Company Name:	The	Volcano Teleph	none Co.	U#:	1019	Report Year:	2018
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reportir	ng Unit Name:	Total Company	

REVISED

	Measurement (Compile monthly, file quarterly)		,	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	/
		, , , , , , ,		1st Quarte			2nd Quarte			3rd Quarter			4th Quarte	
		TT + 1 # 41 + 1	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	44	43	46	65	54	71	74	52	52	83	47	53
Min.	standard = 5 bus. days	Total # of service orders	38	41	41	46	51	63	63	52	40	67	41	51
	, -	Avg. # of business days	1.2	1.0	1.1	1.4	1.1	1.1	1.2	1.0	1.3	1.2	1.1	1.0
		Total # of installation commitments	400	351	364	345	483	424	395	431	381	508	489	348
	allation Commitment	Total # of installation commitment met	400	351	364	345	483	424	395	431	381	508	489	348
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%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Cust	tomers	Acct # for voice or bundle, res+bus	9218	9203	9189	9179	9153	9154	9218	9232	9217	9205	9128	9062
Cust	tomer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	9539	9538	9524	9500	9457	9463	9450	9514	9562	9552	9537	9535
l _	w/ ≥ 3,000 lines)	Total # of trouble reports	113	63	162	107	122	124	129	95	90	153	103	97
Standard	W/ ≥ 3,000 lines)	% of trouble reports	0.012	0.007	0.017	0.011	0.013	0.013	0.014	0.010	0.009	0.016	0.011	0.010
ğ	8% (8 per 100 working lines for units	Total # of working lines												
<u>ā</u>	` '	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
ĭ.	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	15	6	16	14	20	13	6	10	14	8
A -1:		Total # of repair tickets restored in ≤ 24hrs	6	8	14	6	14	13	16	13	6	9	13	8
Adju		% of repair tickets restored ≤ 24 Hours	54.55%	88.89%	93.33%	100.00%	87.50%	92.86%	80.00%	100.00%	100.00%	90.00%	92.86%	100.00%
	of Service Report	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	60.35	79.62	128.14	104.31
win.	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	10.06	7.96	9.15	13.04
		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	11	9	15	6	16	14	20	13	6	10	14	8
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	6	8	14	6	14	13	16	13	6	9	12	8
Out	of Service Report	% of all repair tickets restored < 24 Hours	54.55%	88.89%	93.33%	100.00%	87.50%	92.86%	80.00%	100.00%	100.00%	90.00%	85.71%	100.00%
	•	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	60.35	79.62	152.14	104.31
		Avg. unadjusted outage duration (hh:mm)	63.67	113.69	97.81	12.34	22.81	39.97	71.45	19.03	18.09	21.59	29.85	41.56
D. (1-	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Retu	Refunds 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
Ansı	Answer Time (Trouble Penerts 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												
	n to reach live agent)	% ≤ 60 seconds												
optio	in 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)

Company Name:	The	Volcano Telepi	none Co.	U#:	1019	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting	g Unit Name:	Kirkwood 258	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2018			Date filed (08/15/2018 2nd Quarte			Date filed (11/15/2018 3rd Quarte	/		Date filed (02/15/2019 4th Quarte	/
	` .	• • • • • • • • • • • • • • • • • • • •		1st Quarter Feb	Mar				Jul					
		Total # of business days	Jan 2	reb 4	War 0	Apr 3	May 6	Jun 2	Jui	Aug 2	Sep 2	Oct 3	Nov	Dec 13
Insta	allation Interval	Total # of business days Total # of service orders	2	1	0	3	_		1		2		6	12
Min.	standard = 5 bus. days		_	4.0	•	2.0	5	2	1.0	2	_	3	6	
	-	Avg. # of business days Total # of installation commitments	1.0 20	1.0	0.0	3.0 25	1.2 77	1.0 58	1.0	1.0	1.0 25	1.0	1.2	1.1 33
				- /	9						_	68	33	1
	allation Commitment	Total # of installation commitment met	20	7	9	25	77	58	22	12	25	68	33	33
Mın.	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%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
	tomers	Acct # for voice or bundle, res+bus	732	737	729	727	699	703	762	776	776	766	707	688
Cust	tomer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines												
_	w/ ≥ 3,000 lines)	Total # of trouble reports												
arc	w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for units	Total # of working lines												
ţa	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	is 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports												
Ę		Total # of working lines	729	726	726	711	695	699	702	703	701	698	700	712
_		Total # of trouble reports	9	12	11	6	5	5	18	12	11	11	9	6
	units w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports	0.012	0.017	0.015	0.008	0.007	0.007	0.026	0.017	0.016	0.016	0.013	0.008
		Total # of outage report tickets	4	3	2	0	0	0	6	2	1	0	0	0
A	noted.	Total # of repair tickets restored in ≤ 24hrs	3	2	1	0	0	0	3	2	1	0	0	0
•	isted	% of repair tickets restored ≤ 24 Hours	75.00%	66.67%	50.00%	0.00%	0.00%	0.00%	50.00%	100.00%	100.00%	0.00%	0.00%	0.00%
	of Service Report 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	0.00	0.00	0.00
iviin.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	19.00	102.76	56.02	0.00	0.00	0.00	53.50	5.86	0.00	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	6	2	1	0	0	0
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	3	2	1	0	0	0	3	2	1	0	0	0
Out	of Service Report	% of all repair tickets restored < 24 Hours	75.00%	66.67%	50.00%	0.00%	0.00%	0.00%	50.00%	100.00%	100.00%	0.00%	0.00%	0.00%
	·	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	0.00	0.00	0.00
		Avg. unadjusted outage duration (hh:mm)	19.00	102.76	56.02	0.00	0.00	0.00	53.50	5.86	0.00	0.00	0.00	0.00
D-6		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Refu	inas	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
	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	on 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)

Company Name:	The	Volcano Telepi	none Co.	U#:	1019	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☑ Wire Center	Report	ting Unit Name:	Pine Grove 296	

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2018	,		Date filed (08/15/2018			Date filed (11/15/2018			Date filed (02/15/2019	
		,,,,		1st Quarte			2nd Quarte			3rd Quarte		4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	11	9	12	27	21	18	24	21	16	46	18	15
	standard = 5 bus. days	Total # of service orders	12	11	12	18	21	17	20	21	13	37	13	15
IVIII I.	standard = 0 bus. days	Avg. # of business days	0.9	0.8	1.0	1.5	1.0	1.1	1.2	1.0	1.2	1.2	1.4	1.0
		Total # of installation commitments	141	131	116	111	165	128	132	138	133	158	153	110
Insta	allation Commitment	Total # of installation commitment met	141	131	116	111	165	128	132	138	133	158	153	110
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%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Cust	tomers	Acct # for voice or bundle, res+bus	3362	3353	3348	3346	3341	3329	3313	3301	3306	3292	3297	3303
Cust	tomer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3609	3608	3604	3597	3580	3566	3554	3577	3569	3575	3586	3585
_	w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	51	23	76	41	48	47	58	40	37	38	41	40
ard		% of trouble reports	0.014	0.006	0.021	0.011	0.013	0.013	0.016	0.011	0.010	0.011	0.011	0.011
ğ	8% (8 per 100 working lines for units	Total # of working lines												
)ţa	w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for	Total # of trouble reports												
		% of trouble reports												
I≣		Total # of working lines												
_	units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ = 1,000 inles)	% of trouble reports												
		Total # of outage report tickets	5	3	6	1	6	9	9	3	3	5	5	2
۸ ما :	nata d	Total # of repair tickets restored in ≤ 24hrs	2	3	6	1	6	8	8	3	3	4	4	2
Adju		% of repair tickets restored ≤ 24 Hours	40.00%	100.00%	100.00%	100.00%	100.00%	88.89%	88.89%	100.00%	100.00%	80.00%	80.00%	100.00%
	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	42.29	77.73	40.73
IVIII I.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	17.49	9.04	12.53	0.00	10.08	14.75	12.25	8.37	6.57	8.46	15.55	20.36
		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	9	3	3	5	5	2
Una	djusted	Total # of all repair tickets restored in < 24hrs	2	3	6	1	6	8	8	3	3	4	4	2
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	40.00%	100.00%	100.00%	100.00%	100.00%	88.89%	88.89%	100.00%	100.00%	80.00%	80.00%	100.00%
		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	42.29	77.73	40.73
		Avg. unadjusted outage duration (hh:mm)	17.49	9.04	12.53	0.00	10.08	14.75	12.25	8.37	6.57	8.46	15.55	20.36
Refu	unde	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Neiu	iiius	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
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												
optio	in 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 Teleph	none Co.	U#:	1019	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reportin	g Unit Name:	Pioneer 295	

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2018 1st Quarte			Date filed (08/15/2018 2nd Quarte			Date filed (11/15/2018 3rd Quarter		Date filed (02/15/2019) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	13	20	29	24	25	29	31	21	24	23	13	16
	Illation Interval	Total # of service orders	13	19	24	18	23	26	28	21	16	18	13	15
iviin.	standard = 5 bus. days	Avg. # of business days	1.0	1.1	1.2	1.3	1.1	1.1	1.1	1.0	1.5	1.3	1.0	1.1
		Total # of installation commitments	146	126	158	140	155	144	142	163	125	171	173	128
Insta	Illation Commitment	Total # of installation commitment met	146	126	158	140	155	144	142	163	125	171	173	128
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%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%
Cust	omers	Acct # for voice or bundle, res+bus	3467	3473	3465	3462	3474	3489	3506	3511	3497	3505	3494	3453
Cust	omer Trouble Report	,												
	6% (6 per 100 working lines for units	Total # of working lines	3538	3531	3525	3528	3527	3533	3527	3563	3566	3562	3545	3535
_	b% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	39	22	46	45	52	42	33	29	32	75	33	34
ard		% of trouble reports	0.011	0.006	0.013	0.013	0.015	0.012	0.009	0.008	0.009	0.021	0.009	0.010
ğ	8% (8 per 100 working lines for units	Total # of working lines												
ital	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												
_	units w/ ≤ 1,000 lines)	Total # of trouble reports												
	uritis w/ \(\frac{1}{2} \) 1,000 liftes)	% of trouble reports												
		Total # of outage report tickets	2	3	3	3	9	3	2	5	2	3	3	3
Adju	atad	Total # of repair tickets restored in ≤ 24hrs	1	3	3	3	7	3	2	5	2	3	3	3
	of Service Report	% of repair tickets restored ≤ 24 Hours	50.00%	100.00%	100.00%	100.00%	77.78%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	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	33.23	11.41	29.45
IVIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	27.18	1.89	13.34	9.40	12.73	13.28	2.54	1.37	11.52	11.08	3.80	9.82
		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	2	5	2	3	3	3
	djusted	Total # of all repair tickets restored in ≤ 24hrs	1	3	3	3	7	3	2	5	2	3	3	3
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	77.78%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
		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	33.23	11.41	29.45
		Avg. unadjusted outage duration (hh:mm)	27.18	1.89	13.34	9.40	12.73	13.28	2.54	1.37	11.52	11.08	3.80	9.82
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Neru	nuo	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
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												
	n to reach live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com
Manic. Donnic Barris	1 Holic. (203) 230 1400	Lindii. Dominob & Volcanotol.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)

Company Name:	The Volcano Telephone Co.			U#:	1019	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Report	ing Unit Name:	West Point 293	

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2018) 1st Quarter		Date filed (08/15/2018) 2nd Quarter		Date filed (11/15/2018) 3rd Quarter			Date filed (02/15/2019) 4th Quarter				
			lan	Feb	Mar		May		Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	Jan 18	13	iviar 5	Apr 11	iviay 2	Jun 22	18	Aug 8	<u> 3ер</u> 10	11	9	9
Installation Interval Min. standard = 5 bus. days		Total # of business days Total # of service orders	11	10	5	9	2	18	14	8	9	9	9	9
		Avg. # of business days	1.6	1.3	1.0	1.2	1.0	1.2	1.3	1.0	1.1	1.2	1.0	1.0
		Total # of installation commitments	93	87	81	69	86	94	99	118	98	111	130	77
										_				
		Total # of installation commitment met	93	87	81	69	86	94	99	118	98	111	130	77
		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%	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	1642	1630	1618
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines												
-	v/ > 3 000 lines)	Total # of trouble reports												
ar	= 6,00000)	% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1663	1673	1669	1664	1655	1665	1667	1671	1726	1717	1706	1703
Sta		Total # of trouble reports	14	6	29	15	17	30	20	14	10	29	20	17
	W 1,001 2,000 miles)	% of trouble reports	0.008	0.004	0.017	0.009	0.010	0.018	0.012	0.008	0.006	0.017	0.012	0.010
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
	units w/ = 1,000 inles)	% of trouble reports												
		Total # of outage report tickets	0	0	4	2	1	2	3	3	0	2	6	3
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in ≤ 24hrs	0	0	4	2	1	2	3	3	0	2	6	3
		% of repair tickets restored ≤ 24 Hours	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%
		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	0.00	4.10	39.00	34.13
		Avg. outage duration (hh:mm)	0.00	0.00	15.92	2.94	0.00	11.94	3.16	3.43	0.00	2.05	6.50	11.38
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report		Total # of unadjusted outage report tickets	0	0	4	2	1	2	3	3	0	2	6	3
		Total # of all repair tickets restored in ≤ 24hrs	0	0	4	2	1	2	3	3	0	2	5	3
		% of all repair tickets restored < 24 Hours	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	83.33%	100.00%
		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	0.00	4.10	63.00	34.13
		Avg. unadjusted outage duration (hh:mm)	0.00	0.00	15.92	2.94	0.00	11.94	3.16	3.43	0.00	2.05	10.50	11.38
Refunds		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
Name: Bonnie Burns	Phone: (209) 296-1435	Email: bonnieb@voicanotei.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)