Company Name:	ne: The Volcano Telephone Co.				1019	Report Year:	2020
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting U	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	l)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
lu at	allation Interval	46	56	74	80	49	61							
		Total # of business days Total # of service orders		50	61	79	47	64						
iviin.	standard = 5 bus. days	Avg. # of business days	1.2	1.1	1.2	1.0	1.0	1.0						
		Total # of installation commitments	325	324	227	238	236	270						
Installation Commitment		Total # of installation commitment met	325	324	227	238	236	270						
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%						
Cus	tomers	Acct # for voice or bundle, res+bus	8975	8952	8936	8949	8938	9001						
	tomer Trouble Report	Tiest ii ie. Voice of Bariale, 100 1840	00.0	0002	0000	00.10	0000	0001						
Jus	,	Total # of working lines	9427	9406	9439	9523	9539	9546						
	6% (6 per 100 working lines for units	Total # of trouble reports	109	66	90	81	84	126						
5	ছ w/≥3,000 lines)	% of trouble reports	0.012	0.007	0.010	0.009	0.009	0.013						
da		Total # of working lines	0.012	0.007	0.010	0.000	0.000	0.010						
Min. Standard	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines												
	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	25	23	26						
١		Total # of repair tickets restored in ≤ 24hrs	8	13	29	25	23	26						
-	usted	% of repair tickets restored ≤ 24 Hours	80%	93%	94%	100%	100%	100%						
	of Service Report	Sum of the duration of all outages (hh:mm)	125.87	204.29	308.56	241.96	202.04	188.24						
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	12.59	14.59	9.95	9.68	8.78	7.24						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	10	14	31	25	23	26						
Una	djusted	Total # of all repair tickets restored in ≤ 24hr	7	12	29	25	21	24						
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	70%	86%	94%	100%	92%	93%						
	•	Sum of the duration of all outages (hh:mm)	149.87	228.29	332.56	241.96	274.04	236.24						
		Avg. unadjusted outage duration (hh:mm)	14.99	16.31	10.73	9.68	11.91	9.09						
Dof.	unds	Number of customers who received refunds	0	0	0	0	0	0						
Reit	unus	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Anc	wer Time (Trouble Reports, Billing &													
	a-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	seconds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
	on to reach live agent (w/ a menu	% ≤ 60 seconds												
UPILIC	on to reacti live 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 Telephone 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 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
	- Hada a Laka a a L	Total # of business days	3	1	9	4	2	7						
	allation Interval	Total # of service orders	3	1	4	5	2	8						
win.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	2.3	0.8	1.0	0.9						
		Total # of installation commitments	16	5	23	24	49	92						
Installation Commitment		Total # of installation commitment met	16	5	23	24	49	92						
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	715	710	710	696	619	640						
Cus	tomer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines												
	` .	Total # of trouble reports												
ard	w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports												
βpc		Total # of working lines												
taı	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. S	W/ 1,001 - 2,999 iiiles)	% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines	713	712	713	710	716	724						
_	units w/ ≤ 1,000 lines)	Total # of trouble reports	13	5	0	0	0	9						
	units w/ ≥ 1,000 intes)	% of trouble reports	0.018	0.007	0.000	0.000	0.000	0.012						
		Total # of outage report tickets	0	0	0	0	0	1						
۸diı	usted	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1						
•	of Service Report	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07						
IVIII I.	Standard = 90 /6 Within 24 ms	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	0	0	0	0	0	1						
	djusted	Total # of all repair tickets restored in ≤ 24hrs		0	0	0	0	1						
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000						
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07						
		Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07						
Refi	unds	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						
Δne	wer Time (Trouble Reports, Billing &	T												
	-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												
Optic	on to reach live agent)		-				-							

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 Telephone Co.			U#:	1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit N	Name:	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 Quarter			Date filed (02/15/2021) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	H-2	Total # of business days	10	28	27	25	22	17							
	llation Interval	Total # of service orders	9	26	23	24	16	19							
iviin. s	standard = 5 bus. days	Avg. # of business days	1.1	1.1	1.2	1.0	1.4	0.9							
		Total # of installation commitments	94	115	73	89	52	67							
Insta	llation Commitment	Total # of installation commitment met	94	115	73	89	52	67							
Min. s	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%							
Cust		Acct # for voice or bundle, res+bus	3272	3271	3260	3273	3293	3294							
	omer Trouble Report														
		Total # of working lines	3557	3544	3559	3608	3605	3602							
ŀ	6% (6 per 100 working lines for units	Total # of trouble reports	42	29	35	29	36	57							
w/ ≥ 3,000 lines) 8% (8 per 100 working lines for ur w/ 1,001 - 2,999 lines)	w/ ≥ 3,000 lines)	% of trouble reports	0.012	0.008	0.010	0.008	0.010	0.016							
		Total # of working lines													
ţ	w/ 1,001 - 2,999 lines)	Total # of trouble reports													
Min.		% of trouble reports													
	10% (10 per 100 working lines for	Total # of working lines													
	units w/ ≤ 1,000 lines)	Total # of trouble reports													
ŀ	units w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports													
		Total # of outage report tickets	3	4	8	9	11	11							
Adjus	stad	Total # of repair tickets restored in ≤ 24hrs	3	4	8	9	11	11							
•	of Service Report	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000							
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	45.55	72.78	33.87	50.61	74.35	59.87							
IVIII I. 3		Avg. outage duration (hh:mm)	15.18	18.20	4.23	5.62	6.76	5.44							
		Indicate if catastrophic event is in month	No	No	No	No	No	No							
		Total # of unadjusted outage report tickets	3	4	8	9	11	11							
	ljusted	Total # of all repair tickets restored in ≤ 24hrs		4	8	9	10	9							
Out c	•	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.909	0.818							
		Sum of the duration of all outages (hh:mm)	45.55	72.78	57.87	50.61	98.35	107.87							
		Avg. unadjusted outage duration (hh:mm)	15.18	18.20	7.23	5.62	8.94	9.81							
Refu	nas	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 &	T													
	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													

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 Telephone Co.			U#:	1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Report	ting 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
		Total # of business days	25	16	24	25	13	24						
	allation Interval	Total # of service orders	21	13	23	25	17	24						
win.	standard = 5 bus. days	Avg. # of business days	1.2	1.2	1.0	1.0	0.8	1.0						
		Total # of installation commitments	127	124	93	76	95	76						
Installation Commitment		Total # of installation commitment met	127	124	93	76	95	76						
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	3393	3384	3382	3392	3412	3445						
Cust	omer Trouble Report													
		Total # of working lines	3491	3486	3497	3509	3517	3521						
_	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	24	21	37	34	32	43						
J.		% of trouble reports	0.007	0.006	0.011	0.010	0.009	0.012						
υğ		Total # of working lines												
ţai		Total # of trouble reports												
Min. S		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines												
_	` '	Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	0	6	14	10	10	9						
۸ ما: .	oted	Total # of repair tickets restored in ≤ 24hrs	0	5	14	10	10	9						
•	isted	% of repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000						
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08						
win.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	0	6	14	10	10	9						
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	0	5	14	10	10	9						
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000						
		Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08						
		Avg. unadjusted outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56						
Refu	inde	Number of customers who received refunds	0	0	0	0	0	0						
Neit	anus	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
Anci	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												
optic	in 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 Telepi	none Co.	U#:	1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting	Unit Name:	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) 3rd Quarter			Date filed (02/15/2021) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	8	11	14	26	12	13						
Min. standard = 5 bus. days		Total # of service orders	7	10	11	25	12	13						
		Avg. # of business days	1.1	1.1	1.3	1.0	1.0	1.0						
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitments	88	80	38	49	40	35						
		Total # of installation commitment met	88	80	38	49	40	35						
		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%						
		Acct # for voice or bundle, res+bus	1595	1587	1584	1588	1614	1622						
	omer Trouble Report													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
Ì		Total # of trouble reports												
ırd		% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1666	1664	1670	1696	1701	1699						
ţaı		Total # of trouble reports	30	11	18	18	16	17						
		% of trouble reports	0.018	0.007	0.011	0.011	0.009	0.010						
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
_		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	7	4	9	6	2	5						
Adju		Total # of repair tickets restored in ≤ 24hrs	5	4	7	6	2	5						
•	of Service Report	% of repair tickets restored ≤ 24 Hours	0.714	1.000	0.778	1.000	1.000	1.000						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	80.32	21.82	87.65	85.30	26.74	48.22						
IVIII1.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	11.47	5.46	9.74	14.22	13.37	9.64						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	7	4	9	6	2	5						
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs		3	7	6	1	5						
Out of Service Report		% of all repair tickets restored ≤ 24 Hours	0.571	0.750	0.778	1.000	0.500	1.000						
		Sum of the duration of all outages (hh:mm)	104.32	45.82	87.65	85.30	74.74	48.22						
		Avg. unadjusted outage duration (hh:mm)	14.90	11.46	9.74	14.22	37.37	9.64						
		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 & Non	T												
	g) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
seconds to reach live agent (w/ a menu		Total # of call seconds to reach live agent												
	n to reach live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

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Name. Domine Duris	FIIONE. (209) 290-1433	Email. Donnieb@voicanotei.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)