Company Name:	The	Volcano Teleph	one Co.	U#:	1019	Report Year:	2020
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reportir	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 Quarter	,		Date filed (02/15/2021 4th Quarte	,
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incta	Illation Interval	Total # of business days	46	56	74	80	49	61	92	113	78	100	65	79
	standard = 5 bus. days	Total # of service orders 4		50	61	79	47	64	85	105	73	85	58	80
IVIII I.	standard = 5 bus. days	Avg. # of business days		1.1	1.2	1.0	1.0	1.0	1.1	1.1	1.1	1.2	1.1	1.0
		Total # of installation commitments		324	227	238	236	270	306	347	387	495	507	214
Installation Commitment		Total # of installation commitment met		324	227	238	236	270	306	347	387	495	507	214
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	100.000%
Cust	omers	Acct # for voice or bundle, res+bus	8975	8952	8936	8949	8938	9001	9047	9040	9078	9109	9052	9031
Cust	omer Trouble Report													
	60/ (6 per 400 working lines for units	Total # of working lines	9427	9406	9439	9523	9539	9546	9483	9515	9546	9570	9585	9646
	6% (6 per 100 working lines for units w/≥ 3.000 lines)	Total # of trouble reports	109	66	90	81	84	126	132	97	95	121	98	96
ra	W/ ≥ 3,000 lines)	% of trouble reports	0.012	0.007	0.010	0.009	0.009	0.013	0.014	0.010	0.010	0.013	0.010	0.010
g	00/ (0 = = 100=	Total # of working lines												
in. Sta	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	400/ (40 = = 400= lin = lin = 4	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	22	19	14	23	23	17
		Total # of repair tickets restored in < 24hrs	8	13	29	25	23	26	21	19	13	21	20	17
Adju		% of repair tickets restored ≤ 24 Hours	80%	93%	94%	100%	100%	100%	96%	100%	93%	92%	87%	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	203.13	194.53	171.45	267.04	299.98	147.56
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	12.59	14.59	9.95	9.68	8.78	7.24	9.23	10.24	12.25	11.61	13.04	8.68
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	10	14	31	25	23	26	22	19	14	23	23	17
Unac	djusted	Total # of all repair tickets restored in ≤ 24hrs	7	12	29	25	21	24	21	17	11	19	19	17
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	70%	86%	94%	100%	92%	93%	96%	90%	79%	83%	83%	100%
		Sum of the duration of all outages (hh:mm)	149.87	228.29	332.56	241.96	274.04	236.24	227.13	242.53	243.45	339.04	323.98	147.56
		Avg. unadjusted outage duration (hh:mm)	14.99	16.31	10.73	9.68	11.91	9.09	10.32	12.76	17.39	14.74	14.09	8.68
Refu	nde	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
ivein	iius	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ancı	ver 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												

**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:	/ Name: The Volcano Telephone Co.				1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reportin	g Unit Name:	Kirkwood 258	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2020 1st Quarte	/		Date filed (08/15/2020 2nd Quarte	/		Date filed (11/15/2020 <b>3rd Quarte</b>	,		Date filed (02/15/2021 4th Quarte	1)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	all of the first of	Total # of business days	3	1	9	4	2	7	13	8	6	12	11	11
	allation Interval	Total # of service orders	3	1	4	5	2	8	10	8	4	8	8	11
win.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	2.3	0.8	1.0	0.9	1.3	1.0	1.5	1.5	1.4	1.0
		Total # of installation commitments		5	23	24	49	92	19	27	23	89	40	40
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	16	5	23	24	49	92	19	27	23	89	40	40
		Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	100.000%
Cus	tomers	Acct # for voice or bundle, res+bus	715	710	710	696	619	640	685	693	709	703	638	627
Customer Trouble Report														
	COV (C 400 dia lin f it-	Total # of working lines												
	6% (6 per 100 working lines for units	Total # of trouble reports												
w/ ≥ 3,000 lines)	% of trouble reports													
ğ	8% (8 per 100 working lines for units	Total # of working lines												
Min. Standard	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	713	712	713	710	716	724	721	731	730	729	732	750
	units w/ ≤ 1,000 lines)	Total # of trouble reports	13	5	0	0	0	9	15	6	5	7	2	8
	units w/ ≥ 1,000 inles)	% of trouble reports	0.018	0.007	0.000	0.000	0.000	0.012	0.021	0.008	0.007	0.010	0.003	0.011
		Total # of outage report tickets	0	0	0	0	0	1	3	1	2	0	0	0
Λdiı	usted	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1	3	1	2	0	0	0
•	of Service Report	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000	0.000	0.000	1.000	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	0.00	0.00	12.07	28.40	13.82	6.64	0.00	0.00	0.00
IVIII I.	Standard = 30 /0 Within 24 1113	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	9.47	13.82	3.32	0.00	0.00	0.00
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	0	0	0	0	0	1	3	1	2	0	0	0
	djusted	Total # of all repair tickets restored in ≤ 24hrs		0	0	0	0	1	3	1	1	0	0	0
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000	1.000	1.000	0.500	0.000	0.000	0.000
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	28.40	13.82	54.64	0.00	0.00	0.00
		Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	9.47	13.82	27.32	0.00	0.00	0.00
Refu	ınds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ans	wer Time (Trouble Reports, Billing &	Total # of calls for TD. Dilling 9 Nov. Dilling											1	
	-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	O accorde to reach live agent (w/ a many	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:	pany Name: The Volcano Telephone Co.				1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reportir	ng Unit Name:	Pine Grove 296	

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2020 1st Quarter	/		Date filed 08/15/2020 2nd Quarte	,		Date filed (11/15/2020 <b>3rd Quarte</b>	,		Date filed (02/15/2021 4th Quarte	/
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	10	28	27	25	22	17	27	34	31	27	20	30
	llation Interval	Total # of service orders	9	26	23	24	16	19	28	32	29	25	19	27
ıın. s	standard = 5 bus. days	Avg. # of business days	1.1	1.1	1.2	1.0	1.4	0.9	1.0	1.1	1.1	1.1	1.1	1.1
		Total # of installation commitments	94	115	73	89	52	67	110	110	124	144	155	51
Installation Commitment Min. standard = 95% commitment met  Customers		Total # of installation commitment met		115	73	89	52	67	110	110	124	144	155	51
		Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	100.000%
		Acct # for voice or bundle, res+bus	3272	3271	3260	3273	3293	3294	3288	3286	3290	3289	3303	3311
	omer Trouble Report													
		Total # of working lines	3557	3544	3559	3608	3605	3602	3565	3569	3567	3582	3591	3594
6% (6 per 100 working lines for units		Total # of trouble reports	42	29	35	29	36	57	32	29	48	50	38	25
w/ ≥ 3,000 lines)  8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports	0.012	0.008	0.010	0.008	0.010	0.016	0.009	0.008	0.013	0.014	0.011	0.007	
	Total # of working lines													
Į.	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Mi.	10% (10 per 100 working lines for	Total # of working lines												
- 1	units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	3	4	8	9	11	11	5	5	6	10	8	5
dina	sted	Total # of repair tickets restored in ≤ 24hrs	3	4	8	9	11	11	5	5	6	9	7	5
•	of Service Report	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.900	0.875	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	46.72	43.27	59.58	89.38	70.85	52.38
1111. 8	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	15.18	18.20	4.23	5.62	6.76	5.44	9.34	8.65	9.93	8.94	8.86	10.48
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	3	4	8	9	11	11	5	5	6	10	8	5
Inad	ljusted	Total # of all repair tickets restored in ≤ 24hrs		4	8	9	10	9	5	3	6	8	6	5
ut c	of Service Report	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.909	0.818	1.000	0.600	1.000	0.800	0.750	1.000
		Sum of the duration of all outages (hh:mm)	45.55	72.78	57.87	50.61	98.35	107.87	46.72	91.27	59.58	113.38	94.85	52.38
		Avg. unadjusted outage duration (hh:mm)	15.18	18.20	7.23	5.62	8.94	9.81	9.34	18.25	9.93	11.34	11.86	10.48
efui	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
กรุง	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												
		% ≤ 60 seconds												
ptior	n 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:	ne: The Volcano Telephone Co.				1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporti	ng 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 Quarte	,		Date filed (02/15/2021 4th Quarte	)
	• •			Feb	Mar				Jul		Sep	Oct		Dec
		Total # of husiness days	Jan 25	16	iviar 24	Apr 25	May 13	Jun	35	Aug 49	27	41	Nov	27
Insta	allation Interval	Total # of business days Total # of service orders	21	13	23	25	17	24	32		27	37	29 26	31
Min.	standard = 5 bus. days							24		46				
	·	Avg. # of business days	1.2	1.2	1.0	1.0	0.8	1.0	1.1	1.1	1.0	1.1	1.1	0.9
_		Total # of installation commitments	127	124	93	76	95	76	110	127	157	178	196	85
	allation Commitment	Total # of installation commitment met	127	124	93	76	95	76	110	127	157	178	196	85
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	100.000%
	tomers	Acct # for voice or bundle, res+bus	3393	3384	3382	3392	3412	3445	3454	3447	3455	3483	3477	3457
Cust	tomer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3491	3486	3497	3509	3517	3521	3508	3516	3541	3551	3551	3579
_	w/ ≥ 3,000 lines)  8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	24	21	37	34	32	43	54	44	28	50	32	40
aro		% of trouble reports	0.007	0.006	0.011	0.010	0.009	0.012	0.015	0.013	0.008	0.014	0.009	0.011
ğ		Total # of working lines												
ţa		Total # of trouble reports												
Min. S	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												
	units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	0	6	14	10	10	9	8	7	5	9	5	7
۸ di.	usted	Total # of repair tickets restored in ≤ 24hrs	0	5	14	10	10	9	7	7	4	8	4	7
•	of Service Report	% of repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000	0.875	1.000	0.800	0.889	0.800	1.000
	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	75.94	80.72	99.65	140.87	58.28	59.68
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56	9.49	11.53	19.93	15.65	11.66	8.53
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	0	6	14	10	10	9	8	7	5	9	5	7
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	0	5	14	10	10	9	7	7	4	8	4	7
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000	0.875	1.000	0.800	0.889	0.800	1.000
	·	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08	99.94	80.72	99.65	164.87	58.28	59.68
		Avg. unadjusted outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56	12.49	11.53	19.93	18.32	11.66	8.53
Refu	and a	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Kett	unas	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A	Time (Treadle Beneda Billion													
	wer Time (Trouble Reports, Billing &	Total # of calls for TR, Billing & Non-Billing												
	<b>a-Billing)</b> Min. standard = 80% of calls ≤	Total # of call seconds to reach live agent												
	econds to reach live agent (w/ a menu	% ≤ 60 seconds												
ontic	on to reach live agent)													A

**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:	ny Name: The Volcano Telephone Co.				1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reportin	ng Unit Name:	West Point 293	

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021) 4th Quarter		
			1st Quarter Jan Feb Mar		2nd Quarter Apr May Jun			3rd Quarter Jul Aug Sep						
		Total # of business days	Jan 8							Aug 22			Nov 5	11
Installation Commitment Min. standard = 95% commitment met		Total # of business days Total # of service orders	7	11	14	26	12	13	17		14	20	5	11
			-	10	11	25	12	13	15	19	13	15		
		Avg. # of business days	1.1	1.1	1.3	1.0	1.0	1.0	1.1	1.2	1.1	1.3	1.0	1.0
		Total # of installation commitments	88	80	38	49	40	35	67	83	83	84	116	38
		Total # of installation commitment met	88	80	38	49	40	35	67	83	83	84	116	38
		Total # of installation commitment missed	0	0	0	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%	100.000%	100.000%	100.000%
Customers		Acct # for voice or bundle, res+bus	1595	1587	1584	1588	1614	1622	1620	1614	1624	1634	1634	1636
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
_		Total # of trouble reports												
Standard		% of trouble reports												
p	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1666	1664	1670	1696	1701	1699	1689	1699	1708	1708	1711	1723
šta		Total # of trouble reports	30	11	18	18	16	17	31	18	14	14	26	23
		% of trouble reports	0.018	0.007	0.011	0.011	0.009	0.010	0.018	0.011	0.008	0.008	0.015	0.013
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	6	6	1	4	10	5
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in ≤ 24hrs	5	4	7	6	2	5	6	6	1	4	9	5
		% of repair tickets restored ≤ 24 Hours	0.714	1.000	0.778	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.900	1.000
		Sum of the duration of all outages (hh:mm)	80.32	21.82	87.65	85.30	26.74	48.22	52.07	56.72	5.58	36.79	170.85	35.50
		Avg. outage duration (hh:mm)	11.47	5.46	9.74	14.22	13.37	9.64	8.68	9.45	5.58	9.20	17.09	7.10
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	7	4	9	6	2	5	6	6	1	4	10	5
		Total # of all repair tickets restored in ≤ 24hrs	4	3	7	6	1	5	6	6	0	3	9	5
		% of all repair tickets restored ≤ 24 Hours	0.571	0.750	0.778	1.000	0.500	1.000	1.000	1.000	0.000	0.750	0.900	1.000
		Sum of the duration of all outages (hh:mm)	104.32	45.82	87.65	85.30	74.74	48.22	52.07	56.72	29.58	60.79	170.85	35.50
		Avg. unadjusted outage duration (hh:mm)	14.90	11.46	9.74	14.22	37.37	9.64	8.68	9.45	29.58	15.20	17.09	7.10
		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Anguar Time (Trauble Departs Dilling 9 No														
Ansv	wer fille (Trouble Reports, Billing & Non	Total # of calls for TR, Billing & Non-Billing												
Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

**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)