| Company Name:<br>Reporting Unit Type: |  | The Volcano Telephone Co.   | -                             |   |                              | U#:                          | 1019   |                              |                              | Report Yea                              | ar:                          | 2017    | - |     |
|---------------------------------------|--|---|-------------------------------|---|------------------------------|------------------------------|--|------------------------------|------------------------------|---|------------------------------|---------|---|-----|
|                                       |  | ✓ Total Company □ Exchange □ Wire   | Center                        |   |                              |                              | Reporting                                      | Unit Name:                   | :                            | Total Com                               | pany                         |         |   | -   |
|                                       | Measurement (Compile   | e monthly, file quarterly)  |                               | Date filed     (05/15/2017)     1st Quarter     Feb   Mar |                              |                              | Date filed<br>(08/15/2017<br><b>2nd Quarte</b> |                              |                              | Date filed<br>(11/15/2017<br>3rd Quarte |                              |         |   |     |
|                                       |  |   | Jan                           |   |                              | Apr                          | May  |                              |                              | Aug                                     | Sep                          | Oct Nov |   | Dec |
|                                       | allation Interval  | Total # of business days<br>Total # of service orders   | 51<br>47                      | 79<br>39  | 57                           | 45                           | 73<br>59                                       | 94<br>79                     | <b>Jul</b><br>61<br>49       | 68<br>59                                | 39<br>45                     |         |   |     |
| Min.                                  | standard = 5 bus. days   | Avg. # of business days<br>Total # of installation commitments  | 1.1<br>405                    | 2.0<br>350  | 1.0<br>409                   | 1.1<br>338                   | 1.2<br>454                                     | 1.2<br>512                   | 1.2<br>435                   | 1.2<br>426                              | 0.9                          |         |   |     |
|                                       | allation Commitment<br>standard = 95% commitment met   | Total # of installation commitments<br>Total # of installation commitment met<br>Total # of installation commitment missed  | 405<br>405<br>0               | 350<br>350<br>0   | 409<br>409<br>0              | 338<br>0                     | 454<br>454<br>0                                | 512<br>512<br>0              | 435<br>435<br>0              | 426<br>426<br>0                         | 430<br>430<br>0              |         |   |     |
|                                       | comers   | % of commitment met<br>Acct # for voice or bundle. res+bus  | 0<br>100.000%<br>9280         | 0<br>100.000%<br>9227                                     | 0<br>100.000%<br>9245        | 0<br>100.000%<br>9226        | -  | 0<br>100.000%<br>9268        | 0<br>100.000%<br>9309        | 0<br>100.000%<br>9287                   | 0<br>100.000%<br>9288        |         |   |     |
|                                       | tomers<br>tomer Trouble Report   | Acct # for voice or bundle, res+bus   | 9280                          | 9227  | 9245                         | 9226                         | 9209   | 9268                         | 9309                         | 9287                                    | 9288                         |         |   |     |
|                                       | 6% (6 per 100 working lines for units<br>w/ 3,000 lines)   | Total # of working lines<br>Total # of trouble reports<br>% of trouble reports  | 9626<br>334<br>0.035          | 9605<br>224<br>0.023                                      | 9615<br>195<br>0.020         | 9601<br>12<br>0.001          | 9575<br>15<br>0.002                            | 9563<br>39<br>0.004          | 9567<br>32<br>0.003          | 9539<br>48<br>0.005                     | 9542<br>31<br>0.003          |         |   |     |
| Standard                              | 8% (8 per 100 working lines for units<br>w/ 1,001 - 2,999 lines)   | Total # of working lines<br>Total # of trouble reports<br>% of trouble reports  | 0.035                         | 0.023   | 0.020                        | 0.001                        | 0.002  | 0.004                        | 0.003                        | 0.003                                   | 0.003                        |         |   |     |
| Min.                                  | 10% (10 per 100 working lines for<br>units w/ 1,000 lines)   | Total # of working lines<br>Total # of trouble reports<br>% of trouble reports  |                               |   |                              |                              |  |                              |                              |   |                              |         |   |     |
| Adju<br>Out (                         | sted<br>of Service Report  | Total # of outage report tickets<br>Total # of repair tickets restored in ≤ 24hrs<br>% of repair tickets restored 24 Hours<br>Sum of the duration of all outages (hh:mm)                                | 70<br>56<br>80.00%<br>1995.59 | 45<br>32<br>71.11%<br>1230.79                             | 21<br>14<br>66.67%<br>790.04 | 33<br>22<br>66.67%<br>614.07 | 20<br>16<br>80.00%<br>342.81                   | 26<br>21<br>80.77%<br>376.91 | 16<br>5<br>31.25%<br>1141.64 | 18<br>12<br>66.67%<br>651.63            | 19<br>14<br>73.68%<br>503.79 |         |   |     |
| Min.                                  | standard = 90% within 24 hrs   | Avg. outage duration (hh:mm)<br>Indicate if catastrophic event is in month  | 28.51<br>No                   | 27.35<br>No   | 37.62<br>No                  | 18.61<br>No                  | 17.14<br>No                                    | 14.50<br>No                  | 71.35<br>No                  | 36.20<br>No                             | 26.52<br>No                  |         |   |     |
|                                       | djusted<br>of Service Report   | Total # of unadjusted outage report tickets<br>Total # of all repair tickets restored in $\leq$ 24hrs<br>% of all repair tickets restored $\leq$ 24 Hours<br>Sum of the duration of all outages (hh:mm) | 70<br>56<br>80.00%<br>1995.59 | 45<br>32<br>71.11%<br>1230.79                             | 21<br>14<br>66.67%<br>790.04 | 33<br>22<br>66.67%<br>614.07 | 20<br>16<br>80.00%<br>342.81                   | 26<br>20<br>76.92%<br>376.91 | 16<br>5<br>31.25%<br>1141.64 | 18<br>12<br>66.67%<br>651.63            | 19<br>14<br>73.68%<br>503.79 |         |   |     |
| Refunds                               |  | Avg. unadjusted outage duration (hh:mm)<br>Number of customers who received refunds<br>Monthly amount of refunds  | 300.54<br>0<br>0.00           | 193.36<br>0<br>0.00                                       | 280.82<br>0<br>0.00          | 76.61<br>0<br>0.00           | 57.09<br>0<br>0.00                             | 50.08<br>0<br>0.00           | 185.30<br>0<br>0.00          | 256.70<br>0<br>0.00                     | 149.35<br>0<br>0.00          |         |   |     |
| <b>Non</b> -<br>60 se                 | wer Time (Trouble Reports, Billing &<br>Billing) Min. standard = 80% of calls<br>econds to reach live agent (w/ a menu<br>n to reach live agent) | Total # of calls for TR, Billing & Non-Billing   Total # of call seconds to reach live agent   % 60 seconds   | 2422<br>145320<br>86%         | 2321<br>139260<br>84%                                     | 2305<br>138300<br>86%        | 2719<br>163140<br>88%        | 2585<br>155100<br>87%                          | 2470<br>148200<br>86%        | 2723<br>163380<br>78%        | 2638<br>158280<br>86%                   | 1901<br>114060<br>90%        |         |   |     |

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)

Signature:

John Lundgren, VP

| Company Name:<br>Reporting Unit Type: |  | The Volcano Telephone Co.                         |          |   |          |          | U#:  | 1019      |  |          | Report Yea | ar:                                       | 2017     |          |
|---------------------------------------|--|---|----------|---|----------|----------|--|-----------|--|----------|------------|---|----------|----------|
|                                       |  | Total Company 🗹 Exchange 🗌 Wire                   | Center   |   |          |          | Reporting                                      | Unit Name | :  | Kirkwood | 258        |   |          | •        |
|                                       | Measurement (Compile   | e monthly, file quarterly)                        |          | Date filed<br>(05/15/2017)<br>1st Quarter |          |          | Date filed<br>(08/15/2017<br><b>2nd Quarte</b> | /         | Date filed<br>(11/15/2017)<br><b>3rd Quarter</b> |          |            | Date filed<br>(02/15/2018)<br>4th Quarter |          |          |
|                                       |  |   | Jan      | Feb                                       | Mar      | Apr      | May  | Jun       | Jul  | Aug      | Sep        | Oct                                       | Nov      | Dec      |
|                                       |  | Total # of business days                          | -1       | 2   | 3        | 0        | 5  | 3         | 1  | 6        | 1          |   |          |          |
|                                       | tion Interval  | Total # of service orders                         | 1        | 2   | 3        | 0        | 4  | 3         | 1  | 3        | 1          |   |          |          |
| Min. sta                              | ndard = 5 bus. days  | Avg. # of business days                           | -1.0     | 1.0                                       | 1.0      | 0.0      | 1.3  | 1.0       | 1.0  | 2.0      | 1.0        |   |          |          |
|                                       |  | Total # of installation commitments               | 16       | 10  | 17       | 19       | 43   | 107       | 41   | 27       | 50         | -   |          |          |
| Installa                              | tion Commitment  | Total # of installation commitment met            | 16       | 10  | 17       | 19       | 43   | 107       | 41   | 27       | 50         |   |          |          |
|                                       | ndard = 95% commitment met                                       | Total # of installation commitment missed         | 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%   |   |          |          |
| Custom                                | ers  | Acct # for voice or bundle, res+bus               | 751      | 720                                       | 721      | 706      | 689  | 748       | 770  | 766      | 772        |   |          | <u> </u> |
|                                       | ner Trouble Report   |   | 701      | 720                                       | 121      | 100      | 000  | 140       | 110  | 100      | 112        |   |          |          |
|                                       | 6% (6 per 100 working lines for units<br>w/ 3,000 lines)         | Total # of working lines                          |          |   |          |          |  |           |  |          |            |   |          | <u> </u> |
|                                       |  | Total # of trouble reports                        |          |   |          | <u> </u> | <u> </u>                                       |           |  | <u> </u> | <u> </u>   |   | <u> </u> |          |
| ע א/                                  |  | % of trouble reports                              |          | 1   |          | 1        | 1  |           |  | 1        |            |   | l        |          |
| Standard                              |  | Total # of working lines                          |          |   |          | <u> </u> | <u> </u>                                       |           |  | <u> </u> | <u> </u>   |   | <u> </u> |          |
| 8 30                                  | 8% (8 per 100 working lines for units<br>w/ 1,001 - 2,999 lines) | Total # of trouble reports                        |          | 1   |          | 1        | 1  |           |  | 1        |            |   | l        |          |
|                                       |  | % of trouble reports                              |          | 1   |          | 1        | 1  |           |  | 1        |            |   | l        |          |
| UIN 10                                | 10% (10 per 100 working lines for units w/ 1,000 lines)          | Total # of working lines                          | 727      | 726                                       | 727      | 723      | 713  | 718       | 711  | 703      | 709        |   | <u> </u> |          |
|                                       |  | Total # of trouble reports                        | 33       | 27  | 12       | 5        | 1  | 13        | 15   | 24       | 13         |   | 1        |          |
| un                                    |  | % of trouble reports                              | 0.045    | 0.037                                     | 0.017    | 0.007    | 0.001  | 0.018     | 0.021  | 0.034    | 0.018      |   | <u> </u> |          |
| I                                     |  | Total # of outage report tickets                  | 4        | 4   | 1        | 1        | 1  | 2         | 9  | 1        | 2          |   | 1        |          |
|                                       |  | Total # of repair tickets restored in < 24hrs     | 1        | 2   | 0        | 1        | 1  | 2         | 0  | 0        | 0          |   | 1        |          |
| Adjuste                               |  | % of repair tickets restored 24 Hours             | 25.00%   | 50.00%                                    | 0.00%    | 100.00%  | 100.00%  | 100.00%   | 0.00%  | 0.00%    | 0.00%      |   | <u> </u> |          |
|                                       | Service Report   | Sum of the duration of all outages (hh:mm)        | 1023.18  | 569.78                                    | 190.05   | 22.23    | 0.57   | 6.37      | 1004.93  | 171.51   | 123.94     |   | 1        |          |
| Min. sta                              | ndard = 90% within 24 hrs  | Avg. outage duration (hh:mm)                      | 255.79   | 142.45                                    | 190.05   | 22.23    | 0.57   | 3.19      | 111.66   | 171.51   | 61.97      |   |          |          |
|                                       |  | Indicate if catastrophic event is in month        | No       | No  | No       | No       | No   | No        | No   | No       | No         |   | 1        |          |
|                                       |  | Total # of unadjusted outage report tickets       | 4        | 4   | 1        | 1        | 1  | 2         | 9  | 1        | 2          |   |          |          |
| Unadjus                               | sted   | Total # of all repair tickets restored in < 24hrs | 1        | 2   | 0        | 1        | 1  | 2         | 0  | 0        | 0          |   |          |          |
|                                       | Service Report   | % of all repair tickets restored < 24 Hours       | 25.00%   | 50.00%                                    | 0.00%    | 100.00%  | 100.00%  | 100.00%   | 0.00%  | 0.00%    | 0.00%      |   |          |          |
|                                       | ·····  | Sum of the duration of all outages (hh:mm)        | 1023.18  | 569.78                                    | 190.05   | 22.23    | 0.57   | 6.37      | 1004.93  | 171.51   | 123.94     |   |          |          |
|                                       |  | Avg. unadjusted outage duration (hh:mm)           | 255.79   | 142.45                                    | 190.05   | 22.23    | 0.57   | 3.19      | 111.66   | 171.51   | 61.97      |   |          |          |
| Refunds                               |  | Number of customers who received refunds          | 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       |   |          |          |
| A                                     | Time (Trauble Day ante, Dilling C                                |   |          |   |          |          |  |           |  |          |            |   |          |          |
|                                       | Time (Trouble Reports, Billing &                                 | Total # of calls for TR, Billing & Non-Billing    |          |   |          |          |  |           |  |          |            |   |          |          |
|                                       | ling) Min. standard = 80% of calls                               | Total # of call seconds to reach live agent       |          |   |          |          |  |           |  |          |            |   |          |          |
|                                       | nds to reach live agent (w/ a menu                               | % 60 seconds                                      |          |   |          |          |  |           |  |          |            |   |          |          |
| option to reach live agent)           |  |   |          |   |          |          |  |           |  |          | -          |   |          |          |

Primary Utility Contact Information

Name: Rick L. McCarley

Phone: (209) 296-1435

Email: rickm@volcanotel.com

| Company Name:<br>Reporting Unit Type: |   | The Volcano Telephone Co.                         |          |  |          |                      | U#:  | 1019     |  | Report Year: |          |  | 2017     |     |  |
|---------------------------------------|---|---|----------|--|----------|----------------------|--|----------|--|--------------|----------|--|----------|-----|--|
|                                       |   | Total Company 🗹 Exchange 🗌 Wire                   |          |  |          | Reporting Unit Name: |  |          | Pine Grove 296                                   |              |          |  |          |     |  |
|                                       | Measurement (Compile monthly, file guarterly)                                   |   |          | Date filed<br>(05/15/2017)<br><b>1st Quarter</b> |          |                      | Date filed<br>(08/15/2017<br><b>2nd Quarte</b> |          | Date filed<br>(11/15/2017)<br><b>3rd Quarter</b> |              |          | Date filed<br>(02/15/2018)<br><b>4th Quarter</b> |          |     |  |
|                                       |   |   | Jan      | Feb  | Mar      | Apr                  | May  | Jun      | Jul  | Aug          | Sep      | Oct  | Nov      | Dec |  |
|                                       | Hedden had a med  | Total # of business days                          | 19       | 26   | 18       | 11                   | 33   | 42       | 30   | 19           | 21       |  |          |     |  |
|                                       | allation Interval   | Total # of service orders                         | 19       | 18   | 20       | 11                   | 24   | 30       | 22   | 18           | 20       | -  |          |     |  |
| Min.                                  | standard = 5 bus. days  | Avg. # of business days                           | 1.0      | 1.4  | 0.9      | 1.0                  | 1.4  | 1.4      | 1.4  | 1.1          | 1.1      | -  |          |     |  |
|                                       |   | Total # of installation commitments               | 130      | 123  | 127      | 98                   | 134  | 136      | 144  | 129          | 141      |  |          |     |  |
| Insta                                 | allation Commitment   | Total # of installation commitment met            | 130      | 123  | 127      | 98                   | 134  | 136      | 144  | 129          | 141      |  |          |     |  |
|                                       | standard = 95% commitment met   | Total # of installation commitment missed         | 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% |  |          |     |  |
| Cust                                  | tomers  | Acct # for voice or bundle, res+bus               | 3369     | 3361   | 3367     | <u>3377</u>          | 3366   | 3368     | 3365   | 3351         | 3345     |  |          |     |  |
|                                       | tomer Trouble Report  |   | 0000     | 0001   | 0001     | 0011                 | 0000   | 0000     | 0000   | 0001         | 0010     |  | <u> </u> |     |  |
| ouo                                   | 1   | Total # of working lines                          | 3637     | 3628   | 3634     | 3642                 | 3630   | 3632     | 3627   | 3615         | 3609     |  | <u> </u> |     |  |
|                                       | 6% (6 per 100 working lines for units<br>w/ 3,000 lines)                        | Total # of trouble reports                        | 114      | 76   | 84       | 5                    | 3  | 9        | 8  | 9            | 7        |  | <u> </u> |     |  |
| rd                                    |   | % of trouble reports                              | 0.031    | 0.021  | 0.023    | 0.001                | 0.001  | 0.002    | 0.002  | 0.002        | 0.002    |  |          |     |  |
| Standard                              | 8% (8 per 100 working lines for units<br>w/ 1,001 - 2,999 lines)                | Total # of working lines                          | 0.001    | 0.021  | 0.020    | 0.001                | 0.001  | 0.002    | 01002  | 01002        | 0.002    |  | <u> </u> |     |  |
| tan                                   |   | Total # of trouble reports                        |          |  |          |                      |  |          |  |              |          |  |          |     |  |
|                                       |   | % of trouble reports                              |          |  |          |                      |  |          |  |              |          |  |          |     |  |
| Min.                                  | 10% (10 per 100 working lines for   | Total # of working lines                          |          |  |          |                      |  |          |  |              |          |  |          |     |  |
| 2                                     |   | Total # of trouble reports                        |          |  |          |                      |  |          |  |              |          |  |          |     |  |
|                                       | units w/ 1,000 lines)   | % of trouble reports                              |          |  |          |                      |  |          |  |              |          |  |          |     |  |
|                                       |   | Total # of outage report tickets                  | 27       | 21   | 7        | 17                   | 7  | 6        | 3  | 4            | 6        |  |          |     |  |
|                                       |   | Total # of repair tickets restored in < 24hrs     | 21       | 15   | 6        | 12                   | 5  | 4        | 2  | 4            | 5        |  |          |     |  |
| -                                     | sted  | % of repair tickets restored 24 Hours             | 77.78%   | 71.43%   | 85.71%   | 70.59%               | 71.43%   | 66.67%   | 66.67%   | 100.00%      | 83.33%   |  |          |     |  |
|                                       | of Service Report   | Sum of the duration of all outages (hh:mm)        | 444.80   | 311.76   | 119.29   | 297.67               | 118.90   | 104.67   | 79.89  | 42.78        | 150.21   |  |          |     |  |
| Min.                                  | standard = 90% within 24 hrs  | Avg. outage duration (hh:mm)                      | 16.47    | 14.85  | 17.04    | 17.51                | 19.82  | 17.45    | 26.63  | 10.70        | 25.04    |  |          |     |  |
|                                       |   | Indicate if catastrophic event is in month        | No       | No   | No       | No                   | No   | No       | No   | No           | No       |  |          |     |  |
|                                       |   | Total # of unadjusted outage report tickets       | 27       | 21   | 7        | 17                   | 7  | 6        | 3  | 4            | 6        |  |          |     |  |
| Una                                   | djusted   | Total # of all repair tickets restored in < 24hrs |          | 15   | 6        | 12                   | 5  | 4        | 2  | 4            | 5        | -  |          |     |  |
| Out                                   | of Service Report   | % of all repair tickets restored < 24 Hours       | 77.78%   | 71.43%   | 85.71%   | 70.59%               | 71.43%   | 66.67%   | 66.67%   | 100.00%      | 83.33%   |  |          |     |  |
|                                       |   | Sum of the duration of all outages (hh:mm)        | 444.80   | 311.76   | 119.29   | 297.67               | 118.90   | 104.67   | 79.89  | 42.78        | 150.21   |  |          |     |  |
|                                       |   | Avg. unadjusted outage duration (hh:mm)           | 16.47    | 14.85  | 17.04    | 17.51                | 19.82  | 17.45    | 26.63  | 10.70        | 25.04    |  |          |     |  |
| Refunds                               |   | Number of customers who received refunds          | 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     |  |          |     |  |
| A                                     | war Time (Trauble Banarta, Billing, 9   |   |          |  |          |                      |  |          |  |              |          |  |          |     |  |
|                                       | wer Time (Trouble Reports, Billing &  | Total # of calls for TR, Billing & Non-Billing    |          |  |          |                      |  |          |  |              |          |  |          |     |  |
|                                       | -Billing) Min. standard = 80% of calls<br>econds to reach live agent (w/ a menu | Total # of call seconds to reach live agent       |          |  |          |                      |  |          |  |              |          |  |          |     |  |
|                                       |   | % 60 seconds                                      |          |  |          |                      |  |          |  |              |          |  |          |     |  |
| optio                                 | on to reach live agent)   |   |          |  |          |                      |  |          |  |              |          |  |          |     |  |

Primary Utility Contact Information

Name: Rick L. McCarley

Phone: (209) 296-1435

Email: rickm@volcanotel.com

| Company Name:<br>Reporting Unit Type:         |  | The Volcano Telephone Co.                         |          |   |          |           | U#:                      | 1019     |  |          | Report Year: |  | 2017 |     |
|---|--|---|----------|---|----------|-----------|--------------------------|----------|--|----------|--------------|--|------|-----|
|   |  | Total Company 🗹 Exchange 🗌 Wire                   |          |   |          | Reporting | Unit Name:               | :        | Pioneer 29                                       | 95       |              |  |      |     |
| Measurement (Compile monthly, file quarterly) |  | monthly, file quarterly)                          |          | Date filed<br>(05/15/2017)<br>1st Quarter |          |           | Date filed<br>08/15/2017 |          | Date filed<br>(11/15/2017)<br><b>3rd Quarter</b> |          |              | Date filed<br>(02/15/2018)<br><b>4th Quarter</b> |      |     |
|   |  |   | Jan      | Feb                                       | Mar      | Apr       | May                      | Jun      | Jul  | Aug      | Sep          | Oct  | Nov  | Dec |
|   |  | Total # of business days                          | 23       | 18  | 25       | 21        | 28                       | 28       | 17   | 26       | 12           |  |      |     |
|   | allation Interval  | Total # of service orders                         | 17       | 12  | 21       | 18        | 24                       | 25       | 18   | 22       | 19           |  |      |     |
| Min.  | standard = 5 bus. days   | Avg. # of business days                           | 1.4      | 1.5                                       | 1.2      | 1.2       | 1.2                      | 1.1      | 0.9  | 1.2      | 0.6          |  |      |     |
|   |  | Total # of installation commitments               | 151      | 139                                       | 160      | 144       | 174                      | 162      | 166  | 150      | 139          |  |      |     |
| Inst  | allation Commitment  | Total # of installation commitment met            | 151      | 139                                       | 160      | 144       | 174                      | 162      | 166  | 150      | 139          |  |      |     |
|   | standard = 95% commitment met                                    | Total # of installation commitment missed         | 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%     |  |      |     |
| Cus   | tomers   | Acct # for voice or bundle, res+bus               | 3476     | 3469                                      | 3474     | 3467      | 3483                     | 3493     | 3494   | 3498     | 3502         |  |      |     |
|   | tomer Trouble Report   |   | 0.110    | 0.00                                      | 0111     | 0.01      | 0100                     | 0.00     | 0101   | 0100     | 0002         |  |      |     |
|   | •  | Total # of working lines                          | 3555     | 3548                                      | 3549     | 3537      | 3537                     | 3530     | 3526   | 3528     | 3533         |  |      |     |
|   | 6% (6 per 100 working lines for units                            | Total # of trouble reports                        | 142      | 75  | 65       | 0         | 7                        | 11       | 7  | 11       | 8            |  |      |     |
| rd  | w/ 3,000 lines)  | % of trouble reports                              | 0.040    | 0.021                                     | 0.018    | 0.000     | 0.002                    | 0.003    | 0.002  | 0.003    | 0.002        |  |      |     |
| Standard                                      | 8% (8 per 100 working lines for units<br>w/ 1,001 - 2,999 lines) | Total # of working lines                          | 0.010    | 0.02.                                     | 01010    | 0.000     | 0.002                    | 0.000    | 01002  | 0.000    | 0.002        |  |      |     |
| tan   |  | Total # of trouble reports                        |          |   |          |           |                          |          |  |          |              |  |      |     |
| Ś.  |  | % of trouble reports                              |          |   |          |           |                          |          |  |          |              |  |      |     |
| Min.  | 10% (10 per 100 working lines for                                | Total # of working lines                          |          |   |          |           |                          |          |  |          |              |  |      |     |
| 2   |  | Total # of trouble reports                        |          |   |          |           |                          |          |  |          |              |  |      |     |
|   | units w/ 1,000 lines)  | % of trouble reports                              |          |   |          |           |                          |          |  |          |              |  |      |     |
|   |  | Total # of outage report tickets                  | 28       | 11  | 7        | 6         | 8                        | 10       | 3  | 8        | 9            |  |      |     |
|   |  | Total # of repair tickets restored in < 24hrs     | 25       | 10  | 4        | 4         | 6                        | 8        | 3  | 6        | 8            |  |      |     |
|   | isted  | % of repair tickets restored 24 Hours             | 89.29%   | 90.91%                                    | 57.14%   | 66.67%    | 75.00%                   | 80.00%   | 100.00%  | 75.00%   | 88.89%       |  |      |     |
|   | of Service Report  | Sum of the duration of all outages (hh:mm)        | 356.71   | 135.76                                    | 268.17   | 75.32     | 153.09                   | 151.82   | 14.71  | 173.00   | 134.96       |  |      |     |
| Min.  | standard = 90% within 24 hrs                                     | Avg. outage duration (hh:mm)                      | 12.74    | 12.34                                     | 38.31    | 12.55     | 19.14                    | 15.18    | 4.90   | 21.62    | 15.00        |  |      |     |
|   |  | Indicate if catastrophic event is in month        | No       | No  | No       | No        | No                       | No       | No   | No       | No           |  |      |     |
|   |  | Total # of unadjusted outage report tickets       | 28       | 11  | 7        | 6         | 8                        | 10       | 3  | 8        | 9            |  |      |     |
| Una   | djusted  | Total # of all repair tickets restored in < 24hrs | 25       | 10  | 4        | 4         | 6                        | 7        | 3  | 6        | 8            |  |      |     |
| Out   | of Service Report  | % of all repair tickets restored < 24 Hours       | 89.29%   | 90.91%                                    | 57.14%   | 66.67%    | 75.00%                   | 70.00%   | 100.00%  | 75.00%   | 88.89%       |  |      |     |
|   | •  | Sum of the duration of all outages (hh:mm)        | 356.71   | 135.76                                    | 268.17   | 75.32     | 153.09                   | 151.82   | 14.71  | 173.00   | 134.96       |  |      |     |
|   |  | Avg. unadjusted outage duration (hh:mm)           | 12.74    | 12.34                                     | 38.31    | 12.55     | 19.14                    | 15.18    | 4.90   | 21.62    | 15.00        |  |      |     |
| Refunds                                       |  | Number of customers who received refunds          | 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         |  |      |     |
| Ana   | wer Time (Trouble Reports, Billing &                             | -   |          |   |          |           |                          |          |  |          |              |  |      |     |
|   | -Billing) Min. standard = 80% of calls                           | Total # of calls for TR, Billing & Non-Billing    |          |   |          |           |                          |          |  |          |              |  |      |     |
|   | econds to reach live agent (w/ a menu                            | Total # of call seconds to reach live agent       |          |   |          |           |                          |          |  |          |              |  |      |     |
|   |  | % 60 seconds                                      |          |   |          |           |                          |          |  |          |              |  |      |     |
| option to reach live agent)                   |  |   |          |   |          |           |                          |          |  |          |              |  |      |     |

Primary Utility Contact Information

Name: Rick L. McCarley

Phone: (209) 296-1435

Email: rickm@volcanotel.com

| Company Name:<br>Reporting Unit Type: |  | The Volcano Telephone Co.                         |          |   |          |   | U#:       | 1019     |  |          | Report Yea | r: <u>2017</u>                                   |          |     |
|---------------------------------------|--|---|----------|---|----------|---|-----------|----------|--|----------|------------|--|----------|-----|
|                                       |  | Total Company 🗹 Exchange 🗌 Wire                   |          |   |          | Reporting                                 | Unit Name | :        | West Poin  | t 293    |            |  |          |     |
|                                       | Measurement (Compile   | monthly, file quarterly)                          |          | Date filed<br>(05/15/2017)<br>1st Quarter |          | Date filed<br>(08/15/2017)<br>2nd Quarter |           |          | Date filed<br>(11/15/2017)<br><b>3rd Quarter</b> |          |            | Date filed<br>(02/15/2018)<br><b>4th Quarter</b> |          |     |
|                                       |  |   | Jan      | Feb                                       | Mar      | Apr                                       | May       | Jun      | Jul  | Aug      | Sep        | Oct  | Nov      | Dec |
|                                       | Hada a lateraal  | Total # of business days                          | 10       | 33  | 11       | 13  | 7         | 21       | 13   | 17       | 5          |  |          | i   |
|                                       | allation Interval  | Total # of service orders                         | 10       | 7   | 11       | 12  | 7         | 21       | 8  | 16       | 5          |  |          | i   |
| Min.                                  | standard = 5 bus. days   | Avg. # of business days                           | 1.0      | 4.7                                       | 1.0      | 1.1                                       | 1.0       | 1.0      | 1.6  | 1.1      | 1.0        |  |          | i   |
|                                       |  | Total # of installation commitments               | 108      | 78  | 105      | 77  | 103       | 107      | 84   | 120      | 100        |  |          | i   |
| Insta                                 | allation Commitment  | Total # of installation commitment met            | 108      | 78  | 105      | 77  | 103       | 107      | 84   | 120      | 100        |  |          |     |
| Min.                                  | standard = 95% commitment met                                    | Total # of installation commitment missed         | 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%   |  | <u> </u> |     |
| Cust                                  | tomers   | Acct # for voice or bundle, res+bus               | 1684     | 1677                                      | 1683     | 1676                                      | 1671      | 1659     | 1680   | 1672     | 1669       |  |          | (   |
|                                       | tomer Trouble Report   |   |          |   |          |   |           |          |  | 1012     |            |  |          |     |
|                                       | •  | Total # of working lines                          |          |   |          |   |           |          |  |          | <u> </u>   |  |          | (   |
|                                       | 6% (6 per 100 working lines for units                            | Total # of trouble reports                        |          |   |          |   |           |          |  |          |            |  |          |     |
| rd                                    | w/ 3,000 lines)  | % of trouble reports                              |          |   |          |   |           |          |  |          |            |  |          |     |
| Standard                              | 8% (8 per 100 working lines for units<br>w/ 1,001 - 2,999 lines) | Total # of working lines                          | 1707     | 1703                                      | 1705     | 1699                                      | 1695      | 1683     | 1703   | 1693     | 1691       |  |          |     |
| tan                                   |  | Total # of trouble reports                        | 45       | 46  | 34       | 2   | 4         | 6        | 2  | 4        | 3          |  |          |     |
|                                       |  | % of trouble reports                              | 0.026    | 0.027                                     | 0.020    | 0.001                                     | 0.002     | 0.004    | 0.001  | 0.002    | 0.002      |  |          | (   |
| Min.                                  | 10% (10 per 100 working lines for                                | Total # of working lines                          |          |   |          |   |           |          |  |          |            |  |          | (   |
| 2                                     |  | Total # of trouble reports                        |          |   |          |   |           |          |  |          |            |  |          |     |
|                                       | units w/ 1,000 lines)  | % of trouble reports                              |          |   |          |   |           |          |  |          |            |  |          |     |
|                                       |  | Total # of outage report tickets                  | 11       | 9   | 6        | 9   | 4         | 8        | 1  | 5        | 2          |  |          |     |
| A                                     |  | Total # of repair tickets restored in < 24hrs     | 9        | 5   | 4        | 5   | 4         | 7        | 0  | 2        | 1          |  |          | i   |
|                                       | isted  | % of repair tickets restored 24 Hours             | 81.82%   | 55.56%                                    | 66.67%   | 55.56%                                    | 100.00%   | 87.50%   | 0.00%  | 40.00%   | 50.00%     |  |          | i   |
|                                       | of Service Report  | Sum of the duration of all outages (hh:mm)        | 170.90   | 213.49                                    | 212.53   | 218.85                                    | 70.25     | 114.05   | 42.11  | 264.34   | 94.68      |  |          |     |
| win.                                  | standard = 90% within 24 hrs                                     | Avg. outage duration (hh:mm)                      | 15.54    | 23.72                                     | 35.42    | 24.32                                     | 17.56     | 14.26    | 42.11  | 52.87    | 47.34      |  |          |     |
|                                       |  | Indicate if catastrophic event is in month        | No       | No  | No       | No  | No        | No       | No   | No       | No         |  |          |     |
|                                       |  | Total # of unadjusted outage report tickets       | 11       | 9   | 6        | 9   | 4         | 8        | 1  | 5        | 2          |  |          |     |
| Una                                   | djusted  | Total # of all repair tickets restored in ≤ 24hrs | 9        | 5   | 4        | 5   | 4         | 7        | 0  | 2        | 1          |  |          | 1   |
| Out                                   | of Service Report  | % of all repair tickets restored < 24 Hours       | 81.82%   | 55.56%                                    | 66.67%   | 55.56%                                    | 100.00%   | 87.50%   | 0.00%  | 40.00%   | 50.00%     |  |          | 1   |
|                                       |  | Sum of the duration of all outages (hh:mm)        | 170.90   | 213.49                                    | 212.53   | 218.85                                    | 70.25     | 114.05   | 42.11  | 264.34   | 94.68      |  |          |     |
|                                       |  | Avg. unadjusted outage duration (hh:mm)           | 15.54    | 23.72                                     | 35.42    | 24.32                                     | 17.56     | 14.26    | 42.11  | 52.87    | 47.34      |  |          |     |
| Rofi                                  | inde   | Number of customers who received refunds          | 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       |  |          |     |
| Δne                                   | wer Time (Trouble Reports, Billing &                             |   |          |   |          |   |           |          | •  |          |            |  |          |     |
|                                       | -Billing) Min. standard = 80% of calls                           | Total # of calls for TR, Billing & Non-Billing    |          |   |          |   |           |          |  |          |            |  |          |     |
|                                       | econds to reach live agent (w/ a menu                            | Total # of call seconds to reach live agent       |          |   |          |   |           |          |  |          |            |  |          |     |
|                                       | on to reach live agent)  | % 60 seconds                                      |          |   |          |   |           |          |  |          |            |  |          |     |
| option to reach live agent)           |  |   |          |   |          |   |           |          |  |          |            |  |          |     |

Primary Utility Contact Information

Name: Rick L. McCarley

Phone: (209) 296-1435

Email: rickm@volcanotel.com