	1.0	1.1	1.0	1.0						
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	108	78	105	77	103	107						
		Total # of installation commitment met	108	78	105	77	103	107						
		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%						
Customers		Acct # for voice or bundle, res+bus	1684	1677	1683	1676	1671	1659						
Customer Trouble Report														
	6% (6 per 100 working lines for units	Total # of working lines												
_		Total # of trouble reports												
ard	w/ ≥ 3,000 lines)	% of trouble reports												
Standard	20/ /0 per 400 weaking lines for write	Total # of working lines	1707	1703	1705	1699	1695	1683						
tal	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	45	46	34	2	4	6						
		% of trouble reports	0.026	0.027	0.020	0.001	0.002	0.004						
Min.	400/ /40 per 400 weaking lines for	Total # of working lines												
_	10% (10 per 100 working lines for	Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	11	9	6	9	4	8						
A -1:	-4 - J	Total # of repair tickets restored in ≤ 24hrs	9	5	4	5	4	7						
Adju		% of repair tickets restored ≤ 24 Hours	0.818	0.556	0.667	0.556	1.000	0.875						
	of Service Report	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53	218.85	70.25	114.05						
Min. standard = 90% within 24 hrs		Avg. outage duration (hh:mm)	15.54	23.72	35.42	24.32	17.56	14.26						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	11	9	6	9	4	8						
Unac	ljusted	Total # of all repair tickets restored in < 24hrs	9	5	4	5	4	7						
Out of Service Report		% of all repair tickets restored ≤ 24 Hours	0.818	0.556	0.667	0.556	1.000	0.875						
		Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53	218.85	70.25	114.05						
		Avg. unadjusted outage duration (hh:mm)	15.54	23.72	35.42	24.32	17.56	14.26						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
Retu	nae	Monthly amount of refunds	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: Rick L. McCarley	Phone: (209) 296-1435	Email: rickm@volcanotel.com
Marile: Modericy	1 11011C. (200) 200 1400	Email: Holling Volcariotol.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)