Company Name:		The Volcano Telephone Co.		_			U#:	1019			Report Ye	ar:	2019	<u>i</u>
Reporting Unit Type:		☑ Total Company	enter				Reporting	Unit Name:		Total Com	ipany			-
	Measurement (Compile monthly, file quarterly)			Date filed (05/15/2019)			Date filed (08/15/2019) 2nd Quarter		Date filed (11/15/2019		5/2019)		Date filed (02/15/2019) 4th Quarter	
			Jan	1st Quarter an Feb Ma		Apr	May Jun		Jul	3rd Quarter Aug Sep		Oct Nov		Dec
la et	Hadlan Internal	Total # of business days	41	45	49	41	68	72						
	allation Interval	Total # of service orders	43	41	52	40	66	58		1			1	
iviin.	standard = 5 bus. days	Avg. # of business days	1.0	1.1	0.9	1.0	1.0	1.2						
		Total # of installation commitments	405	293	389	383	592	536						
Insta	allation Commitment	Total # of installation commitment met	405	293	389	383	592	536						
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%						
Cus	omers	Acct # for voice or bundle, res+bus	9065	9059	9038	9047	9036	9035						
	omer Trouble Report					0011		0000						
	6% (6 per 100 working lines for units $w/ \ge 3,000$ lines)	Total # of working lines	9529	9503	9522	9516	9497	9500						
		Total # of trouble reports	145	221	164	111	89	106						
Standard		% of trouble reports	0.015	0.023	0.017	0.012	0.009	0.011						
plda		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.	400/ (40 400	Total # of working lines												
2	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	28	64	36	25	10	30						
		Total # of repair tickets restored in \leq 24hrs	28	63	35	24	9	28		1			1	
	sted	% of repair tickets restored ≤ 24 Hours	100%	99%	98%	96%	90%	94%		1			1	
	of Service Report	Sum of the duration of all outages (hh:mm)	213.25	573.87	569.34	244.19	102.74	412.94						
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7.62	8.97	15.82	9.77	10.27	13.76						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	28	64	36	25	10	30						
Una	djusted	Total # of all repair tickets restored in < 24hrs	24	61	35	24	9	25						
Out	of Service Report	% of all repair tickets restored < 24 Hours	86%	96%	98%	96%	90%	84%						
		Sum of the duration of all outages (hh:mm)	309.25	621.87	593.34	268.19	102.74	532.94						
		Avg. unadjusted outage duration (hh:mm)	11.04	9.72	16.48	10.73	10.27	17.76						
Refu	inde	Number of customers who received refunds	0	0	0	0	0	0						
Reft	ilius	Monthly amount of refunds	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												
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
	n to reach live agent)	% ≤ 60 seconds												
opilo	in to reach live agent)													

Primary Utility Contact Information

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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) Signature:

John Lundgren, VP

Company Name:		The Volcano Telephone Co.		_			U#:	1019			Report Yea	ar:	2019		
Reporting Unit Type:		□ Total Company	enter				Reporting	Unit Name	:	Kirkwood	258			-	
	Measurement (Compile monthly, file quarterly)			Date filed (05/15/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2019) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
la et	llada a lata mad	Total # of business days	0	1	0	4	2	11							
	allation Interval	Total # of service orders	0	1	0	4	2	2					1		
iviiri.	standard = 5 bus. days	Avg. # of business days	0.0	1.0	0.0	1.0	1.0	5.5							
		Total # of installation commitments	8	9	13	29	210	89							
Insta	allation Commitment	Total # of installation commitment met	8	9	13	29	210	89							
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%							
Cus	tomers	Acct # for voice or bundle, res+bus	712	720	715	712	686	675							
	tomer Trouble Report														
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines													
		Total # of trouble reports													
ard		% of trouble reports													
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
tar		Total # of trouble reports		1							1		1		
s.		% of trouble reports		1							1		1		
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	718	712	713	703	697	707							
~		Total # of trouble reports	16	9	6	3	4	12							
		% of trouble reports	0.022	0.013	0.008	0.004	0.006	0.017							
	•	Total # of outage report tickets	2	0	0	1	0	6							
بالم ٨	atod	Total # of repair tickets restored in < 24hrs	2	0	0	1	0	6							
	isted of Service Report	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	1.000	0.000	1.000							
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	44.24	0.00	0.00	3.84	0.00	52.32							
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	22.12	0.00	0.00	3.84	0.00	8.72							
		Indicate if catastrophic event is in month	No	No	No	No	No	No							
		Total # of unadjusted outage report tickets	2	0	0	1	0	6							
Una	djusted	Total # of all repair tickets restored in < 24hrs	0	0	0	1	0	5							
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.000	0.000	0.000	1.000	0.000	0.833							
		Sum of the duration of all outages (hh:mm)	92.24	0.00	0.00	3.84	0.00	76.32							
		Avg. unadjusted outage duration (hh:mm)	46.12	0.00	0.00	3.84	0.00	12.72							
Rof	Inds	Number of customers who received refunds	0	0	0	0	0	0							
Nelt		Monthly amount of refunds	0.00	0.00	0.00	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													
	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: Bonnie Burris

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Email: bonnieb@volcanotel.com

Company Name:	The Volcano Telephone Co.		_			U#:	1019			Report Ye	ar:	2019	<u>)</u>
Reporting Unit Type:	□ Total Company	enter				Reporting	Unit Name:	:	Pine Grov	e 296			-
Measurement (Compile monthly, file quarterly)			Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2019) 4th Quarter	
		Jan	1st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte Aug	Sep	Oct	Ath Quarte	Dec
	Total # of business days	16	18	20	14	31	22		Tug	000			
Installation Interval	Total # of service orders	16	18	21	13	30	19						
Min. standard = 5 bus. days	Avg. # of business days	1.0	1.0	1.0	1.1	1.0	1.2						
	Total # of installation commitments	133	101	138	119	130	144					1	
Installation Commitment	Total # of installation commitment met	133	101	138	119	130	144					1	
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%						
Customers	Acct # for voice or bundle, res+bus	3302	3303	3298	3298	3302	3292						
Customer Trouble Report	, , , , , , , , , , , , , , , , , , , ,												
	Total # of working lines	3586	3575	3579	3585	3574	3569						
6% (6 per 100 working lines for units	Total # of trouble reports	42	71	47	48	36	41						
פ w/ ≥ 3,000 lines)	% of trouble reports	0.012	0.020	0.013	0.013	0.010	0.011						
w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	% of trouble reports												
E 10% (10 per 100 working lines for	Total # of working lines												
seve (se per see second gamee sec	Total # of trouble reports												
units w/ ≤ 1,000 lines)	% of trouble reports												
	Total # of outage report tickets	2	21	15	11	5	7						
Adjusted	Total # of repair tickets restored in < 24hrs	2	20	14	11	4	7						
Out of Service Report	% of repair tickets restored ≤ 24 Hours	1.000	0.952	0.933	1.000	0.800	1.000						
Min. standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	5.57	245.18	346.35	93.59	88.58	53.82						
10111. Standard = 90% within 24 firs	Avg. outage duration (hh:mm)	2.79	11.68	23.09	8.51	17.72	7.69						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
	Total # of unadjusted outage report tickets	2	21	15	11	5	7						
Unadjusted	Total # of all repair tickets restored in < 24hrs		19	14	11	4	7						
Out of Service Report	% of all repair tickets restored < 24 Hours	1.000	0.905	0.933	1.000	0.800	1.000						
	Sum of the duration of all outages (hh:mm)	5.57	269.18	370.35	93.59	88.58	53.82						
	Avg. unadjusted outage duration (hh:mm)	2.79	12.82	24.69	8.51	17.72	7.69						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Answer Time (Trouble Reports, Billing &													
Non-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing							_					
60 seconds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
option to reach live agent)	% ≤ 60 seconds												
space is such and agoing	1												

Primary Utility Contact Information

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Company Name:		The Volcano Telephone Co.		-			U#:	1019			Report Yea	ar:	ar: 2019		
Reporting Unit Type:		□ Total Company ☑ Exchange □ Wire C	enter				Reporting	Unit Name:		Pioneer 29	95			-	
	Measurement (Compile monthly, file quarterly)			Date filed (05/15/2019) 1st Quarter Jan Feb Mar			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2019) 4th Quarter		
						Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Total # of business days		Total # of business days	16	21	19	17	22	26		g					
	allation Interval	Total # of service orders	18	17	21	17	21	24							
win.	standard = 5 bus. days	Avg. # of business days	0.9	1.2	0.9	1.0	1.0	1.1							
		Total # of installation commitments	157	112	158	136	154	173							
Inst	allation Commitment	Total # of installation commitment met	157	112	158	136	154	173							
	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%							
Cus	tomers	Acct # for voice or bundle, res+bus	3439	3423	3418	3426	3433	3459							
	tomer Trouble Report	· · · · · · · · · · · · · · · · · · ·													
	$6\% (6 \text{ per 100 working lines for units} w/ \ge 3,000 \text{ lines})$	Total # of working lines	3522	3520	3530	3529	3535	3533							
		Total # of trouble reports	48	66	59	36	31	35					<u> </u>	<u> </u>	
rd		% of trouble reports	0.014	0.019	0.017	0.010	0.009	0.010					<u> </u>		
Standard		Total # of working lines	0.011	0.010	0.017	0.010	0.000	0.010					<u> </u>		
tan	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/ \leq 1,000 lines)	Total # of working lines													
~		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	13	15	7	8	2	11							
		Total # of repair tickets restored in < 24hrs	13	15	7	7	2	9							
	usted	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	0.875	1.000	0.818							
	of Service Report	Sum of the duration of all outages (hh:mm)	102.95	105.15	87.96	108.82	8.58	269.24							
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7.92	7.01	12.57	13.60	4.29	24.48							
		Indicate if catastrophic event is in month	No	No	No	No	No	No							
		Total # of unadjusted outage report tickets	13	15	7	8	2	11							
Una	djusted	Total # of all repair tickets restored in < 24hr	13	14	7	7	2	8							
Out	of Service Report	% of all repair tickets restored < 24 Hours	1.000	0.933	1.000	0.875	1.000	0.727							
	-	Sum of the duration of all outages (hh:mm)	102.95	129.15	87.96	132.82	8.58	341.24							
		Avg. unadjusted outage duration (hh:mm)	7.92	8.61	12.57	16.60	4.29	31.02							
Dof:	undo	Number of customers who received refunds	0	0	0	0	0	0							
Reft	unds	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00							
Ana	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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Measurement (Compile mo	Total Company 🛛 Exchange 🗌 Wire Ce	enter												
Installation Interval						Reporting	Unit Name:		West Point	t 293				
Installation Interval	Measurement (Compile monthly, file quarterly)			l 9)		Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2019) 4th Quarter		
Installation Interval		Jan	1st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	Ath Quarte	r Dec	
Installation Interval	tal # of business days	9	5	10	6 6	13	13	UUI	Aug	000	000	1101	000	
	tal # of service orders	9	5	10	6	13	13							
Min. standard = 5 bus. days	g. # of business days	1.0	1.0	1.0	1.0	1.0	1.0							
	tal # of installation commitments	107	71	80	99	98	130							
	tal # of installation commitment met	107	71	80	99	98	130							
	tal # of installation commitment missed	0	0	0	0	0	0							
	of commitment met	100.000%	-	100.000%	100.000%	100.000%	100.000%							
	ct # for voice or bundle, res+bus	1612	1613	160.00070	1611	1615	1609							
Customer Trouble Report						1010	1000							
6% (6 per 100 working lines for units Tot.	tal # of working lines tal # of trouble reports of trouble reports													
	tal # of working lines	1703	1696	1700	1699	1691	1691						<u> </u>	
$\mathbf{\Sigma}$ 8% (8 per 100 working lines for linits	tal # of trouble reports	39	75	52	24	18	18							
が w/ 1,001 - 2,999 lines)	of trouble reports	0.023	0.044	0.031	0.014	0.011	0.011							
$\frac{10\%}{10\%}$ 10% (10 per 100 working lines for Total	tal # of working lines tal # of trouble reports	0.023	0.044	0.031	0.014	0.011	0.011							
% C	of trouble reports					•								
	tal # of outage report tickets	11	28	14	5	3	6							
	tal # of repair tickets restored in < 24hrs	11	28	14	5	3	6							
Out of Service Penert	of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000							
Min_standard = 90% within 24 hrs	m of the duration of all outages (hh:mm)	60.49	223.54	135.03	37.94	5.58	37.56							
Avg	g. outage duration (hh:mm)	5.50	7.98	9.65	7.59	1.86	6.26							
	licate if catastrophic event is in month	No	No	No	No	No	No							
	tal # of unadjusted outage report tickets	11	28	14	5	3	6							
	tal # of all repair tickets restored in <u><</u> 24hr	9	28	14	5	3	5							
	of all repair tickets restored < 24 Hours	0.818	1.000	1.000	1.000	1.000	0.833							
	m of the duration of all outages (hh:mm)	108.49	223.54	135.03	37.94	5.58	61.56							
	g. unadjusted outage duration (hh:mm)	9.86	7.98	9.65	7.59	1.86	10.26							
	mber of customers who received refunds	0	0	0	0	0	0							
Mor	onthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00							
Non-Billing) Min. standard = 80% of calls $\leq \frac{1}{100}$	tal # of calls for TR, Billing & Non-Billing tal # of call seconds to reach live agent													
	≤ 60 seconds													

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