Company Name:	The Volcano Telephone Co.	U#: <u>1019</u>	Report Year:	2018
Reporting Unit Type:	✓ Total Company	Reporting Unit Name:	Total Company	

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				REVISED										
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile		(05/15/2018	,		(08/15/2018	,		(11/15/2018	,		(02/15/2019	,	
1	mododiomont (Oomphe	monany, mo quarterly,		1st Quarte			2nd Quarte			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	Ilation Interval	Total # of business days	44	43	46	65	54	71						
	standard = 5 bus. days	Total # of service orders	38	41	41	46	51	63						
	otandara – o bao. dayo	Avg. # of business days	1.2	1.0	1.1	1.4	1.1	1.1						
		Total # of installation commitments	400	351	364	345	483	424						
Insta	Illation Commitment	Total # of installation commitment met	400	351	364	345	483	424						
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	9218	9203	9189	9179	9153	9154						
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	9539	9538	9524	9500	9457	9463						
l _	676 (6 per 100 working lines for utilits w/ ≥ 3,000 lines)	Total # of trouble reports	113	63	162	107	122	124						
ard	W/ 2 3,000 lines)	% of trouble reports	0.012	0.007	0.017	0.011	0.013	0.013						
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tal		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
-	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	11	9	15	6	16	14						
Adju	stad	Total # of repair tickets restored in ≤ 24hrs	6	8	14	6	14	13						
	of Service Report	% of repair tickets restored ≤ 24 Hours	0.545	0.889	0.933	1.000	0.875	0.929						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	217.82	341.09	290.91	37.89	181.37	196.43						
IVIII I.	Stanualu = 90% Within 24 MS	Avg. outage duration (hh:mm)	19.80	37.90	19.39	6.32	11.34	14.03						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	11	9	15	6	16	14						
	ljusted	Total # of all repair tickets restored in ≤ 24hrs		8	14	6	14	13						
Out o	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.55	0.89	0.93	1.00	0.88	0.93						
		Sum of the duration of all outages (hh:mm)	217.82	341.09	290.91	37.89	181.37	196.43						
		Avg. unadjusted outage duration (hh:mm)	63.67	113.69	97.81	12.34	22.81	39.97						
Refu	nde	Number of customers who received refunds	0	0	0	0	0	0						
Neru	ing .	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Ansv	ver 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	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com
Date Adopted: 7/28/09		

Date Revised: 12/08/09 (Corrects typographical errors)

Signature:	
•	John Lundgren, VP

Company Name:	The '	Volcano Teleph	one Co.	U#: 1019	Report Year:	2018
Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center	Reporting Unit Name	Kirkwood 258	

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				Date filed			Date filed	,		Date filed	,	Date filed			
	Measurement (Compile		(05/15/2018	,		(08/15/2018	,		(11/15/2018	/		(02/15/2019	,		
	,	<i>y,</i>		1st Quarte			2nd Quarte			3rd Quarter			4th Quarte		
		Track was to a second as	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Insta	Illation Interval	Total # of business days	2	1	0	3	6	2							
Min.	standard = 5 bus. days	Total # of service orders	2	1	0	1	5	2							
		Avg. # of business days	1.0	1.0	0.0	3.0	1.2	1.0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
		Total # of installation commitments	20	7	9	25	77	58							
	Illation Commitment	Total # of installation commitment met	20	7	9	25	77	58							
Min.	standard = 95% commitment met	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Cust	omers	Acct # for voice or bundle, res+bus	732	737	729	727	699	703							
Cust	omer Trouble Report														
	60/ /6 per 100 working lines for units	Total # of working lines													
	6% (6 per 100 working lines for units	Total # of trouble reports													
ard	w/ ≥ 3,000 lines)	% of trouble reports													
þ	00/ /0 400 1 1 1 1	Total # of working lines													
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
		% of trouble reports													
Min.	400/ /40 may 400 working lines for	Total # of working lines	729	726	726	711	695	699							
_	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	9	12	11	6	5	5							
		% of trouble reports	0.012	0.017	0.015	0.008	0.007	0.007	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
		Total # of outage report tickets	4	3	2	0	0	0							
A -1:	ata d	Total # of repair tickets restored in ≤ 24hrs	3	2	1	0	0	0							
Adju		% of repair tickets restored ≤ 24 Hours	0.750	0.667	0.500	0.000	0.000	0.000	#DIV/0!	#DIV/0!	#DIV/0!	0.000	#DIV/0!	#DIV/0!	
	of Service Report	Sum of the duration of all outages (hh:mm)	75.99	308.29	112.03	0.00	0.00	0.00							
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	19.00	102.76	56.02	0.00	0.00	0.00							
		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	3	2	0	0	0							
Unac	djusted	Total # of all repair tickets restored in < 24hrs	3	2	1	0	0	0							
	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.750	0.667	0.500	0.000	0.000	0.000	#DIV/0!	#DIV/0!	#DIV/0!	0.000	#DIV/0!	#DIV/0!	
	•	Sum of the duration of all outages (hh:mm)	75.99	308.29	112.03	0.00	0.00	0.00							
		Avg. unadjusted outage duration (hh:mm)	19.00	102.76	56.02	0.00	0.00	0.00							
<u> </u>		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
Refu	inds	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	
Amer	ver Time /Travella Danasta Dilling C														
	wer 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: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:	The \	Volcano Teleph	one Co.	U#:	1019	Report Year:	2018
Reporting Unit Type:	Total Company	Exchange	☐ Wire Center	Reporting	Unit Name:	Pine Grove 296	

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				Deta filed			Data file i			Data file I			Data file I	
	Measurement (Compile monthly, file quarterly)			Date filed	`		Date filed	`		Date filed	\		Date filed	
	Measurement (Compile		(05/15/2018	/		(08/15/2018	,		(11/15/2018	,	(02/15/2019) 4th Quarter			
	` •	•	Jan	1st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte	Sep	Oct	4th Quarte Nov	Dec
		Total # of business days	11	9	12	27	21	18	Jui	Aug	Sep	OCI	NOV	Dec
Insta	Illation Interval	Total # of business days Total # of service orders	12	11	12	18	21	17						
Min.	standard = 5 bus. days	Avg. # of business days	0.9	0.8	1.0	1.5	1.0	1.1	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	141	131	116	111	165	1.1	#DIV/U!	#DIV/U!	#DIV/0!	#DIV/0!	#DIV/U!	#DIV/0!
lo oto	Illation Commitment													
		Total # of installation commitment met	141	131	116	111	165	128	-	_				
iviin.	standard = 95% commitment met	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	omers	Acct # for voice or bundle, res+bus	3362	3353	3348	3346	3341	3329						
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3609	3608	3604	3597	3580	3566						
_	w/ ≥ 3,000 lines)	Total # of trouble reports	51	23	76	41	48	47						
arc	w/ 2 3,000 lines)	% of trouble reports	0.014	0.006	0.021	0.011	0.013	0.013	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
nd	8% (8 per 100 working lines for units	Total # of working lines												
Standard	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	w/ 1,001 - 2,999 iiiles)	% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
_	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	5	3	6	1	6	9						
۸ ما :	atad	Total # of repair tickets restored in ≤ 24hrs	2	3	6	1	6	8						
Adju		% of repair tickets restored ≤ 24 Hours	0.400	1.000	1.000	1.000	1.000	0.889	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	87.46	27.12	75.19	3.82	60.49	132.72						
IVIII).	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	17.49	9.04	12.53	0.00	10.08	14.75						
		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	5	3	6	1	6	9						
Unac	djusted	Total # of all repair tickets restored in ≤ 24hrs	2	3	6	1	6	8						
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.400	1.000	1.000	1.000	1.000	0.889	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	•	Sum of the duration of all outages (hh:mm)	87.46	27.12	75.19	3.82	60.49	132.72						
		Avg. unadjusted outage duration (hh:mm)	17.49	9.04	12.53	0.00	10.08	14.75						
D.c.fr.		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Refu	nas	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
Ancy	wer 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: 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)

Company Name:	The Volcano Telephone Co.	U#: 1019	Report Year: 2018
Reporting Unit Type:	☐ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Pioneer 295

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			Date filed			Date filed			Date filed			Date filed		
	Measurement (Compile		(05/15/2018	/		(08/15/2018	,		11/15/2018	,	(02/15/2019)			
		,		1st Quarte			2nd Quarte			3rd Quarte			4th Quarte	
		TT . 1 // CL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	Illation Interval	Total # of business days	13	20	29	24	25	29						
Min.	standard = 5 bus. days	Total # of service orders	13	19	24	18	23	26						
		Avg. # of business days	1.0	1.1	1.2	1.3	1.1	1.1	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	146	126	158	140	155	144						
	Illation Commitment	Total # of installation commitment met	146	126	158	140	155	144						
Min.	standard = 95% commitment met	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	3467	3473	3465	3462	3474	3489						
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3538	3531	3525	3528	3527	3533						
l _		Total # of trouble reports	39	22	46	45	52	42						
Standard	w/ ≥ 3,000 lines)	% of trouble reports	0.011	0.006	0.013	0.013	0.015	0.012	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
ndi		Total # of working lines												
tal		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
_	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	2	3	3	3	9	3						
Adju	otod	Total # of repair tickets restored in ≤ 24hrs	1	3	3	3	7	3						
		% of repair tickets restored ≤ 24 Hours	0.500	1.000	1.000	1.000	0.778	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report	Sum of the duration of all outages (hh:mm)	54.37	5.68	40.02	28.19	114.53	39.83						
IVIIII . S	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	27.18	1.89	13.34	9.40	12.73	13.28						
		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	2	3	3	3	9	3						
Unac	ljusted	Total # of all repair tickets restored in < 24hrs	1	3	3	3	7	3						
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.778	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	-	Sum of the duration of all outages (hh:mm)	54.37	5.68	40.02	28.19	114.53	39.83						
		Avg. unadjusted outage duration (hh:mm)	27.18	1.89	13.34	9.40	12.73	13.28						
Refu	ndo	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Keiu	iius	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
Anev	ver 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												
optio	n to reach live agent)			_				_	_		_			_

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)

Company Name:	The	ι	J#:	1019	Report Year:	2018		
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	F	Reporting U	nit Name:	West Point 293	

REVISED

REVISED														
			Date filed		Date filed			Date filed			Date filed			
Measurement (Compile monthly, file quarterly)		(05/15/2018)		(08/15/2018)			(11/15/2018)			(02/15/2019)				
	mououromon (compine	,	1st Quarter		2nd Quarter			3rd Quarter			4th Quarter			
		T e	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	18	13	5	11	2	22						
		Total # of service orders	11	10	5	9	2	18						
		Avg. # of business days	1.6	1.3	1.0	1.2	1.0	1.2	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment		Total # of installation commitments	93	87	81	69	86	94						
		Total # of installation commitment met	93	87	81	69	86	94						
Min.	standard = 95% commitment met	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	1657	1640	1647	1644	1639	1633						
Custo	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines												
l _	6% (6 per 100 working lines for units	Total # of trouble reports												
l E	w/ ≥ 3,000 lines)	% of trouble reports												
اگو	8% (8 per 100 working lines for units	Total # of working lines	1663	1673	1669	1664	1655	1665						
Standard		Total # of trouble reports	14	6	29	15	17	30						
	w/ 1,001 - 2,999 lines)	% of trouble reports	0.008	0.004	0.017	0.009	0.010	0.018	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
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	0	0	4	2	1	2						
ا مانا	atad	Total # of repair tickets restored in ≤ 24hrs	0	0	4	2	1	2						
Adju		% of repair tickets restored ≤ 24 Hours	0.000	0.000	1.000	1.000	1.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Report Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	0.00	0.00	63.67	5.88	6.35	23.88						
		Avg. outage duration (hh:mm)	0.00	0.00	15.92	2.94	0.00	11.94						
		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	0	0	4	2	1	2						
Unadjusted Out of Service Report		Total # of all repair tickets restored in ≤ 24hrs	0	0	4	2	1	2						
		% of all repair tickets restored ≤ 24 Hours	0.000	0.000	1.000	1.000	1.000	1.000	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0.00	0.00	63.67	5.88	6.35	23.88						
		Avg. unadjusted outage duration (hh:mm)	0.00	0.00	15.92	2.94	0.00	11.94						
IRATIINAS ————————————————————————————————————		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)