Company Name:		The Volcano Telephone Co.				U#:	1019			2018	-			
Re	porting Unit Type:	Total Company Exchange Wire Cer	nter				Reporting Unit Name:			Total Compan	у			-
				REVISED										
	Measurement (Compile	monthly, file quarterly)	Date filed (05/15/2018)		Date filed (08/15/2018)			Date filed (11/15/2018) 3rd Quarter			Date filed (02/15/2019) 4th Quarter			
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	Aug	Sep	Oct	Ath Quarte Nov	Dec
		Total # of business days	44	43	46	65	54	71	77	52	52			
Installation Interval Min. standard = 5 bus. days		Total # of service orders	38	41	41	46	51	63	62	52	40			
		Avg. # of business days	1.2	1.0	1.1	1.4	1.1	1.1	1.2	1.0	1.3			
		Total # of installation commitments	400	351	364	345	483	424	395	431	381			
Insta	llation Commitment	Total # of installation commitment met	400	351	364	345	483	424	395	431	381			
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			<u> </u>
1		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			<u> </u>
Customers		Acct # for voice or bundle, res+bus	9218	9203	9189	9179	9153	9154	9218	9232	9217			<u> </u>
	omer Trouble Report		0210	0200	0100	0110	0100	0104	0210	0202	0211			+
040	6% (6 per 100 working lines for units	Total # of working lines	9539	9538	9524	9500	9457	9463	9450	9514	9562			+
i		Total # of trouble reports	113	63	162	107	122	124	129	95	90			
rd		% of trouble reports	0.012	0.007	0.017	0.011	0.013	0.013	0.014	0.010	0.009			
Standard		Total # of working lines												
tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
~		Total # of trouble reports												1
	units $W \le 1,000$ lines)	% of trouble reports												1
		Total # of outage report tickets	11	9	15	6	16	14	20	13	7			
Adju	stad	Total # of repair tickets restored in < 24hrs	6	8	14	6	14	13	16	13	7			
	of Service Report	% of repair tickets restored ≤ 24 Hours	0.545	0.889	0.933	1.000	0.875	0.929	0.800	1.000	1.000			
	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	445.82	53.97	75.69			
iviiri.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	19.80	37.90	19.39	6.32	11.34	14.03	22.29	4.15	10.81			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	11	9	15	6	16	14	20	13	7			
Una	ljusted	Total # of all repair tickets restored in < 24hrs	6	8	14	6	14	13	16	13	7			
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.55	0.89	0.93	1.00	0.88	0.93	0.80	1.00	1.00			
		Sum of the duration of all outages (hh:mm)	217.82	341.09	290.91	37.89	181.37	196.43	445.82	53.97	75.69			
		Avg. unadjusted outage duration (hh:mm)	63.67	113.69	97.81	12.34	22.81	39.97	71.45	19.03	18.09			
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
Rona	hao	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Ans	ver Time (Trouble Reports, Billing &													
	Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing										ļ		<u> </u>
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												\square
	econds to reach live agent (w/ a menu n to reach live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

Company Name:	The Volcano Telephone Co.	U#: 1019	Report Year: 2018
Reporting Unit Type:	Total Company Exchange Wire Center	Reporting Unit Name:	Kirkwood 258

	Measurement (Compile	e monthly, file quarterly)	Date filed (05/15/2018)			Date filed (08/15/2018)				Date filed (02/15/2019)				
	medeuroment (compile	, montiny, mo quartony)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		Total # of humin and down	Jan 2	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep 2	Oct	Nov	Dec
Insta	allation Interval	Total # of business days Total # of service orders	2	1	0	3	6	2	1	2	2		↓ ′	┝───
Min.	standard = 5 bus. days		2 1.0	1	0.0	3.0	5 1.2	_	1		_		↓ ′	┝───
		Avg. # of business days Total # of installation commitments	20	1.0	9	3.0 25	1.2	1.0 58	1.0 22	1.0 12	1.0 25		↓ ′	┝───
l					-								↓ ′	┝───
	allation Commitment	Total # of installation commitment met	20	7	9	25	77	58	22	12	25		ļ!	
win.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0		Ļ'	Ļ
L		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%		Ļ'	L
	tomers	Acct # for voice or bundle, res+bus	732	737	729	727	699	703	762	776	776		Ļ'	L
Cus	tomer Trouble Report												Ļ'	L
1	6% (6 per 100 working lines for units	Total # of working lines											Ļ'	L
-	w/ ≥ 3,000 lines)	Total # of trouble reports											L	
arc	w = 0,000 mico)	% of trouble reports												
p		Total # of working lines												L
Standard		Total # of trouble reports												L
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	729	726	726	711	695	699	702	703	701			L
_		Total # of trouble reports	9	12	11	6	5	5	18	12	11			
		% of trouble reports	0.012	0.017	0.015	0.008	0.007	0.007	0.026	0.017	0.016			L
		Total # of outage report tickets	4	3	2	0	0	0	6	2	1		<u> </u>	
۸diu	usted	Total # of repair tickets restored in < 24hrs	3	2	1	0	0	0	3	2	1			
	of Service Report	% of repair tickets restored ≤ 24 Hours	0.750	0.667	0.500	0.000	0.000	0.000	0.500	1.000	1.000			
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	75.99	308.29	112.03	0.00	0.00	0.00	321.01	11.72	17.59			
IVIII I.	standaru = 90% within 24 ms	Avg. outage duration (hh:mm)	19.00	102.76	56.02	0.00	0.00	0.00	53.50	5.86	0.00		(
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No		(
		Total # of unadjusted outage report tickets	4	3	2	0	0	0	6	2	1			
Una	djusted	Total # of all repair tickets restored in < 24hrs	3	2	1	0	0	0	3	2	1		(
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.750	0.667	0.500	0.000	0.000	0.000	0.500	1.000	1.000		(
		Sum of the duration of all outages (hh:mm)	75.99	308.29	112.03	0.00	0.00	0.00	321.01	11.72	17.59			
		Avg. unadjusted outage duration (hh:mm)	19.00	102.76	56.02	0.00	0.00	0.00	53.50	5.86	0.00			
Dof	unds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0		[
Reit	inds	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Anc	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												
60 seconds to reach live agent (w/ a menu		% ≤ 60 seconds											[
optic	on to reach live agent)													

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

Company Name:	The Volcano Te	elephone Co.	U#:1019	Report Year:	2018
Reporting Unit Type:	Total Company Exchange Vire Center		Reporting Unit Name:	Pine Grove 296	
		Data filed	Data filed	Data filed	Data filed

			Date filed			Date filed				Date filed				
	Measurement (Compile	monthly, file quarterly)		(05/15/2018)			(08/15/2018)			(11/15/2018)			02/15/2019)
	weasurement (comple	montiny, me quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inst	allation Interval	Total # of business days	11	9	12	27	21	18	22	21	16			
	standard = 5 bus. days	Total # of service orders	12	11	12	18	21	17	19	21	13			
IVIII I.	standard – 5 bus: days	Avg. # of business days	0.9	0.8	1.0	1.5	1.0	1.1	1.2	1.0	1.2			
		Total # of installation commitments	141	131	116	111	165	128	132	138	133			
Installation Commitment		Total # of installation commitment met	141	131	116	111	165	128	132	138	133			1
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			i
		% 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	3362	3353	3348	3346	3341	3329	3313	3301	3306			
Cus	tomer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3609	3608	3604	3597	3580	3566	3554	3577	3569			i
_	$w/ \ge 3,000$ lines)	Total # of trouble reports	51	23	76	41	48	47	58	40	37			
Standard	w/ ≥ 3,000 lines)	% of trouble reports	0.014	0.006	0.021	0.011	0.013	0.013	0.016	0.011	0.010			
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
ta		Total # of trouble reports												
	w/1,001-2,999 lines)	% 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	5	3	6	1	6	9	9	3	3			
۸diu	isted	Total # of repair tickets restored in < 24hrs	2	3	6	1	6	8	8	3	3			
		% of repair tickets restored ≤ 24 Hours	0.400	1.000	1.000	1.000	1.000	0.889	0.889	1.000	1.000			
	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	110.24	25.12	19.72			i
IVIII I.	stanuaru = 90% within 24 his	Avg. outage duration (hh:mm)	17.49	9.04	12.53	0.00	10.08	14.75	12.25	8.37	6.57			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	5	3	6	1	6	9	9	3	3			
Una	djusted	Total # of all repair tickets restored in < 24hrs	2	3	6	1	6	8	8	3	3			
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.400	1.000	1.000	1.000	1.000	0.889	0.889	1.000	1.000			
	-	Sum of the duration of all outages (hh:mm)	87.46	27.12	75.19	3.82	60.49	132.72	110.24	25.12	19.72			
		Avg. unadjusted outage duration (hh:mm)	17.49	9.04	12.53	0.00	10.08	14.75	12.25	8.37	6.57			
Refu	inde	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
Nen		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Ane	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												
optic	on to reach live agent)													

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

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

	Measurement (Compile	monthly file quarterly)		Date filed (05/15/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)))
	measurement (comple	montiny, me 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	13	20	29	24	25	29	31	21	24		<u> </u>	L
	standard = 5 bus. days	Total # of service orders	13	19	24	18	23	26	28	21	16		<u> </u>	L
	•	Avg. # of business days	1.0	1.1	1.2	1.3	1.1	1.1	1.1	1.0	1.5		!	L
		Total # of installation commitments	146	126	158	140	155	144	142	163	125			
		Total # of installation commitment met	146	126	158	140	155	144	142	163	125			
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%		1	
Cus	tomers	Acct # for voice or bundle, res+bus	3467	3473	3465	3462	3474	3489	3506	3511	3497		1	
Cus	tomer Trouble Report												1	
	6% (6 per 100 working lines for units	Total # of working lines	3538	3531	3525	3528	3527	3533	3527	3563	3566			
_	$w/ \ge 3,000$ lines)	Total # of trouble reports	39	22	46	45	52	42	33	29				
Standard	w/ ≥ 3,000 lines)	% of trouble reports	0.011	0.006	0.013	0.013	0.015	0.012	0.009	0.008	0.009		1	
ğ	8% (8 per 100 working lines for units	Total # of working lines												
tai	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines											1	
-	units w/ \leq 1,000 lines)	Total # of trouble reports												
		% of trouble reports											1	
	•	Total # of outage report tickets	2	3	3	3	9	3	2	5	2			
۸diu	usted	Total # of repair tickets restored in < 24hrs	1	3	3	3	7	3	2	5	2		1	
	of Service Report	% of repair tickets restored ≤ 24 Hours	0.500	1.000	1.000	1.000	0.778	1.000	1.000	1.000	1.000			
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	54.37	5.68	40.02	28.19	114.53	39.83	5.08	6.83	23.04		1	
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	27.18	1.89	13.34	9.40	12.73	13.28	2.54	1.37	11.52			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No		1	
		Total # of unadjusted outage report tickets	2	3	3	3	9	3	2	5	2		1	
Una	djusted	Total # of all repair tickets restored in < 24hrs	1	3	3	3	7	3	2	5	2		1	
Out	of Service Report	% of all repair tickets restored < 24 Hours	1.000	1.000	1.000	1.000	0.778	1.000	1.000	1.000	1.000		1	
		Sum of the duration of all outages (hh:mm)	54.37	5.68	40.02	28.19	114.53	39.83	5.08	6.83	23.04		1	
		Avg. unadjusted outage duration (hh:mm)	27.18	1.89	13.34	9.40	12.73	13.28	2.54	1.37	11.52		1	
Dof	unds	Number of customers who received refunds	0	0	0	0	0	0	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$					
Nen		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Ane	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 (w/ a menu	% ≤ 60 seconds												
optic	on to reach live agent)													

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

pany	Name:	The Volcano Telephone Co.					U#:	1019			Report Year:		2018	
ing U	Init Type:	Total Company Exchange Wire Ce	nter			Rej	porting Unit Na	me:		West Point 293	3			•
	Measurement (Compile	- monthly file questory)		Date filed (05/15/2018)		Date filed (08/15/2018)					Date filed (02/15/2019)			
	modeuromont (compile	montiny, mo quarterly,	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		T (1) (1) (1)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Installation Interval	Total # of business days	18	13	5	11	2	22	23	8	10		'	<u> </u>
	Min. standard = 5 bus. days	Total # of service orders	11	10	5	9	2	18	14	8	9		<u> </u>	<u> </u>
		Avg. # of business days	1.6	1.3	1.0	1.2	1.0	1.2	1.6	1.0	1.1		ļ'	
		Total # of installation commitments	93	87	81	69	86	94	99	118	98			
	Installation Commitment	Total # of installation commitment met	93	87	81	69	86	94	99	118	98			
N	lin. 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%			
	Customers	Acct # for voice or bundle, res+bus	1657	1640	1647	1644	1639	1633	1637	1644	1638			
	Customer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines												
_	w/ ≥ 3,000 lines)	Total # of trouble reports												
aro	w/ = 3,000 miles/	% of trouble reports												
Standard	8% (8 per 100 working lines for units	Total # of working lines	1663	1673	1669	1664	1655	1665	1667	1671	1726			
ta	w/ 1,001 - 2,999 lines)	Total # of trouble reports	14	6	29	15	17	30	20	14	10			
<i>.</i>		% of trouble reports	0.008	0.004	0.017	0.009	0.010	0.018	0.012	0.008	0.006			
Min.	10% (10 per 100 working lines for	Total # of working lines											1	
~		Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												1
	·	Total # of outage report tickets	0	0	4	2	1	2	3	3	1		1	
	Adianatad	Total # of repair tickets restored in < 24hrs	0	0	4	2	1	2	3	3	1		1	1
	Adjusted	% of repair tickets restored ≤ 24 Hours	0.000	0.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000		1	1
	Out of Service Report	Sum of the duration of all outages (hh:mm)	0.00	0.00	63.67	5.88	6.35	23.88	9.49	10.30	15.34			1
	Min. standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0.00	0.00	15.92	2.94	0.00	11.94	3.16	3.43	0.00		1	1
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	0	0	4	2	1	2	3	3	1			
	Unadjusted	Total # of all repair tickets restored in < 24hrs	0	0	4	2	1	2	3	3	1			1
	Out of Service Report	% of all repair tickets restored < 24 Hours	0.000	0.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000			1
	•	Sum of the duration of all outages (hh:mm)	0.00	0.00	63.67	5.88	6.35	23.88	9.49	10.30	15.34			
		Avg. unadjusted outage duration (hh:mm)	0.00	0.00	15.92	2.94	0.00	11.94	3.16	3.43	0.00			
	Definede	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			1
	Refunds	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			1
A														
	wer Time (Trouble Reports, Billing &	Total # of calls for TR, Billing & Non-Billing											<u> </u>	
	-Billing) Min. standard = 80% of calls ≤	Total # of call seconds to reach live agent									1		1	
60 :	seconds to reach live agent (w/ a menu	% ≤ 60 seconds												
option to reach live agent)						1								

Primary Utility Contact Information

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Email:

Adopted: 7/28/09 '09 (Corrects typographical errors) nd changed terms to reflect requirements of G.O.133-C) ew rows to reflect requirements of G.O. 133-D)