Company Name:	Th	e Volcano Telep	hone Co.	U#:10°	<u>19</u>	Report Year:	2021
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting Unit Nam	me:	Total Company	

	Measurement (Compil	e monthly, file quarterly)		Date filed (05/15/2021 1st Quarte	,		Date filed (08/15/2021 2nd Quarte	/		Date filed (11/15/2021 3rd Quarter	/		Date filed (02/15/2022 4th Quarter	/
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	82	60	67	Aþi	Illiay	oun	oui	Aug	ОСР	000	1101	
	allation Interval	Total # of service orders	65	53	55									
Min.	standard = 5 bus. days	Avg. # of business days	1.3	1.1	1.2									
		Total # of installation commitments	182	169	198									
Insta	allation Commitment	Total # of installation commitment met	182	169	198									
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	Ū	100.000%									
Cus	tomers	Acct # for voice or bundle, res+bus	9092	9098	9113									
	tomer Trouble Report	Note in toll voice of bullule, learbus	3032	3030	3110									
Cusi	'	Total # of working lines	9659	9674	9715									
	6% (6 per 100 working lines for units	Total # of trouble reports	97	99	112									
Ģ	w/ ≥ 3,000 lines)	% of trouble reports	0.010	0.010	0.012									
gal		Total # of working lines	0.010	0.010	0.012									
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Min.		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	15	12	13									
		Total # of repair tickets restored in < 24hrs	13	11	12									
	ısted	% of repair tickets restored ≤ 24 Hours	87%	92%	93%									
	of Service Report	Sum of the duration of all outages (hh:mm)	227.28	140.72	157.60									
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	15.15	11.73	12.12									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	15	12	13									
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	13	10	12									
	of Service Report	% of all repair tickets restored < 24 Hours	87%	84%	93%									
		Sum of the duration of all outages (hh:mm)	251.28	164.72	157.60									
		Avg. unadjusted outage duration (hh:mm)	16.75	13.73	12.12									
D.ef:	ınds	Number of customers who received refunds	0	0	0									
Keft	inus	Monthly amount of refunds	0.00	0.00	0.00									
Anci	wer Time (Trouble Reports, Billing &													
	DIII 110 1 1 000/ 6 II 4	Total # of calls for TR, Billing & Non-Billing												
	econds to reach live agent (w/ a menu	I otal # of call seconds to reach live agent												
	on to reach live agent (w/ a menu	% ≤ 60 seconds												

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#: <u>1019</u>	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	Kirkwood 258	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2021 1st Quarter	,	Date filed (08/15/2021) 2nd Quarter				Date filed (11/15/2021 3rd Quarter	,		Date filed (02/15/2022) 4th Quarter	,
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	4	5	1	Aþi	way	Oun	oui	Aug	ОСР	001	NOV	DCC
	allation Interval	Total # of service orders	3	4	1									
Min.	standard = 5 bus. days	Avg. # of business days	1.3	1.3	1.0									
		Total # of installation commitments		13	8									
Insta	allation Commitment	Total # of installation commitment met	14 14	13	8									
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
ı		% of commitment met	100.000%		100.000%									
Cust	tomers	Acct # for voice or bundle, res+bus	650	655	658									
	tomer Trouble Report													
-	·	Total # of working lines												
	6% (6 per 100 working lines for units	Total # of trouble reports												
5	w/ ≥ 3,000 lines)	% of trouble reports												
ga	dai	Total # of working lines												
W ≥ 3,000 lines)	Total # of trouble reports													
	w/ 1,001 - 2,999 lines)	% of trouble reports												
	400/ /40 === 400	Total # of working lines	758	758	759									
_	10% (10 per 100 working lines for	Total # of trouble reports	9	3	3									
	units w/ ≤ 1,000 lines)	% of trouble reports	0.012	0.004	0.004									
		Total # of outage report tickets	1	0	0									
A -1:-	-4-4	Total # of repair tickets restored in ≤ 24hrs	1	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)	19.64	0.00	0.00									
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	19.64	#DIV/0!	#DIV/0!									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	1	0	0									
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	1	0	0									
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	1.000	0.000	0.000									
		Sum of the duration of all outages (hh:mm)	19.64	0.00	0.00									
		Avg. unadjusted outage duration (hh:mm)	19.64	0.00	0.00									
Refu	unde	Number of customers who received refunds	0	0	0									
Neit	iiius	Monthly amount of refunds	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												
UPUU	in 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 Telepi	none Co.	U#:	1019	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Repo	rting Unit Name:	Pine Grove 296	

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2021 1st Quarter	,		Date filed (08/15/2021 2nd Quarte			Date filed (11/15/2021 3rd Quarter	,		Date filed (02/15/2022 4th Quarter	,
			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	. H. et a L. et a	Total # of business days	20	21	34		,			9	ССР			
	allation Interval	Total # of service orders	19	20	24									
win.	standard = 5 bus. days	Avg. # of business days	1.1	1.1	1.4									
		Total # of installation commitments	63	57	79									
Insta	allation Commitment	Total # of installation commitment met	63	57	79									
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	100.000%	100.000%									
Cust	tomers	Acct # for voice or bundle, res+bus	3317	3325	3331									
Cust	tomer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3602	3607	3623									
	` '	Total # of trouble reports	33	45	51									
ard	w/ ≥ 3,000 lines)	% of trouble reports	0.009	0.012	0.014									
βĽ	00/ /0 ner 100 working lines for units	Total # of working lines												
ţaı	W/ ≥ 3,000 lines 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines	Total # of trouble reports												
اغِ		% 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	6	4	8									
Adju	etod	Total # of repair tickets restored in ≤ 24hrs	5	4	7									
•	of Service Report	% of repair tickets restored ≤ 24 Hours	0.833	1.000	0.875									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	85.43	28.51	96.57									
IVIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	14.24	7.13	12.07									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	6	4	8									
	djusted	Total # of all repair tickets restored in ≤ 24hrs		3	7									
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.833	0.750	0.875									
-		Sum of the duration of all outages (hh:mm)	109.43	52.51	96.57									
		Avg. unadjusted outage duration (hh:mm)	18.24	13.13	12.07									
Refu	inas	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
Ansı	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												

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 Teleph	none Co.	U#:	1019	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting U	Init Name:	Pioneer 295	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2021 1st Quarter	,		Date filed (08/15/2021 2nd Quarte			Date filed (11/15/2021 3rd Quarter	,		Date filed (02/15/2022 4th Quarter	,
			Jan	Feb	Mar	Apr	May	- Jun	Jul	Aug	Sep	Oct	Nov	Dec
lmate	allation Interval	Total # of business days	34	28	22									
		Total # of service orders	29	23	20									
IVIII1.	standard = 5 bus. days	Avg. # of business days	1.2	1.2	1.1									
		Total # of installation commitments	71	71	80									
Insta	allation Commitment	Total # of installation commitment met	71	71	80									
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	100.000%	100.000%									
Cust	tomers	Acct # for voice or bundle, res+bus	3480	3471	3478									
	omer Trouble Report													
		Total # of working lines	3574	3581	3597									
	6% (6 per 100 working lines for units	Total # of trouble reports	39	28	44									
Standard	w/ ≥ 3,000 lines)	% of trouble reports	0.011	0.008	0.012									
ğ	8% (8 per 100 working lines for units	Total # of working lines												
ţai	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
≘	W/ 1,001 - 2,999 lines)	% 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/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	5	5	2									
۸ ۵۱۰۰	isted	Total # of repair tickets restored in ≤ 24hrs	4	4	2									
•		% of repair tickets restored ≤ 24 Hours	0.800	0.800	1.000									
	of Service Report	Sum of the duration of all outages (hh:mm)	98.23	60.87	20.41									
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	19.65	12.17	10.21									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	5	5	2									
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	4	4	2									
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.800	0.800	1.000									
·		Sum of the duration of all outages (hh:mm)	98.23	60.87	20.41									
		Avg. unadjusted outage duration (hh:mm)	19.65	12.17	10.21									
Refu	inde	Number of customers who received refunds	0	0	0									
Neit	ilius	Monthly amount of refunds	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												
	n to reach live agent (w/ a menu	% ≤ 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 Teleph	one Co.	U#:	1019	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting	g Unit Name:	West Point 293	

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2021) 1st Quarter			Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (02/15/2022) 4th Quarter		
			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	24	6	10	, .p.		•		79				
Installation Interval Min. standard = 5 bus. days		Total # of service orders	14	6	10									
		Avg. # of business days	1.7	1.0	1.0									
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitments	34	28	31									
		Total # of installation commitment met	34	28	31									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100.000%	100.000%	-									
		Acct # for voice or bundle, res+bus	1645	1647	1646									
Customer Trouble Report														
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		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	1725	1728	1736									
taı		Total # of trouble reports	16	23	14									
8		% of trouble reports	0.009	0.013	0.008									
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	3	3	3									
Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in ≤ 24hrs	3	3	3									
		% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000									
		Sum of the duration of all outages (hh:mm)	23.98	51.34	40.62									
		Avg. outage duration (hh:mm)	7.99	17.11	13.54									
		Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report		Total # of unadjusted outage report tickets	3	3	3									
		Total # of all repair tickets restored in ≤ 24hrs		3	3									
		% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000									
		Sum of the duration of all outages (hh:mm)	23.98	51.34	40.62									
		Avg. unadjusted outage duration (hh:mm)	7.99	17.11	13.54									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
Answer Time (Trouble Reports, Billing & Nor 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												

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)

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