Company Name:		The Volcano Telephone Co.	-			U#:	1019			Report Yea	ır:	2019	-		
		✓ Total Company	Center				Reporting	Unit Name	:	Total Com	ipany			-	
	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2019)		
		, , , , , , , , , , , , , , , , , , ,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte Aug	r Sep	Oct	4th Quarter	r Dec	
		Total # of business days	41	45	49	41	68	72	52	57	52	001		Dec	
	allation Interval	Total # of service orders	43	40	52	40	66	58	51	50	50				
Min.	standard = 5 bus. days	Avg. # of business days	1.0	1.1	0.9	1.0	1.0	1.2	1.0	1.1	1.0				
		Total # of installation commitments	405	293	389	383	592	536	494	419	427				
Inst	allation Commitment	Total # of installation commitment met	405	293	389	383	592	536	494	419	427				
	standard = 95% commitment met		405	293	0	0	0	0	494	419	427				
		Total # of installation commitment missed	100.000%	-	100.000%	100.000%	, v	100.000%	0 100.000%	0.000%	0 100.000%				
Curc	tomoro	% of commitment met													
	tomers	Acct # for voice or bundle, res+bus	9065	9059	9038	9047	9036	9035	9096	9113	9124				
Cust	omer Trouble Report	Total # of working lines	0500	0502	0500	0540	0407	0500	0.400	0.470	0457			L	
	6% (6 per 100 working lines for units w/ \ge 3,000 lines)	Total # of working lines	9529	9503	9522	9516	9497	9500	9466	9472	9457				
p		Total # of trouble reports	145	221	164	111	89	106	118	91	61				
Standard		% of trouble reports	0.015	0.023	0.017	0.012	0.009	0.011	0.012	0.010	0.006				
anc	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
Sta		Total # of trouble reports												L	
'n.		% of trouble reports											4	L	
Min	10% (10 per 100 working lines for	Total # of working lines												L	
	units w/ \leq 1,000 lines)	Total # of trouble reports													
	, ,	% of trouble reports								10	10			L	
		Total # of outage report tickets	28	64	36	25	10	30	31	12	12		4	L	
Adju	isted	Total # of repair tickets restored in \leq 24hrs	28	63	35	24	9	28	29	11	12				
-	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	99%	98%	96%	90%	94%	94%	92%	100%		4		
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	213.25	573.87	569.34	244.19	102.74	412.94	400.67	151.83	90.45		4		
		Avg. outage duration (hh:mm)	7.62	8.97	15.82	9.77	10.27	13.76	12.92	12.65	7.54		4		
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No				
		Total # of unadjusted outage report tickets	28	64	36	25	10	30	31	12	12		4		
	djusted	Total # of all repair tickets restored in \leq 24hrs		61	35	24	9	25	29	11	12		4		
Out	of Service Report	% of all repair tickets restored \leq 24 Hours	86%	96%	98%	96%	90%	84%	94%	92%	100%		4		
		Sum of the duration of all outages (hh:mm)	309.25	621.87	593.34	268.19	102.74	532.94	400.67	151.83	90.45				
		Avg. unadjusted outage duration (hh:mm)	11.04	9.72	16.48	10.73	10.27	17.76	12.92	12.65	7.54				
Ref	Inds	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							
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													
	on to reach live agent)	% ≤ 60 seconds													
option to reach live agenty															

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-1435

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

Company Name:The Volcano Telephone Co.Reporting Unit Type:Total CompanyExchangeWire			_			U#:	1019			Report Yea	ar:	2019		
		Total Company 🖌 Exchange 🗌 Wire C				Reporting	Unit Name	:	Kirkwood	258				
Measurement (Compile monthly, file quarterly)			Date filed (05/15/2019)			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019 3rd Quarte	/	Date filed (02/15/2019) 4th Quarter		,	
			Jan	1st Quarter Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0	1	0	4	2	11	3	0	5	000		200
	Illation Interval	Total # of service orders	0	1	0	4	2	2	3	0	5			
Min.	standard = 5 bus. days	Avg. # of business days	0.0	1.0	0.0	1.0	1.0	5.5	1.0	0.0	1.0			
		Total # of installation commitments	8	9	13	29	210	89	35	15	24			
Insta	Ilation Commitment	Total # of installation commitment met	8	9	13	29	210	89	35	15	24			
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	Ĵ.	100.000%	100.000%	-	100.000%	÷	100.000%	100.000%			
Cust	omers	Acct # for voice or bundle, res+bus	712	100.000% 720		712	686	675	100.000% 736	758	759			
		Acci # for voice of buridie, res+bus	/12	720	715	/12	000	075	730	700	759			
Cust	omer Trouble Report	Total # of working lines												
	6% (6 per 100 working lines for units $w/ \ge 3,000$ lines)	Total # of working lines Total # of trouble reports												
ġ		% of trouble reports					<u> </u>							
Standard														
an	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
St		Total # of trouble reports % of trouble reports												
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)		710	712	710	702	697	707	700	600	000			
Σ		Total # of working lines	718		713	703	4	707	702 15	699 8	696 4			
		Total # of trouble reports	16 0.022	9 0.013	6 0.008	3 0.004		12 0.017		-	4 0.006			
		% of trouble reports				0.004	0.006		0.021	0.011	0.006			
		Total # of outage report tickets Total # of repair tickets restored in \leq 24hrs	2	0	0	1	0	6	5	1	1			
Adju	sted	· · · · · · · · · · · · · · · · · · ·	2	0	0	1 000	-	6	3	0.000	1 000			
Out	of Service Report	% of repair tickets restored \leq 24 Hours	0.000	0.000	0.000	1.000	0.000	1.000	0.600	0.000	1.000			
Min.	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	135.37	9.16	2.25			
		Avg. outage duration (hh:mm) Indicate if catastrophic event is in month	22.12	0.00	0.00	3.84	0.00	8.72	27.07	9.16	2.25			
			No	No	No	No	No	No	No	No	No 1			
Unar	liustod	Total # of unadjusted outage report tickets	2	0	0		0	6	5	1				
	ljusted	Total # of all repair tickets restored in \leq 24 hrs		0	0	1 000	-	5	3	1 000	1 000			
Out	of Service Report	% of all repair tickets restored \leq 24 Hours	0.000	0.000	0.000	1.000	0.000	0.833	0.600	1.000	1.000			
		Sum of the duration of all outages (hh:mm)	92.24	0.00	0.00	3.84	0.00	76.32	135.37	9.16	2.25		4	
		Avg. unadjusted outage duration (hh:mm)	46.12	0.00	0.00	3.84	0.00	12.72	27.07	9.16	2.25			
Refu	nds	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						
Ansv	ver Time (Trouble Reports, Billing &	Total # of calls for TD, Dilling & Non Dilling									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												
option to reach live agent)		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

Co	ompany Name:	The Volcano Telephone Co.		-			U#:	1019		Report Year:			2019		
Reporting Unit Type:		Total Company 🗹 Exchange 🗌 Wire C	Center				Reporting	Unit Name:		Pine Grove	e 296			•	
	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2019)		, ,	Date filed 08/15/2019 2nd Quarte	/		Date filed (11/15/2019 3rd Quarte	9)		Date filed (02/15/2019)		
			Jan	1st Quarter Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	4th Quarter	Dec	
Inch	lletion Interval	Total # of business days	16	18	20	14	31	22	20	22	15				
	allation Interval	Total # of service orders	16	18	21	13	30	19	19	20	15				
iviin.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	1.0	1.1	1.0	1.2	1.1	1.1	1.0				
		Total # of installation commitments	133	101	138	119	130	144	167	142	130				
Inst	allation Commitment	Total # of installation commitment met	133	101	138	119	130	144	167	142	130				
	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%				
Cus	tomers	Acct # for voice or bundle, res+bus	3302	3303	3298	3298	3302	3292	3287	3284	3287				
	tomer Trouble Report					0100		0101			0101				
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3586	3575	3579	3585	3574	3569	3566	3571	3566				
		Total # of trouble reports	42	71	47	48	36	41	56	30	24				
Standard		% of trouble reports	0.012	0.020	0.013	0.013	0.010	0.011	0.016	0.008	0.007				
Ida	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
tar		Total # of trouble reports													
		% of trouble reports													
Min		Total # of working lines													
2	10% (10 per 100 working lines for	Total # of trouble reports													
	units w/ \leq 1,000 lines)	% of trouble reports													
		Total # of outage report tickets	2	21	15	11	5	7	10	4	4				
		Total # of repair tickets restored in < 24hrs	2	20	14	11	4	7	10	4	4				
-	isted	% of repair tickets restored ≤ 24 Hours	1.000	0.952	0.933	1.000	0.800	1.000	1.000	1.000	1.000				
	of Service Report	Sum of the duration of all outages (hh:mm)	5.57	245.18	346.35	93.59	88.58	53.82	66.53	54.08	20.27				
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	2.79	11.68	23.09	8.51	17.72	7.69	6.65	13.52	5.07				
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No				
		Total # of unadjusted outage report tickets	2	21	15	11	5	7	10	4	4				
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	2	19	14	11	4	7	10	4	4				
Out	of Service Report	% of all repair tickets restored \leq 24 Hours	1.000	0.905	0.933	1.000	0.800	1.000	1.000	1.000	1.000				
	-	Sum of the duration of all outages (hh:mm)	5.57	269.18	370.35	93.59	88.58	53.82	66.53	54.08	20.27				
		Avg. unadjusted outage duration (hh:mm)	2.79	12.82	24.69	8.51	17.72	7.69	6.65	13.52	5.07				
Dof	inds	Number of customers who received refunds	0	0	0	0	0	0							
Reft		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													
		% ≤ 60 seconds													
option to reach live agent)													- <u> </u>		

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

Company Name: Reporting Unit Type:		The Volcano Telephone Co.					U#:	1019			Report Yea	r:	2019	-
		Total Company 🗹 Exchange 🗌 Wire C	Center	Reporting Unit Name: Pioneer 295										-
	Measurement (Compile	e 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	Jun	Jul	3rd Quarte Aug	Sep	Oct	Ath Quarter	Dec
		Total # of business days	16	21	19	17	22	26	19	28	23			200
	allation Interval	Total # of service orders	18	17	21	17	21	24	19	24	21			
Min.	standard = 5 bus. days	Avg. # of business days	0.9	1.2	0.9	1.0	1.0	1.1	1.0	1.2	1.1			
		Total # of installation commitments	157	112	158	136	154	173	191	170	167			
Insta	allation Commitment	Total # of installation commitment met	157	112	158	136	154	173	191	170	167			
	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%			
Cus	tomers	Acct # for voice or bundle, res+bus	3439	3423	3418	3426	3433	3459	3466	3455	3461			
	omer Trouble Report	,												
	6% (6 per 100 working lines for units w/ \ge 3,000 lines)	Total # of working lines	3522	3520	3530	3529	3535	3533	3515	3519	3514			
		Total # of trouble reports	48	66	59	36	31	35	31	38	25			
Ird		% of trouble reports	0.014	0.019	0.017	0.010	0.009	0.010	0.009	0.011	0.007			
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tar		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	7	4	6			
A .I.'.		Total # of repair tickets restored in \leq 24hrs	13	15	7	7	2	9	7	4	6			
-	isted	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	0.875	1.000	0.818	1.000	1.000	1.000			
	of Service Report	Sum of the duration of all outages (hh:mm)	102.95	105.15	87.96	108.82	8.58	269.24	60.32	49.09	44.76			
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7.92	7.01	12.57	13.60	4.29	24.48	8.62	12.27	7.46			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	13	15	7	8	2	11	7	4	6			
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	13	14	7	7	2	8	7	4	6			
Out	of Service Report	% of all repair tickets restored \leq 24 Hours	1.000	0.933	1.000	0.875	1.000	0.727	1.000	1.000	1.000			
	-	Sum of the duration of all outages (hh:mm)	102.95	129.15	87.96	132.82	8.58	341.24	60.32	49.09	44.76			
L		Avg. unadjusted outage duration (hh:mm)	7.92	8.61	12.57	16.60	4.29	31.02	8.62	12.27	7.46			
Dafe	inds	Number of customers who received refunds	0	0	0	0	0	0						
Reit		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												
	• ·	% ≤ 60 seconds												
option to reach live agent)													· ·	· · · · · · · · · · · · · · · · · · ·

Primary Utility Contact Information

Name: Bonnie Burris

Phone: (209) 296-1435

Email: bonnieb@volcanotel.com

		The Volcano Telephone Co.		-			U#:	1019			Report Yea	ır:	2019		
		Total Company I Exchange Wire C	Center				Reporting	Unit Name	:	West Poin	t 293			-	
Measurement (Compile monthly, file quarterly)			Date filed (05/15/2019 1st Quarte	5/15/2019)		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	
		Total # of business days	9	5	10	6	13	13	10	7	9				
	allation Interval	Total # of service orders	9	5	10	6	13	13	10	6	9				
Min.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.2	1.0				
		Total # of installation commitments	107	71	80	99	98	130	101	92	106				
Insta	allation Commitment	Total # of installation commitment met	107	71	80	99	98	130	101	92	106				
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0				
		% of commitment met	100.000%	, v	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%				
Cust	omers	Acct # for voice or bundle, res+bus	1612	1613	1607	1611	1615	1609	1607	1616	1617			<u> </u>	
	omer Trouble Report		1012	1010	1007	1011	1010	1005	1007	1010	1017				
Oust	•	Total # of working lines													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												<u> </u>	
p		% of trouble reports													
da	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1703	1696	1700	1699	1691	1691	1683	1683	1681				
Standard		Total # of trouble reports	39	75	52	24	18	18	16	15	8				
م		% of trouble reports	0.023	0.044	0.031	0.014	0.011	0.011	0.010	0.009	0.005				
Min	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	0.020				01011			0.000	0.000				
2		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	11	28	14	5	3	6	9	3	1				
		Total # of repair tickets restored in \leq 24hrs	11	28	14	5	3	6	9	2	1				
Adju		% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.667	1.000				
	of Service Report	Sum of the duration of all outages (hh:mm)	60.49	223.54	135.03	37.94	5.58	37.56	138.45	39.50	23.17				
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	5.50	7.98	9.65	7.59	1.86	6.26	15.38	13.17	23.17				
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No				
		Total # of unadjusted outage report tickets	11	28	14	5	3	6	9	3	1				
Unad	djusted	Total # of all repair tickets restored in \leq 24hrs		28	14	5	3	5	9	2	1				
	of Service Report	% of all repair tickets restored \leq 24 Hours	0.818	1.000	1.000	1.000	1.000	0.833	1.000	0.667	1.000				
	·	Sum of the duration of all outages (hh:mm)	108.49	223.54	135.03	37.94	5.58	61.56	138.45	39.50	23.17				
		Avg. unadjusted outage duration (hh:mm)	9.86	7.98	9.65	7.59	1.86	10.26	15.38	13.17	23.17				
Def	ndo	Number of customers who received refunds	0	0	0	0	0	0							
Refu	inus	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00							
Anou	vor Time (Trouble Reports, Pilling & Non		-						-						
	ver Time (Trouble Reports, Billing & Non g) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, billing & Non-billing													
		Total # of call seconds to reach live agent													
seconds to reach live agent (w/ a menu option to reach live agent)		% ≤ 60 seconds													
opuo	in to reach live agent)														

Primary Utility Contact Information

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