Company Name:	The	Volcano Telepi	none Co.	U#:	1019	Report Year:	2020
Reporting Unit Type:	☑ Total Company	□ Exchange	□ Wire Center	Reporti	ng Unit Name:	Total Company	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2020 1st Quarter			Date filed (08/15/2020 2nd Quarte			Date filed (11/15/2020 3rd Quarte	/		Date filed (02/15/2021 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	-U-dlutal	46	56	74										
	allation Interval	Total # of service orders	40	50	61									
iviin.	standard = 5 bus. days	Avg. # of business days	1.2	1.1	1.2									
		Total # of installation commitments	325	324	227									
Inst	allation Commitment	Total # of installation commitment met	325	324	227									
Min.	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	8975	8952	8936									
	tomer Trouble Report		30.0	0002	0000									
<b>J</b> u3	<b>'</b>	Total # of working lines	9427	9406	9439									
	6% (6 per 100 working lines for units	Total # of trouble reports	109	66	90									
5	w/≥ 3,000 lines)	% of trouble reports	0.012	0.007	0.010									
in. St	8% (8 per 100 working lines for units	Total # of working lines	0.012	0.007	0.010									
		Total # of trouble reports												
		% of trouble reports												
		Total # of working lines												
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	10	14	31									
		Total # of repair tickets restored in ≤ 24hrs	8	13	29									
-	ısted	% of repair tickets restored ≤ 24 Hours	80%	93%	94%									
	of Service Report	Sum of the duration of all outages (hh:mm)	125.87	204.29	308.56									
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	12.59	14.59	9.95									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	10	14	31									
Una	djusted	Total # of all repair tickets restored in ≤ 24hr	7	12	29									
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	70%	86%	94%									
	•	Sum of the duration of all outages (hh:mm)	149.87	228.29	332.56									
		Avg. unadjusted outage duration (hh:mm)	14.99	16.31	10.73									
Dot.	indo	Number of customers who received refunds	0	0	0									
Keit	ZATIINAS L	Monthly amount of refunds	0.00	0.00	0.00									
Anc	wer Time (Trouble Reports, Billing &													
		Total # of calls for TR, Billing & Non-Billing												
		I otal # of call seconds to reach live agent												
	on to reach live agent (w/ a menu	% ≤ 60 seconds												
Optil	on to reactified agent)													

**Primary Utility Contact Information** 

Phone: (209) 296-1435 Name: Bonnie Burris 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 Telep	hone Co.	U#: 1019	Report Year:	2020
Reporting Unit Type:	□ Total Company	☑ Exchange	□ Wire Center	Reporting Unit Name:	Kirkwood 258	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2020 1st Quarter	,		Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020 3rd Quarte			Date filed (02/15/2021) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	3	1	9					79	ССР			
	allation Interval	Total # of service orders	3	1	4									
Min.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	2.3									
		Total # of installation commitments		5	23									
Insta	allation Commitment	Total # of installation commitment met	16	5	23									
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
l		% of commitment met	100.000%	100.000%	100.000%									
Cus	tomers	Acct # for voice or bundle, res+bus	715	710	710									
Cus	tomer Trouble Report													
	60/ (6 400 dia - line - f it-	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
ırd		% of trouble reports												
βģ	8% (8 per 100 working lines for units	Total # of working lines												
Min. Standard	w/ 1 001 - 2 000 lines)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines	713	712	713									
_	units w/ ≤ 1,000 lines)	Total # of trouble reports	13	5	0									
	units w/ \(\sigma\) 1,000 lines)	% of trouble reports	0.018	0.007	0.000									
		Total # of outage report tickets	0	0	0									
۸ ما : ،	usted	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
•	of Service Report	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
IVIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	0	0	0									
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	0	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)	0.00	0.00	0.00									
		Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00									
Refi	unds	Number of customers who received refunds	0	0	0									
	undo	Monthly amount of refunds	0.00	0.00	0.00									
Δne	wer Time (Trouble Reports Billing &													
	lan Dilling Min standard 000/ of salls / 🗀	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												
opul	on to readilitive agenty													

**Primary Utility Contact Information** 

Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com
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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)

Company Name:	The	Volcano Telepi	hone Co.	U#:10	N19 Rep	ort Year: 2020
Reporting Unit Type:	□ Total Company	☑ Exchange	□ Wire Center	Reporting Unit Nar	me: Pine Grove 296	-

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2020 1st Quarter	,		Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020 3rd Quarte		Date filed (02/15/2021) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	10	28	27					79	ССР			
	allation Interval	Total # of service orders	9	26	23									
Min.	standard = 5 bus. days	Avg. # of business days	1.1	1.1	1.2									
		Total # of installation commitments	94	115	73									
Inst	allation Commitment	Total # of installation commitment met	94	115	73									
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
i		% of commitment met	100.000%	100.000%	100.000%									
Cus	tomers	Acct # for voice or bundle, res+bus	3272	3271	3260									
Cus	tomer Trouble Report													
	60/ (6 per 100 working lines for units	Total # of working lines	3557	3544	3559									
	6% (6 per 100 working lines for units w/≥ 3,000 lines)	Total # of trouble reports	42	29	35									
ard		% of trouble reports	0.012	0.008	0.010									
ğ	8% (8 per 100 working lines for units	Total # of working lines												
Min. Standard	w/ 1 001 - 2 000 lines)	Total # of trouble reports												
	, ,	% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines												
_	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	3	4	8									
۸diı	usted	Total # of repair tickets restored in ≤ 24hrs	3	4	8									
•	of Service Report	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000									
	standard - 00% within 24 hrs	Sum of the duration of all outages (hh:mm)	45.55	72.78	33.87									
IVIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	15.18	18.20	4.23									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	3	4	8									
	djusted	Total # of all repair tickets restored in ≤ 24hrs		4	8									
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000									
		Sum of the duration of all outages (hh:mm)	45.55	72.78	57.87									
		Avg. unadjusted outage duration (hh:mm)	15.18	18.20	7.23									
Refu	inas	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 &	T												
	on-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
	on to reach live agent)	% ≤ 60 seconds												

**Primary Utility Contact Information** 

Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com
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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)

Company Name:	The	Volcano Telep	none Co.	U#: 1019	Report Year:	2020
Reporting Unit Type:	□ Total Company	☑ Exchange	□ Wire Center	Reporting Unit Name:	Pioneer 295	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2020 1st Quarter	,		Date filed (08/15/2020 2nd Quarte			Date filed (11/15/2020 3rd Quarter	,		Date filed (02/15/2021 4th Quarter	,
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inati	allation Interval	25	16	24										
	standard = 5 bus. days	Total # of service orders	21	13	23									
IVIII1.	standard = 5 bus. days	Avg. # of business days	1.2	1.2	1.0									
		Total # of installation commitments		124	93									
Insta	allation Commitment	Total # of installation commitment met	127	124	93									
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	3393	3384	3382									
Cust	tomer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3491	3486	3497									
_		Total # of trouble reports	24	21	37									
ard		% of trouble reports	0.007	0.006	0.011									
	8% (8 per 100 working lines for units	Total # of working lines												
	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	W/ 1,001 - 2,999 lifles)	% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines												
-	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	0	6	14									
۸diı	usted	Total # of repair tickets restored in ≤ 24hrs	0	5	14									
•	of Service Report	% of repair tickets restored ≤ 24 Hours	0.000	0.833	1.000									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04									
IVIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	0.00	18.28	13.36									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	0	6	14									
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	0	5	14									
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.000	0.833	1.000									
		Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04									
		Avg. unadjusted outage duration (hh:mm)	0.00	18.28	13.36									
Ref	unds	Number of customers who received refunds	0	0	0									
veir	инчэ	Monthly amount of refunds	0.00	0.00	0.00									
Δne	wer Time (Trouble Reports, Billing &													
	on-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
	on to reach live agent)	% ≤ 60 seconds												
υριιι	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 Telep	hone Co.	U#:1	019	Report Year:				
Reporting Unit Type:	□ Total Company	☑ Exchange	□ Wire Center	Reporting Unit Na	ame:	West Point 293				

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2020) 1st Quarter		Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) <b>3rd Quarter</b>			Date filed (02/15/2021) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	8	11	14	7.451	ay	- Jun	- oui	riug	СОР		1101	
Installation Interval Min. standard = 5 bus. days		Total # of service orders	7	10	11									
		Avg. # of business days	1.1	1.1	1.3									
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	88	80	38									
		Total # of installation commitment met	88	80	38									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	100.000%	100.000%									
		Acct # for voice or bundle, res+bus	1595	1587	1584									
Customer Trouble Report		,												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
ıq		Total # of trouble reports												
		% of trouble reports												
βpc	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1666	1664	1670									
Min. Standard		Total # of trouble reports	30	11	18									
		% of trouble reports	0.018	0.007	0.011									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	isted of Service Report standard = 90% within 24 hrs	Total # of outage report tickets	7	4	9									
۸ di.		Total # of repair tickets restored in ≤ 24hrs	5	4	7									
•		% of repair tickets restored ≤ 24 Hours	0.714	1.000	0.778									
		Sum of the duration of all outages (hh:mm)	80.32	21.82	87.65									
IVIII1.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	11.47	5.46	9.74									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	7	4	9									
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	4	3	7									
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.571	0.750	0.778									
•		Sum of the duration of all outages (hh:mm)	104.32	45.82	87.65									
		Avg. unadjusted outage duration (hh:mm)	14.90	11.46	9.74									
Retunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	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 & Nort-Billing												
		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												
Optic	ni to rodon iivo agonti				·		· ·			· ·	·	·		

**Primary Utility Contact Information** 

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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)