Company Name:	The Volcano Telephone Co.		-			U#:	1019			Report Yea	ar:	2019	
Reporting Unit Type:	☑Total Company	enter				Reporting	Unit Name:		Total Com	pany			
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
	Total # of business days	41	45	49					y				
Installation Interval	Total # of service orders	43	41	52									
Min. standard = 5 bus. days	Avg. # of business days	1.0	1.1	0.9									
	Total # of installation commitments	405	293	389									
Installation Commitment	Total # of installation commitment met	405	293	389									
Min. standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.000%	100.000%	100.000%		-							
Customers	Acct # for voice or bundle, res+bus	9065	9059	9038		-							
Customer Trouble Report		3000	0000	5000		-							
	Total # of working lines	9529	9503	9522									
6% (6 per 100 working lines for units	Total # of trouble reports	145	221	164		1			1				
ע ≥ 3,000 lines)	% of trouble reports	0.015	0.023	0.017		1			1				
w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	0.010	0.020	0.011		1			1				
8% (8 per 100 working lines for units	Total # of trouble reports	1	1			1			1				
び w/ 1,001 - 2,999 lines)	% of trouble reports	1	1			1			1				
UNC 10 per 100 working lines for	Total # of working lines												
	Total # of trouble reports	1	1			1			1				
units w/ \leq 1,000 lines)	% of trouble reports	<u> </u>				-							
	Total # of outage report tickets	28	64	36		1			1				
	Total # of repair tickets restored in < 24hrs	28	63	35									
Adjusted	% of repair tickets restored ≤ 24 Hours	100%	99%	98%		1			1				
Out of Service Report	Sum of the duration of all outages (hh:mm)	213.25	573.87	569.34		1			1				
Min. standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7.62	8.97	15.82									
	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	28	64	36									
Unadjusted	Total # of all repair tickets restored in < 24h		61	35									
Out of Service Report	% of all repair tickets restored \leq 24 Hours	86%	96%	98%									
•	Sum of the duration of all outages (hh:mm)	309.25	621.87	593.34									
	Avg. unadjusted outage duration (hh:mm)	11.04	9.72	16.48									
Defunde	Number of customers who received refunds	0	0	0									
Refunds	Monthly amount of refunds	0.00	0.00	0.00									
Anower Time (Trouble Departs Dilling													
Answer Time (Trouble Reports, Billing &	Total # of calls for TR, Billing & Non-Billing												
Non-Billing) Min. standard = 80% of calls ≤	Total # of call seconds to reach live agent												
60 seconds to reach live agent (w/ a menu	% ≤ 60 seconds												
option to reach live agent)													

Primary Utility Contact Information

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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: Reporting Unit Type:		The Volcano Telephone Co.	_			U#:	1019			Report Ye	ar:	2019		
		Total Company Exchange Wire Ce				Reporting	Unit Name	:	Kirkwood	258				
	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	r Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte Aug	r Sep	Oct	4th Quarte Nov	r Dec
		Total # of business days	0	1	0		May	oun	Vui	Aug	000	000	1101	
	allation Interval	Total # of service orders	0	1	0									
Min.	standard = 5 bus. days	Avg. # of business days	0.0	1.0	0.0									
		Total # of installation commitments	8	9	13									
Insta	allation Commitment	Total # of installation commitment met	8	9	13									
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	-	100.000%									
Cust	omers	Acct # for voice or bundle, res+bus	712	720	715									
	omer Trouble Report		712	120	/10		_							
040	•	Total # of working lines		1			1							
	6% (6 per 100 working lines for units w/ \ge 3,000 lines)	Total # of trouble reports		1			1							
rd		% of trouble reports		1			1				1	1		
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines		1			1							
tan		Total # of trouble reports		1			1							
ŝ		% of trouble reports		1			1							
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	718	712	713		1							
≥		Total # of trouble reports	16	9	6									
		% of trouble reports	0.022	0.013	0.008									
		Total # of outage report tickets	2	0.010	0.000		1							
	_	Total # of repair tickets restored in \leq 24hrs	2	0	0									
Adju		% of repair tickets restored ≤ 24 Hours	1.000	0.000	0.000									
	of Service Report	Sum of the duration of all outages (hh:mm)	44.24	0.00	0.00									
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	22.12	0.00	0.00									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	2	0	0									
Unad	djusted	Total # of all repair tickets restored in < 24hrs		0	0									
Out	of Service Report	% of all repair tickets restored < 24 Hours	0.000	0.000	0.000									
		Sum of the duration of all outages (hh:mm)	92.24	0.00	0.00									
		Avg. unadjusted outage duration (hh:mm)	46.12	0.00	0.00									
D . (Number of customers who received refunds	0	0	0									
Refu	inas	Monthly amount of refunds	0.00	0.00	0.00									
A	un Time (Trauble Departs Dilling 6				1									
	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												
option to reach live agent)										-				

Primary Utility Contact Information

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Company Name: Reporting Unit Type:		The Volcano Telephone Co.	-			U#:	1019			Report Yea	ar:	2019		
		☐Total Company	enter				Reporting	Unit Name	:	Pine Grov	e 296			
	Measurement (Compile monthly, file guarterly)			Date filed (05/15/2019)			Date filed (08/15/2019	8/15/2019)			(11/15/2019)		Date filed (02/15/2019)	
		, , , , , , , , , , , , , , , , , , ,	Jan	1st Quarte Feb	r Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte Aug	r Sep	Oct	4th Quarter	r Dec
		Total # of business days	16	18	20		may	oun	Vui	Aug	Ocp	000	1101	000
	allation Interval	Total # of service orders	16	18	21				-					
Min.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	1.0				-					
		Total # of installation commitments	133	101	138				-					
Insta	allation Commitment	Total # of installation commitment met	133	101	138				-					
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	100.000%										
Cust	tomers	Acct # for voice or bundle, res+bus	3302	3303	3298									
	tomer Trouble Report		0002	0000	0200									
ouo		Total # of working lines	3586	3575	3579					1				
	6% (6 per 100 working lines for units w/ \ge 3,000 lines)	Total # of trouble reports	42	71	47		1			1				
p		% of trouble reports	0.012	0.020	0.013					1				
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	0.012	0.020	0.010									
an		Total # of trouble reports		1	1					1				
ŝ		% of trouble reports		1	1					1				
Min.		Total # of working lines		1	1					1				
≥	10% (10 per 100 working lines for	Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	2	21	15									
		Total # of repair tickets restored in < 24hrs	2	20	14									
	isted	% of repair tickets restored ≤ 24 Hours	1.000	0.952	0.933									
	of Service Report	Sum of the duration of all outages (hh:mm)	5.57	245.18	346.35									
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	2.79	11.68	23.09									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	2	21	15									
Una	djusted	Total # of all repair tickets restored in ≤ 24 hrs		19	14									
Out	of Service Report	% of all repair tickets restored < 24 Hours	1.000	0.905	0.933									
	- • •	Sum of the duration of all outages (hh:mm)	5.57	269.18	370.35									
		Avg. unadjusted outage duration (hh:mm)	2.79	12.82	24.69									
D .(Number of customers who received refunds	0	0	0									
Refu	inds	Monthly amount of refunds	0.00	0.00	0.00									
A	war Time (Trouble Departs Dilling 6													
	wer Time (Trouble Reports, Billing &	Total # of calls for TR, Billing & Non-Billing												
	-Billing) Min. standard = 80% of calls \leq	Total # of call seconds to reach live agent												
	econds to reach live agent (w/ a menu	% ≤ 60 seconds												
option to reach live agent)													•	

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Company Name: Reporting Unit Type:		The Volcano Telephone Co.		-			U#:	1019			Report Ye	ar:	2019	<u>)</u>	
		☐Total Company ☑Exchange ☐Wire Co	enter				Reporting	Unit Name	:	Pioneer 29	95			-	
	Measurement (Compile monthly, file guarterly)			1	05/15/2019)		Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2019)		
			Jan	1st Quarte Feb	r Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte Aug	r Sep	Oct	4th Quarte Nov	er Dec	
la et	- U. C. and I. C. and I.	Total # of business days	16	21	19		may	oun		, tug	000				
	allation Interval	Total # of service orders	18	17	21				-						
Min.	standard = 5 bus. days	Avg. # of business days	0.9	1.2	0.9				-						
		Total # of installation commitments	157	112	158				-						
Inst	allation Commitment	Total # of installation commitment met	157	112	158				-						
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0										
		% of commitment met	100.000%												
Cus	tomers	Acct # for voice or bundle, res+bus	3439	3423	3418					1			1		
	omer Trouble Report		0100	0120	0110					1			1		
040		Total # of working lines	3522	3520	3530					1			1		
	6% (6 per 100 working lines for units	Total # of trouble reports	48	66	59					1			1		
p	w/ ≥ 3,000 lines)	% of trouble reports	0.014	0.019	0.017					1			1		
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	0.011	0.010	01011					1			1		
tan		Total # of trouble reports													
Ś.		% of trouble reports													
Min.		Total # of working lines		1	1					1			1		
2	10% (10 per 100 working lines for	Total # of trouble reports													
	units w/ ≤ 1,000 lines)	% of trouble reports													
		Total # of outage report tickets	13	15	7										
		Total # of repair tickets restored in < 24hrs	13	15	7										
	isted	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000										
	of Service Report	Sum of the duration of all outages (hh:mm)	102.95	105.15	87.96										
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7.92	7.01	12.57				-						
		Indicate if catastrophic event is in month	No	No	No				-						
		Total # of unadjusted outage report tickets	13	15	7				-						
Una	djusted	Total # of all repair tickets restored in \leq 24hrs	13	14	7					1			1		
Out	of Service Report	% of all repair tickets restored < 24 Hours	1.000	0.933	1.000					1			1		
	•	Sum of the duration of all outages (hh:mm)	102.95	129.15	87.96										
		Avg. unadjusted outage duration (hh:mm)	7.92	8.61	12.57										
Def	indo	Number of customers who received refunds	0	0	0										
Refl	unds	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													
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent													
		% ≤ 60 seconds													
option to reach live agent)															

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Company Name: Reporting Unit Type:		The Volcano Telephone Co.	_			U#:	1019			Report Yea	ar:	2019		
		Total Company Exchange Wire C				Reporting	Unit Name	:	West Poin	t 293				
	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)		/
			Jan	1st Quarte Feb	r Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte Aug	Sep	Oct	4th Quarter Nov	r Dec
Insta		Total # of business days	9	5	10				•••					
	allation Interval	Total # of service orders	9	5	10								1	
iviin.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	1.0								1	
		Total # of installation commitments	107	71	80								1	
Insta	allation Commitment	Total # of installation commitment met	107	71	80								1	
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	-	100.000%									
Cust	omers	Acct # for voice or bundle, res+bus	1612	1613	160.00070									
	omer Trouble Report		1012	1010	1007									
Ouor		Total # of working lines		1	1								1	
	6% (6 per 100 working lines for units w/ \ge 3,000 lines)	Total # of trouble reports		1	1		1	1						
Б		% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1703	1696	1700									
an		Total # of trouble reports	39	75	52								1	
		% of trouble reports	0.023	0.044	0.031		1	1						
Min.	10% (10 per 100 working lines for	Total # of working lines	0.020	0.011	0.001									
		Total # of trouble reports		1	1								1	
	units w/ ≤ 1,000 lines)	% of trouble reports		1	1								1	
		Total # of outage report tickets	11	28	14								1	
		Total # of repair tickets restored in \leq 24hrs	11	28	14								1	
	sted	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000								1	
	of Service Report	Sum of the duration of all outages (hh:mm)	60.49	223.54	135.03								1	
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	5.50	7.98	9.65								1	
		Indicate if catastrophic event is in month	No	No	No								1	
		Total # of unadjusted outage report tickets	11	28	14								1	
Unad	djusted	Total # of all repair tickets restored in ≤ 24 hr		28	14									
	of Service Report	% of all repair tickets restored < 24 Hours	0.818	1.000	1.000									
		Sum of the duration of all outages (hh:mm)	108.49	223.54	135.03									
		Avg. unadjusted outage duration (hh:mm)	9.86	7.98	9.65									
		Number of customers who received refunds	0.00	0	0									
Refu	inds	Monthly amount of refunds	0.00	0.00	0.00									
A													-	
	ver 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												
option to reach live agent)														

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