Company Name:	The Volcano Telephone Co.			U#:	1019	Report Year:	2021
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting Un	nit Name:	Total Company	

				Date filed			Date filed			Date filed		Date filed	1
	Measurement (Compile	e monthly, file quarterly)		(05/15/2021)		(08/15/2021)		(11/15/2021)	(02/15/202	2)
	wieasurement (Compil	e monthly, me quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarte	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep		
Inoto	llation Interval	Total # of business days	82	60	67	68	73	61	65	64	64		
	standard = 5 bus. days	Total # of service orders	65	53	55	60	67	57	69	57	55		
VIIII. S	standard – 5 bus. days	Avg. # of business days	1.3	1.1	1.2	1.1	1.1	1.1	0.9	1.1	1.2		
		Total # of installation commitments	182	169	198	224	290	239	216	176	205		
nsta	llation Commitment	Total # of installation commitment met	182	169	198	224	290	239	216	176	205		
Min. ៖	standard = 95% commitment met	Total # of installation commitment missed	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%		
Cust	omers	Acct # for voice or bundle, res+bus	9092	9098	9113	9156	9154	9209	9269	9279	9278		
Custo	omer Trouble Report												
	60/ /6 per 100 working lines for write	Total # of working lines	9659	9674	9715	9711	9711	9717	9723	9713	9708		
	6% (6 per 100 working lines for units N/ ≥ 3,000 lines)	Total # of trouble reports	97	99	112	76	80	107	83	91	89		
Standard		% of trouble reports	0.010	0.010	0.012	0.008	0.008	0.011	0.009	0.009	0.009		
٦	8% (8 per 100 working lines for units	Total # of working lines											
Į.		Total # of trouble reports											
Mi.	w/ 1,001 - 2,999 lines)	% of trouble reports											
	10% (10 per 100 working lines for	Total # of working lines											
	` .	Total # of trouble reports											
		% of trouble reports											
		Total # of outage report tickets	15	12	13	12	21	21	15	19	8		
Adjus	nto d	Total # of repair tickets restored in ≤ 24hrs	13	11	12	11	19	18	14	19	8		
•		% of repair tickets restored ≤ 24 Hours	87%	92%	93%	92%	91%	86%	94%	100%	100%		
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	227.28	140.72	157.60	95.01	355.11	235.10	206.62	222.78	71.17		
VIII. S	stanuaru - 90% Within 24 nrs	Avg. outage duration (hh:mm)	15.15	11.73	12.12	7.92	16.91	11.20	13.77	11.73	8.90		
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No		
		Total # of unadjusted outage report tickets	15	12	13	12	21	21	15	19	8		
Unad	justed	Total # of all repair tickets restored in ≤ 24hrs	13	10	12	11	18	16	14	19	8		
Out c	of Service Report	% of all repair tickets restored ≤ 24 Hours	87%	84%	93%	92%	86%	77%	94%	100%	100%		
		Sum of the duration of all outages (hh:mm)	251.28	164.72	157.60	119.01	355.11	235.10	206.62	222.78	71.17		
		Avg. unadjusted outage duration (hh:mm)	16.75	13.73	12.12	9.92	16.91	11.20	13.77	11.73	8.90		
Refu	ndo	Number of customers who received refunds	0	0	0	0	0	0	0	0	0		
Reiui	iius	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
Anev	ver Time (Trouble Reports, Billing &												
	Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing											
	conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent											
JU SE	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

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:	The Volcano Telephone Co.			U#:	1019	Report Year:	2021
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Unit N	Name: K	Kirkwood 258	

				Date filed (05/15/2021)		Date filed (08/15/2021	\		Date filed (11/15/2021)		Date filed (02/15/2022	
	Measurement (Compile		1st Quarte	/		2nd Quarte	/		3rd Quarte	,		4th Quarte	/	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
14.	-11-41 1-41	Total # of business days	4	5	1	7	3	15	1	6	2			
	allation Interval	Total # of service orders	3	4	1	5	3	7	3	6	2			
iviin.	standard = 5 bus. days	Avg. # of business days	1.3	1.3	1.0	1.4	1.0	2.1	0.3	1.0	1.0			
		Total # of installation commitments	14	13	8	35	76	53	21	17	25			
Insta	allation Commitment	Total # of installation commitment met	14	13	8	35	76	53	21	17	25			
Min.	standard = 95% commitment met	Total # of installation commitment missed	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%			
Cus	tomers	Acct # for voice or bundle, res+bus	650	655	658	657	635	667	721	726	733			
Customer Trouble Report														
		Total # of working lines												
	6% (6 per 100 working lines for units	Total # of trouble reports												
힏	w/ ≥ 3,000 lines)	% of trouble reports												
ğ	20/ /2 /22 11 11 6 11	Total # of working lines												
Standard	8% (8 per 100 working lines for units	Total # of trouble reports												
Min. S	w/ 1,001 - 2,999 lines)	% of trouble reports												
	400/ /40 m an 400 m alim a lim a a fam	Total # of working lines	758	758	759	753	749	753	754	759	759			
_	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	9	3	3	2	1	15	7	2	2			
	units w/ \$ 1,000 lines)	% of trouble reports	0.012	0.004	0.004	0.003	0.001	0.020	0.009	0.003	0.000			
	1	Total # of outage report tickets	1	0	0	0	2	7	2	0	0			
A alice	d	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	5	2	0	0			
•	isted	% of repair tickets restored ≤ 24 Hours	1.000	0.000	0.000	0.000	0.000	0.714	1.000	0.000	0.000			
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	19.64	0.00	0.00	0.00	96.71	138.42	52.52	0.00	0.00			
win.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	19.64	#DIV/0!	#DIV/0!	#DIV/0!	48.36	19.77	26.26	0.00	0.00			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	1	0	0	0	2	7	2	0	0			
Una	djusted	Total # of all repair tickets restored in < 24hr	1	0	0	0	0	4	2	0	0			
Out	of Service Report	% of all repair tickets restored < 24 Hours	1.000	0.000	0.000	0.000	0.000	0.571	1.000	0.000	0.000			
		Sum of the duration of all outages (hh:mm)	19.64	0.00	0.00	0.00	96.71	138.42	52.52	0.00	0.00			
		Avg. unadjusted outage duration (hh:mm)	19.64	0.00	0.00	0.00	#DIV/0!	242.24	26.26	0.00	0.00			
Dof:	ınds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
Keru	ilius	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Anes	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 (w/ a menu	% ≤ 60 seconds												
UPILIC	on to reach live author			· · · · · · · · · · · · · · · · · · ·		· · · · · · · · · · · · · · · · · · ·	·	·						

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 Telephone Co.		U#:	1019	Report Year:	2021	
Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center	Reporting Ur	nit Name:	Pine Grove 296	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile		(05/15/2021			08/15/2021			(11/15/2021			(02/15/2022		
	mododi omoni (oompiio	monany, mo quarterry,		1st Quarte			2nd Quarte			3rd Quarte			4th Quarter	
		T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	20	21	34	34	27	22	16	15	25			
Min.	standard = 5 bus. days	Total # of service orders	19	20	24	29	27	19	23	14	21			
	<u> </u>	Avg. # of business days	1.1	1.1	1.4	1.2	1.0	1.2	0.7	1.1	1.2			
		Total # of installation commitments	63	57	79	75	73	63	75	54	57			
	allation Commitment	Total # of installation commitment met	63	57	79	75	73	63	75	54	57			
Min.	standard = 95% commitment met	Total # of installation commitment missed	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%			
	tomers	Acct # for voice or bundle, res+bus	3317	3325	3331	3345	3352	3357	3352	3357	3345			
Customer Trouble Report														
	6% (6 per 100 working lines for units	Total # of working lines	3602	3607	3623	3631	3633	3630	3635	3616	3611			
_	w/ ≥ 3,000 lines)	Total # of trouble reports	33	45	51	33	28	49	27	37	32			
Standard	W/ ≥ 3,000 iiiles)	% of trouble reports	0.009	0.012	0.014	0.009	0.008	0.013	0.007	0.010	0.009			
g	8% (8 per 100 working lines for units	Total # of working lines												
ta	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. S	w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines												
_	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ ≥ 1,000 inles)	% of trouble reports												
		Total # of outage report tickets	6	4	8	5	8	5	4	6	3			
۸diu	ısted	Total # of repair tickets restored in ≤ 24hrs	5	4	7	4	8	5	4	6	3			
		% of repair tickets restored ≤ 24 Hours	0.833	1.000	0.875	0.800	1.000	1.000	1.000	1.000	1.000			
	of Service Report	Sum of the duration of all outages (hh:mm)	85.43	28.51	96.57	51.65	161.68	72.91	51.83	74.45	52.55			
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	14.24	7.13	12.07	10.33	20.21	14.58	12.96	12.41	17.52			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	6	4	8	5	8	5	4	6	3			
Una	djusted	Total # of all repair tickets restored in ≤ 24hr	5	3	7	4	7	5	4	6	3			
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.833	0.750	0.875	0.800	0.875	1.000	1.000	1.000	1.000			
	·	Sum of the duration of all outages (hh:mm)	109.43	52.51	96.57	75.65	161.68	72.91	51.83	74.45	52.55			
		Avg. unadjusted outage duration (hh:mm)	18.24	13.13	12.07	15.13	20.21	14.58	12.96	12.41	17.52			
D.C	d-	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
Refu	ınas	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Ame														
	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												
optic	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 Telephone Co.			U#:	1019	Report Year:	2021
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Un	nit Name:	Pioneer 295	

				Date filed			Date filed			Date filed	_		Date filed	
	Measurement (Compile		(05/15/2021	/		(08/15/2021	/		(11/15/2021	,		(02/15/2022	/	
	measurement (compile	monuny, me quarterly,		1st Quarte			2nd Quarte			3rd Quarte			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	34	28	22	19	28	17	34	31	29			
	standard = 5 bus. days	Total # of service orders	29	23	20	19	26	24	29	29	26			
	otaliaala o bao. aayo	Avg. # of business days	1.2	1.2	1.1	1.0	1.1	0.7	1.2	1.1	1.1			
		Total # of installation commitments	71	71	80	84	92	88	77	79	88			
	allation Commitment	Total # of installation commitment met	71	71	80	84	92	88	77	79	88			
Min.	standard = 95% commitment met	Total # of installation commitment missed	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%			
Cus	tomers	Acct # for voice or bundle, res+bus	3480	3471	3478	3497	3512	3531	3535	3541	3544			
Customer Trouble Report														
	6% (6 per 100 working lines for units	Total # of working lines	3574	3581	3597	3595	3599	3597	3601	3604	3610			
l _		Total # of trouble reports	39	28	44	21	44	37	30	36	37			
ard	w/ ≥ 3,000 lines)	% of trouble reports	0.011	0.008	0.012	0.006	0.012	0.010	0.008	0.010	0.010			
ğ	8% (8 per 100 working lines for units	Total # of working lines												
Standard	w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	400/ (40 per 400 medica lines for	Total # of working lines												
_	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	5	5	2	5	11	7	6	7	3			
۸ ما:۰۰	usted	Total # of repair tickets restored in ≤ 24hrs	4	4	2	5	11	6	5	7	3			
•		% of repair tickets restored ≤ 24 Hours	0.800	0.800	1.000	1.000	1.000	0.857	0.833	1.000	1.000			
	of Service Report	Sum of the duration of all outages (hh:mm)	98.23	60.87	20.41	35.15	96.72	2.51	76.03	86.44	11.22			
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	19.65	12.17	10.21	7.03	8.79	0.36	12.67	12.35	3.74			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	5	5	2	5	11	7	6	7	3			
Una	djusted	Total # of all repair tickets restored in ≤ 24hr	4	4	2	5	11	5	5	7	3			
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.800	0.800	1.000	1.000	1.000	0.714	0.833	1.000	1.000			
	•	Sum of the duration of all outages (hh:mm)	98.23	60.87	20.41	35.15	96.72	2.51	76.03	86.44	11.22			
		Avg. unadjusted outage duration (hh:mm)	19.65	12.17	10.21	7.03	8.79	0.36	12.67	12.35	3.74			
D.C		Number of customers who received refunds		0	0	0	0	0	0	0	0			
Refu	unds	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
A 120	war Time /Trauble Departs Billing 9									,	,			
	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												
	seconds to reach live agent (w/ a menu	% ≤ 60 seconds												
optic	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 Telephone Co.			U#: <u>1019</u>	Report Year:	2021
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Unit Name:	West Point 293	

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)		Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (02/15/2022) 4th Quarter				
		1st Quarter												
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	24	6	10	8	15	7	14	12	8			
		Total # of service orders	14	6	10	7	11	7	14	8	6			
		Avg. # of business days	1.7	1.0	1.0	1.1	1.4	1.0	1.0	1.5	1.3			
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitments	34	28	31	30	49	35	43	26	35			
		Total # of installation commitment met	34	28	31	30	49	35	43	26	35			
		Total # of installation commitment missed	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%			
		Acct # for voice or bundle, res+bus	1645	1647	1646	1657	1655	1654	1661	1655	1656			
Customer Trouble Report														
		Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
5		% of trouble reports												
g	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1725	1728	1736	1732	1730	1737	1733	1734	1728			
Standard		Total # of trouble reports	16	23	14	20	7	6	19	16	18			
		% of trouble reports	0.009	0.013	0.008	0.012	0.004	0.003	0.011	0.009	0.010			
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines		0.0.0	0.000	0.0.1				0.000				
2		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	3	3	3	2	0	2	3	6	2			
		Total # of repair tickets restored in ≤ 24hrs	3	3	3	2	0	2	3	6	2			
•	sted	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.000	1.000	1.000	1.000	1.000			
	of Service Report	Sum of the duration of all outages (hh:mm)	23.98	51.34	40.62	8.21	0.00	21.26	26.24	61.89	7.40			
Min. standard = 90% within 24 hrs		Avg. outage duration (hh:mm)	7.99	17.11	13.54	4.10	0.00	10.63	8.75	10.32	3.70			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	3	3	3	2	0	2	3	6	2			
Una	djusted	Total # of all repair tickets restored in ≤ 24hr		3	3	2	0	2	3	6	2			
Out of Service Report		% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.000	1.000	1.000	1.000	1.000			
		Sum of the duration of all outages (hh:mm)	23.98	51.34	40.62	8.21	0.00	21.26	26.24	61.89	7.40			
		Avg. unadjusted outage duration (hh:mm)	7.99	17.11	13.54	4.10	0.00	10.63	8.75	10.32	3.70			
Refunds		Number of customers who received refunds	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			
A	van Timaa (Tuovikla Dananta Dilling C	,												
	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

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)