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Date Charl

Company Name:	The Volcano Telephone Co.	U#: 1019	Report Year: 2017
Reporting Unit Type:	✓ Total Company	Reporting Unit Name:	Total Company

				Date filed			Date filed			Date filed		Date filed		
	Measurement (Compile monthly, file quarterly)		(	(05/15/2017	)	(08/15/2017)				(11/15/2017	·)	(02/15/2018)		
	measurement (Complie	monuny, me quarterry)		1st Quarter	r	2nd Quarter				3rd Quarte	r	4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	allation Interval	Total # of business days	51	79	57									
	standard = 5 bus. days	Total # of service orders	47	39	55									
IVIIII.	standard = 5 bus. days	Avg. # of business days	1.1	2.0	1.0									
		Total # of installation commitments	405	350	409									
Insta	allation Commitment	Total # of installation commitment met	405	350	409									
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	100.000%	100.000%									
Cust		Acct # for voice or bundle, res+bus	9280	9227	9245									
	tomer Trouble Report													
	•	Total # of working lines	9626	9605	9615									
	6% (6 per 100 working lines for units	Total # of trouble reports	334	224	195									
Standard	w/ ≥ 3,000 lines)	% of trouble reports	0.035	0.023	0.020									
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tai		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	70	45	21									
	Adjusted	Total # of repair tickets restored in < 24hrs	56	32	14									
	Out of Service Report	% of repair tickets restored ≤ 24 Hours	0.800	0.711	0.667									
	Min. standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04									
	win. standard = $90\%$ within 24 hrs	Avg. outage duration (hh:mm)	28.51	27.35	37.62									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	70.00	45.00	21.00									
Una	djusted	Total # of all repair tickets restored in < 24hrs	56.00	32.00	14.00									
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.80	0.71	0.67									
		Sum of the duration of all outages (hh:mm)	1995.59	1230.79	790.04									
		Avg. unadjusted outage duration (hh:mm)	300.54	193.36	280.82									
Pofe	Inde	Number of customers who received refunds	0	0	0									
Refunds		Monthly amount of refunds	0.00	0.00	0.00									
Ans	wer Time (Trouble Reports, Billing &													
	-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing	2422	2321	2305									
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	145320	139260	138300									
	on to reach live agent)	% ≤ 60 seconds	86%	84%	86%									
opilo	in to reach live agent/													

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)

Signature:

John Lundgren, VP

Company Name: Reporting Unit Type:		The Volcano Telephone Co.		-			U#:	1019	Report Y			'ear: 2017		-	
		Total Company 🗸 Exchange 🗌 Wire	Center				Reporting	Unit Name:		Kirkwood 258				-	
	Magguramont (Compile	monthly file quarterly)	Date filed (05/15/2017)				Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
	measurement (Compile	e monthly, file quarterly)	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Insta	allation Interval	Total # of business days	-1	2	3			ļ					L		
	standard = 5 bus. days	Total # of service orders	1	2	3										
		Avg. # of business days	-1.0	1.0	1.0								L		
		Total # of installation commitments	16	10	17								L		
	allation Commitment	Total # of installation commitment met	16	10	17										
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0										
		% of commitment met	100.000%		100.000%										
	omers	Acct # for voice or bundle, res+bus	751	720	721										
Cust	omer Trouble Report														
-	6% (6 per 100 working lines for units w/ $\ge$ 3,000 lines)	Total # of working lines													
		Total # of trouble reports													
Standard		% of trouble reports													
pu	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
Sta		Total # of trouble reports													
- -		% of trouble reports													
Min.	10% (10 per 100 working lines for	Total # of working lines	727	726	727										
	units w/ $\leq$ 1,000 lines)	Total # of trouble reports	33	27	12										
		% of trouble reports	0.045	0.037	0.017										
		Total # of outage report tickets	4	4	1										
	Adjusted	Total # of repair tickets restored in < 24hrs	1	2	0										
	Out of Service Report	% of repair tickets restored ≤ 24 Hours	0.250	0.500	0.000										
	Min. standard = $90\%$ within 24 hrs	Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05										
	1011111111111111111111111111111111111	Avg. outage duration (hh:mm)	255.79	142.45	190.05										
		Indicate if catastrophic event is in month	No	No	No										
		Total # of unadjusted outage report tickets	4	4	1										
Unad	djusted	Total # of all repair tickets restored in < 24hrs	1	2	0										
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.250	0.500	0.000										
		Sum of the duration of all outages (hh:mm)	1023.18	569.78	190.05										
		Avg. unadjusted outage duration (hh:mm)	255.79	142.45	190.05										
Rofu	inde	Number of customers who received refunds	0	0	0										
Refunds Monthly amount of refunds		0.00	0.00	0.00											
Δnev	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

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Company Name:		The Volcano Telephone Co.				U#:	1019	-		Report Ye	ar:	2017		
Re	porting Unit Type:	☐ Total Company				Reporting	Unit Name	:	Pine Grove	e 296				
	Measurement (Compile	e monthly, file quarterly)	Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
				1st Quarte Feb	r Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte	r Sep	Oct	4th Quarter	r Dec
Inote	lation Interval	Total # of business days	<b>Jan</b> 19	26	18									
	allation Interval	Total # of service orders	19	18	20									
iviin.	standard = 5 bus. days	Avg. # of business days	1.0	1.4	0.9									
		Total # of installation commitments	130	123	127									
Insta	allation Commitment	Total # of installation commitment met	130	123	127									
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	100.000%	100.000%									
Cust	tomers	Acct # for voice or bundle, res+bus	3369	3361	3367									
	tomer Trouble Report													
	· · · · · · · · · · · · · · · · · · ·	Total # of working lines	3637	3628	3634									
	6% (6 per 100 working lines for units	Total # of trouble reports	114	76	84									
ard	w/ ≥ 3,000 lines)	% of trouble reports	0.031	0.021	0.023									
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tar		Total # of trouble reports												
		% 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									
	Adjusted	Total # of repair tickets restored in < 24hrs	21	15	6									
	Out of Service Report	% of repair tickets restored ≤ 24 Hours	0.778	0.714	0.857									
	Min. standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29									
	with standard = $90\%$ within 24 ms	Avg. outage duration (hh:mm)	16.47	14.85	17.04									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	27	21	7									
Una	djusted	Total # of all repair tickets restored in < 24hrs		15	6									
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.778	0.714	0.857									
		Sum of the duration of all outages (hh:mm)	444.80	311.76	119.29									
		Avg. unadjusted outage duration (hh:mm)	16.47	14.85	17.04									
Refu	inds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
Ansv	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 agenty														

Primary Utility Contact Information

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Company Name: The Volcano Telephone Co.   Reporting Unit Type: Total Company Exchange Wire			-			U#:	1019			Report Ye	ar:	2017			
		Total Company 🖌 Exchange 🗌 Wire	Total Company 🔽 Exchange 🗌 Wire Center							Pioneer 295				-	
	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
				1st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarte Nov	er Dec	
Inote	llation Interval	Total # of business days	Jan 23	18	25										
		Total # of service orders	17	12	21										
win.	standard = 5 bus. days	Avg. # of business days	1.4	1.5	1.2										
		Total # of installation commitments	151	139	160										
Insta	Illation Commitment	Total # of installation commitment met	151	139	160										
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0										
		% of commitment met	100.000%	100.000%	100.000%								1		
Cust	omers	Acct # for voice or bundle, res+bus	3476	3469	3474										
	omer Trouble Report														
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3555	3548	3549										
		Total # of trouble reports	142	75	65										
Standard		% of trouble reports	0.040	0.021	0.018										
βρι	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
taı		Total # of trouble reports													
		% 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	28	11	7										
	Adjusted	Total # of repair tickets restored in < 24hrs	25	10	4										
	Adjusted Out of Service Report	% of repair tickets restored ≤ 24 Hours	0.893	0.909	0.571										
	Min. standard = $90\%$ within 24 hrs	Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17										
	with standard = $90\%$ within 24 ms	Avg. outage duration (hh:mm)	12.74	12.34	38.31										
		Indicate if catastrophic event is in month	No	No	No										
		Total # of unadjusted outage report tickets	28	11	7										
Unad	ljusted	Total # of all repair tickets restored in < 24hrs		10	4										
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.893	0.909	0.571										
		Sum of the duration of all outages (hh:mm)	356.71	135.76	268.17										
		Avg. unadjusted outage duration (hh:mm)	12.74	12.34	38.31										
Refu	nds	Number of customers who received refunds	0	0	0										
u		Monthly amount of refunds	0.00	0.00	0.00										
Ansy	ver Time (Trouble Reports, Billing &														
	<b>Billing)</b> Min. standard = $80\%$ of calls $\leq$	Total # of calls for TR, Billing & Non-Billing													
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent													
	n to reach live agent)	% ≤ 60 seconds													
Spilo				imony    tility											

Primary Utility Contact Information

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Company Name:		The Volcano Telephone Co.		-			U#:	J#: <u>1019</u>			Report Yea	ır:	2017	-
Re	porting Unit Type:	Total Company 🗸 Exchange 🗌 Wire	Center				Reporting Unit Name:			West Point 293				-
	Measurement (Compile	e monthly, file quarterly)	Date filed (05/15/2017) 1st Quarter			Date filed (08/15/2017) <b>2nd Quarter</b>			Date filed (11/15/2017) <b>3rd Quarter</b>			Date filed (02/15/2018) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inche		Total # of business days	10	33	11									
	allation Interval	Total # of service orders	10	7	11									
Min. standard = 5 bus. days		Avg. # of business days	1.0	4.7	1.0									
		Total # of installation commitments	108	78	105									
Insta	allation Commitment	Total # of installation commitment met	108	78	105									
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	100.000%	100.000%									
Cust	tomers	Acct # for voice or bundle, res+bus	1684	1677	1683									
Cust	tomer Trouble Report													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
Standard		Total # of trouble reports												
	w/ ≥ 3,000 mies)	% of trouble reports												
pu	8% (8 per 100 working lines for units	Total # of working lines	1707	1703	1705									
itaı	w/ 1,001 - 2,999 lines)	Total # of trouble reports	45	46	34									
s.	w/ 1,001 - 2,999 lilles <i>)</i>	% of trouble reports	0.026	0.027	0.020									
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	11	9	6									
	Adjusted	Total # of repair tickets restored in < 24hrs	9	5	4									
	Out of Service Report	% of repair tickets restored ≤ 24 Hours	0.818	0.556	0.667									
	Min. standard = $90\%$ within 24 hrs	Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53									
	1011111111111111111111111111111111111	Avg. outage duration (hh:mm)	15.54	23.72	35.42									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	11	9	6									
Una	djusted	Total # of all repair tickets restored in < 24hrs	9	5	4									
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.818	0.556	0.667									
		Sum of the duration of all outages (hh:mm)	170.90	213.49	212.53									
		Avg. unadjusted outage duration (hh:mm)	15.54	23.72	35.42									
Rofu	Inds	Number of customers who received refunds	0	0	0									
Neru		Monthly amount of refunds	0.00	0.00	0.00									
Ansi	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												
option to reach live agent)		% ≤ 60 seconds												

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