Company Name:		The Volcano Telephone Co.					U#:	1019			Report Yea	ar:	2018	-		
Reporting Unit Type:	porting Unit Type:	✓ Total Company	Center				Reporting	Unit Name	:	Total Com	ipany					
	Measurement (Compile	e monthly, file quarterly)	Date filed (05/15/2018)		Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/2019)					
		3 / 1 3 /			r Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte Aug	Sep	Oct	4th Quarte Nov	r Dec		
Installation Interval		Total # of business days	46	46	46		intay	oun	- Uui	Aug		000				
		Total # of service orders	39	42	41					1	1					
win.	standard = 5 bus. days	Avg. # of business days	1.2	1.1	1.1					1	1					
		Total # of installation commitments	400	351	364											
Insta	Illation Commitment	Total # of installation commitment met	400	351	364											
Min.	standard = 95% commitment met	Total # of installation commitment missed			0											
Customers		% of commitment met	100.000%		100.000%											
Cust	omers	Acct # for voice or bundle, res+bus	9218	9203	9189											
Cust	omer Trouble Report															
	•	Total # of working lines	9539	9538	9524											
	6% (6 per 100 working lines for units	Total # of trouble reports	26	18	31											
ard	w/ ≥ 3,000 lines)	% of trouble reports	0.003	0.002	0.003											
Standard		Total # of working lines														
tar	8% (8 per 100 working lines for units	Total # of trouble reports								1	1					
	w/ 1,001 - 2,999 lines)	% of trouble reports														
Min.		Total # of working lines									1					
<	10% (10 per 100 working lines for	Total # of trouble reports								1	1					
	units w/ ≤ 1,000 lines)	% of trouble reports								1	1					
		Total # of outage report tickets	11	9	15					1	1					
	atad	Total # of repair tickets restored in ≤ 24hrs	buble reports Image: Constraint of the second													
		% of repair tickets restored ≤ 24 Hours	55%	89%	94%											
		Sum of the duration of all outages (hh:mm)	168.63	135.56	265.21											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	standard = 90% within 24 his	Avg. outage duration (hh:mm)	15.33	15.06	17.68											
		Indicate if catastrophic event is in month	No	No	No											
		Total # of unadjusted outage report tickets	11	9	15											
Unad	ljusted	Total # of all repair tickets restored in < 24hrs	5	8	14											
Out	of Service Report	% of all repair tickets restored < 24 Hours		1st Quarter Jan Feb 46 46 39 42 1.2 1.1 400 351 400 351 400 351 0 0 00.000% 100.000% 9218 9203 9539 9538 26 18 0.003 0.002 0 0 9539 9538 26 18 0.003 0.002 11 9 6 8 55% 89% 168.63 135.56 11 9 5 8 46% 89% 192.63 135.56 17.51 15.06 0 0	94%											
		Sum of the duration of all outages (hh:mm)			265.21											
		Avg. unadjusted outage duration (hh:mm)	17.51	15.06	17.68											
Refu	nde	Number of customers who received refunds		-	0											
Neru	1105	Monthly amount of refunds	0.00	0.00	0.00											
Ansy	ver Time (Trouble Reports Billing &															
		Total # of calls for TR, Billing & Non-Billing														
Answer Time (Trouble Reports, Billing Non-Billing) Min. standard = 80% of cal 60 seconds to reach live agent (w/ a me		Total # of call seconds to reach live agent														
60 seconds to reach live agent (w/ a menu option to reach live agent)		% ≤ 60 seconds														
opuo	into reach live agenty															

Primary Utility Contact Information

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Email: <u>bonnieb@volcanotel.com</u>

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

Installation Interval	The Volcano Telephor	ne Co.	_			U#:	1019			Report Yea	ar:	2018	-	
	Total Company 🛛 Exchange	Wire Center				Reporting	Unit Name:		Kirkwood	258			-	
	Reporting Unit Type: Measurement (Comp Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment met Customers Customer Trouble Report 6% (6 per 100 working lines for unit: w/ ≥ 3,000 lines) 8% (8 per 100 working lines for unit: w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for unit: w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for unit: w/ 1,000 lines) Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Min. standard = 90% within 24 hrs	a monthly file quarterly)		Date filed (05/15/2018	3)		Date filed (08/15/2018	3)		Date filed (11/15/2018)		Date filed (02/15/2019))
	measurement (Complie	e montiny, me quarterly)		1st Quarte			2nd Quarter		3rd Quarter			4th Quarter		
		Tatal # of husiness doug	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	2	1	0									
Min.	standard = 5 bus. days	Total # of service orders	2		-									
	-	Avg. # of business days Total # of installation commitments	1.0 20	1.0	0.0								l	
			-		-									
		Total # of installation commitment me		7	9		-	↓ ↓		-	-	L		-
win.	standard = 95% commitment met	Total # of installation commitment mi		0	0							L	L	
_		% of commitment met	100.000									<u> </u>	L	
		Acct # for voice or bundle, res+bus	732	737	729							<u> </u>	L	
Cus	tomer Trouble Report	T () () ()										<u> </u>	L	
	6% (6 per 100 working lines for units w/≥3,000 lines)	Total # of working lines		-	-		-	↓ ↓		-	-	L		-
σ		Total # of trouble reports										L	L	
lar	-,,	% of trouble reports										<u> </u>	L	
^D	8% (8 per 100 working lines for units	Total # of working lines										L	L	
Sta		Total # of trouble reports										L	L	
Ľ.		% of trouble reports											l	
N	10% (10 per 100 working lines for	Total # of working lines	729	726	726								l	
	, i i	Total # of trouble reports	5	9	7									
		% of trouble reports	0.69%	1.24%	0.96%									
		Total # of outage report tickets	4	3	2									
Adiu	usted	Total # of repair tickets restored in ≤		2	1					(11/15/2018) (02/15/2019)				
	E 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Adjusted 0ut of Service Report	% of repair tickets restored ≤ 24 Hou			50.00%									
	Sum of the duration of all outages (hl		102.76	112.03										
	Customer Trouble Report 6% (6 per 100 working lines for unit w/ ≥ 3,000 lines) 8% (8 per 100 working lines for unit w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ 1,000 lines) Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Min. standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	19.50	34.25	56.02									
		Indicate if catastrophic event is in mo		No	No									
		Total # of unadjusted outage report ti		3	2									
	-	Total # of all repair tickets restored in		2	1									
Out	of Service Report	% of all repair tickets restored < 24 H			50.00%									
By (8 per 100 working lines for university of the second sec		Sum of the duration of all outages (hl		102.76	112.03									
		Avg. unadjusted outage duration (hh	/	34.25	56.02									
Ref	unds	Number of customers who received it		0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
Ans	wer Time (Trouble Reports, Billing &			_										
Answer Time (Trouble Reports, Billing Non-Billing) Min. standard = 80% of call	Total # of calls for TR, Billing & Non-I													
		Total # of call seconds to reach live a	agent											
ontic	on to reach live agent (w/ a menu	% ≤ 60 seconds												
opac														

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-6352

Email: bonnieb@volcanotel.com

Company Name: Reporting Unit Type:		The Volcano Telephone Co.					U#:	1019			Report Yea	ar:	2018	
		Total Company Schange Wire C	Center				Reporting	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	018)		Date filed (02/15/2019)	
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	r Dec
Inot	allation Interval	Total # of business days	13	12	12									
		Total # of service orders	13	12	12									
win.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	1.0									
		Total # of installation commitments	141	131	116									
Insta	allation Commitment	Total # of installation commitment met	141	131	116									
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	100.000%	100.000%									
Cus	tomers	Acct # for voice or bundle, res+bus	3362	3353	3348									
	tomer Trouble Report													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3609	3608	3604									
		Total # of trouble reports	11	3	12									
p		% of trouble reports	0.30%	0.08%	0.33%									
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tan		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												
2		Total # of trouble reports							-					
		% of trouble reports												
		Total # of outage report tickets	5	3	6									
	- (- 1	Total # of repair tickets restored in < 24hrs	3	3	6				-					
	isted	% of repair tickets restored ≤ 24 Hours	60.00%	100.00%	100.00%									
	of Service Report	Sum of the duration of all outages (hh:mm)	63.46	27.12	75.19				-					
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	12.69	9.04	12.53				-					
		Indicate if catastrophic event is in month	No	No	No		1			1				
		Total # of unadjusted outage report tickets	5	3	6		1			1				
Una	djusted	Total # of all repair tickets restored in < 24hrs	2	3	6				-					
Out	of Service Report	% of all repair tickets restored < 24 Hours	40.00%	100.00%	100.00%		1			1				
	·	Sum of the duration of all outages (hh:mm)	87.46	27.12	75.19					1				
		Avg. unadjusted outage duration (hh:mm)	17.49	9.04	12.53									
Dof	inds	Number of customers who received refunds	0	0	0									
rteft	iiius	Monthly amount of refunds	0.00	0.00	0.00									
Ano	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 option to reach live agent)		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-6352

Email: bonnieb@volcanotel.com

Company Name: Reporting Unit Type:		The Volcano Telephone Co.		-			U#:	1019			Report Yea	ar:	2018		
		Total Company I Exchange Wire C	Center				Reporting	Unit Name:		Pioneer 29	5				
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		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Inot	allation Interval	Total # of business days	13	20	29	F									
		Total # of service orders	13	19	24										
IVIIII.	standard = 5 bus. days	Avg. # of business days	1.0	1.1	1.2										
		Total # of installation commitments	146	126	158										
Insta	allation Commitment	Total # of installation commitment met	146	126	158										
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0										
		% of commitment met	100.000%	100.000%	100.000%										
Cus	tomers	Acct # for voice or bundle, res+bus	3467	3473	3465										
Cust	omer Trouble Report														
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3538	3531	3525		1	1					1		
		Total # of trouble reports	8	6	10										
Standard		% of trouble reports	0.002	0.002	0.003										
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
tai		Total # of trouble reports													
s.		% 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	2	3	3										
٨diu	isted	Total # of repair tickets restored in < 24hrs	1	3	3										
	of Service Report	% of repair tickets restored ≤ 24 Hours	50.00%	100.00%	100.00%										
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	27.18	5.68	14.02										
iviiii.	standard - 30 /0 within 24 ms	Avg. outage duration (hh:mm)	13.59	1.89	4.67										
		Indicate if catastrophic event is in month	No	No	No										
		Total # of unadjusted outage report tickets	2	3	3										
	djusted	Total # of all repair tickets restored in < 24hrs		3	3										
Out	of Service Report	% of all repair tickets restored < 24 Hours	50.00%	100.00%	100.00%										
		Sum of the duration of all outages (hh:mm)	27.18	5.68	14.02										
L		Avg. unadjusted outage duration (hh:mm)	13.59	1.89	4.67										
Refu	unds	Number of customers who received refunds	0	0	0										
		Monthly amount of refunds	0.00	0.00	0.00										
Ans	wer Time (Trouble Reports, Billing &	Total # of calls for TD, Different Mars Differen						1							
	-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													
	on to reach live agent)	% ≥ ou seconds													

Primary Utility Contact Information

Name: Bonnie Burris

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Email: bonnieb@volcanotel.com

Company Name: Reporting Unit Type:		The Volcano Telephone Co.		-			U#:	1019		Report Year:			2018	
		Total Company Schange Wire C				Reporting	Unit Name:	ne: West Point 293		293			-	
Measurement (Compile		e monthly, file quarterly)		Date filed (05/15/2018)			Date filed (08/15/2018	/15/2018)		Date filed (11/15/2018)		Date filed (02/15/2019) 4th Quarter		/
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	Ath Quarte	Dec
Inche	allation Interval	Total # of business days	18	13	5									
		Total # of service orders	11	10	5								1	
win.	standard = 5 bus. days	Avg. # of business days	1.6	1.3	1.0								1	
		Total # of installation commitments	93	87	81									
Insta	allation Commitment	Total # of installation commitment met	93	87	81									
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	1657	1640	1647									
	omer Trouble Report													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
p		% 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									
tar		Total # of trouble reports	2	0	2								1	
s.		% of trouble reports	0.12%	0.00%	0.12%								1	1
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											1	
~		Total # of trouble reports												
		% of trouble reports											1	
		Total # of outage report tickets	0	0	4									
	inter d	Total # of repair tickets restored in < 24hrs	0	0	4									
Adju	of Service Report	% of repair tickets restored ≤ 24 Hours	0.00%	0.00%	100.00%									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	63.97									
IVIIII.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0.00	0.00	15.99									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	0	0	4									
Una	djusted	Total # of all repair tickets restored in < 24hrs		0	4									
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.00%	0.00%	100.00%									
		Sum of the duration of all outages (hh:mm)	0.00	0.00	63.97									
		Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00									
Refu	inds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
Ansv	ver Time (Trouble Reports, Billing & Non												_	
	q) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
	nds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
	in to reach live agent)	% ≤ 60 seconds												
option to reach live agenty														

Primary Utility Contact Information

Name: Bonnie Burris

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