Company Name:	The Volcano Telephone Co.	U#:	1019	Report Year:	2021
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporti	ng Unit Name:	Total Company	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compil	le monthly, file quarterly)		(05/15/2021			(08/15/2021			(11/15/2021			(02/15/2022	
	weasurement (compi	e monthly, me quarterly)	1st Quarter		2nd Quarter			3rd Quarter			4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inet	allation Interval	Total # of business days	82	60	67	68	73	61	65	64	64	85	78	54
	standard = 5 bus. days	Total # of service orders	65	53	55	60	67	57	69	57	55	66	66	46
IVIII I.	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	1.3	1.2	1.2
		Total # of installation commitments	182	169	198	224	290	239	216	176	205	315	249	181
Inst	allation Commitment	Total # of installation commitment met	182	169	198	224	290	239	216	176	205	315	249	181
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%
Cus	tomers	Acct # for voice or bundle, res+bus	9092	9098	9113	9156	9154	9209	9269	9279	9278	9245	9185	9151
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	9659	9674	9715	9711	9711	9717	9723	9713	9708	9719	9720	9737
_		Total # of trouble reports	97	99	112	76	80	107	83	91	89	125	96	135
ΙĒ	w/ ≥ 3,000 lines)	% of trouble reports	0.010	0.010	0.012	0.008	0.008	0.011	0.009	0.009	0.009	0.013	0.010	0.014
٦	00/ (0 400	Total # of working lines												
Standard	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	100/ (10 per 100 working lines for	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	12	21	21	15	19	8	27	30	43
۸ ما: .	oto d	Total # of repair tickets restored in ≤ 24hrs	13	11	12	11	19	18	14	19	8	27	29	41
•	isted	% of repair tickets restored ≤ 24 Hours	87%	92%	93%	92%	91%	86%	94%	100%	100%	100%	97%	96%
	of Service Report	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	214.17	298.50	551.11
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	15.15	11.73	12.12	7.92	16.91	11.20	13.77	11.73	8.90	7.93	9.95	12.82
		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	15	12	13	12	21	21	15	19	8	27	30	43
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	13	10	12	11	18	16	14	19	8	27	27	41
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	87%	84%	93%	92%	86%	77%	94%	100%	100%	100%	90%	96%
	•	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	214.17	346.50	551.11
l		Avg. unadjusted outage duration (hh:mm)	16.75	13.73	12.12	9.92	16.91	11.20	13.77	11.73	8.90	7.93	11.55	12.82
Refu	undo.	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Keit	inas	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
Anc	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) 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 Name:	Kirkwood 258	

				Date filed	`		Date filed	`		Date filed	`		Date filed	
	Measurement (Compile	monthly, file quarterly)		(05/15/2021 1st Quarte	/		08/15/2021 2nd Quarte	/		(11/15/2021 3rd Quarte			(02/15/2022 4th Quarte	,
	` .			Feb	Mar	Apr	May	r Jun	Jul	Aug	Sep	Oct	Nov Nov	Dec
		Total # of business days	Jan 4	5	1	7 Apr	3	15	1	6	2 2	6	9	3
	allation Interval	Total # of service orders	3	4	1	5	3	7	3	6	2	6	8	3
Min.	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	1.0	1.1	1.0
		Total # of installation commitments	14	13	8	35	76	53	21	17	25	77	36	20
Insta	allation Commitment	Total # of installation commitment met	14	13	8	35	76	53	21	17	25	77	36	20
	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
IVIII I.	standard – 95 % communent met	% 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%
Cuet	tomers	Acct # for voice or bundle, res+bus	650	655	658	657	635	667	721	726	733	709	661	655
	tomer Trouble Report	Acct # for voice of buildie, les+bus	030	033	036	037	033	007	721	720	733	709	001	000
Cusi	1	Total # of working lines												
	6% (6 per 100 working lines for units	Total # of trouble reports												
5	w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												
Standard	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.		Total # of working lines	758	758	759	753	749	753	754	759	759	761	765	771
Σ	10% (10 per 100 working lines for	Total # of trouble reports	9	3	3	2	1	15	7 7	2	2	701	700	4
	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	0.005	0.005	0.005
		Total # of outage report tickets	1	0.004	0.004	0.003	2	7	2	0.000	0.000	2	1	0.000
		Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	5	2	0	0	2	1	0
•	ısted	% of repair tickets restored ≤ 24 Hours	1.000	0.000	0.000	0.000	0.000	0.714	1.000	0.000	0.000	1.000	1.000	0.000
	of Service Report	Sum of the duration of all outages (hh:mm)	19.64	0.000	0.00	0.00	96.71	138.42	52.52	0.00	0.000	36.08	9.63	0.00
Min.	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	18.04	9.63	0.00
		Indicate if catastrophic event is in month	No.	No	No	No	No	No	No	No.	No.00	No.04	No.	No
		Total # of unadjusted outage report tickets	1	0	0	0	2	7	2	0	0	2	1	0
Una	djusted	Total # of all repair tickets restored in < 24hr	1	0	0	0	0	4	2	0	0	2	1	0
	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	1.000	1.000	0.000
Out	or our vice report	Sum of the duration of all outages (hh:mm)	19.64	0.000	0.000	0.00	96.71	138.42	52.52	0.000	0.000	36.08	9.63	0.000
		Avg. unadjusted outage duration (hh:mm)	19.64	0.00	0.00	0.00	#DIV/0!	242.24	26.26	0.00	0.00	18.04	9.63	0.00
		Number of customers who received refunds	0	0.00	0.00	0.00	#DIV/0:	0	0	0.00	0.00	0	0	0.00
Refu	ınds	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
_		Internally amount of ferunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	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												
optio	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	Reportin	ng Unit Name:	Pine Grove 296	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile	monthly, file quarterly)		(05/15/2021	/		(08/15/2021	/		(11/15/2021			(02/15/2022	1
	measurement (compile	monuny, me quarterly,	1st Quarter 2nd Quarter		3rd Quarter				4th Quarter					
			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	29	27	20
	standard = 5 bus. days	Total # of service orders	19	20	24	29	27	19	23	14	21	21	22	18
IVIIII.	Standard – O bus. days	Avg. # of business days	1.1	1.1	1.4	1.2	1.0	1.2	0.7	1.1	1.2	1.3	1.2	1.1
		Total # of installation commitments	63	57	79	75	73	63	75	54	57	78	68	49
Insta	allation Commitment	Total # of installation commitment met	63	57	79	75	73	63	75	54	57	78	68	49
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%
Cus	tomers	Acct # for voice or bundle, res+bus	3317	3325	3331	3345	3352	3357	3352	3357	3345	3341	3347	3342
Cus	tomer Trouble Report													
	60/ /6 per 100 working lines for units	Total # of working lines	3602	3607	3623	3631	3633	3630	3635	3616	3611	3619	3622	3625
_	6% (6 per 100 working lines for units	Total # of trouble reports	33	45	51	33	28	49	27	37	32	52	30	49
<u> </u>	w/ ≥ 3,000 lines)	% of trouble reports	0.009	0.012	0.014	0.009	0.008	0.013	0.007	0.010	0.009	0.014	0.008	0.014
ğ	00/ (0 400 1 1 1 1-	Total # of working lines												
Standard	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	400/ (40 non 400 working lines for	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	6	4	8	5	8	5	4	6	3	6	5	17
A alice		Total # of repair tickets restored in ≤ 24hrs	5	4	7	4	8	5	4	6	3	6	5	17
•	isted	% of repair tickets restored ≤ 24 Hours	0.833	1.000	0.875	0.800	1.000	1.000	1.000	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	59.90	56.54	151.00
Min.	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	9.98	11.31	8.88
		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	6	4	8	5	8	5	4	6	3	6	5	17
Una	djusted	Total # of all repair tickets restored in ≤ 24hr	5	3	7	4	7	5	4	6	3	6	4	17
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	1.000	0.800	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	59.90	80.54	151.00
		Avg. unadjusted outage duration (hh:mm)	18.24	13.13	12.07	15.13	20.21	14.58	12.96	12.41	17.52	9.98	16.11	8.88
D-6		Number of customers who received refunds		0	0	0	0	0	0	0	0	0	0	0
Refu	inas	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
Anc	wer Time (Trouble Benerte Pilling 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												
	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	g Unit Name:	Pioneer 295	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile	monthly, file quarterly)		(05/15/2021	/		(08/15/2021	/		(11/15/2021			(02/15/2022	,
	measurement (compile	monthly, me quarterly)	1st Quarter			2nd Quarter		3rd Quarter				4th Quarte		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	allation Interval	Total # of business days	34	28	22	19	28	17	34	31	29	32	32	22
	standard = 5 bus. days	Total # of service orders	29	23	20	19	26	24	29	29	26	26	26	18
IVIIII.	standard – 5 bus. days	Avg. # of business days	1.2	1.2	1.1	1.0	1.1	0.7	1.2	1.1	1.1	1.2	1.2	1.2
		Total # of installation commitments	71	71	80	84	92	88	77	79	88	113	98	78
Insta	allation Commitment	Total # of installation commitment met	71	71	80	84	92	88	77	79	88	113	98	78
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%
Cus	tomers	Acct # for voice or bundle, res+bus	3480	3471	3478	3497	3512	3531	3535	3541	3544	3542	3525	3506
Cust	omer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3574	3581	3597	3595	3599	3597	3601	3604	3610	3611	3607	3612
_		Total # of trouble reports	39	28	44	21	44	37	30	36	37	54	39	42
<u> </u>	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	0.015	0.011	0.012
٦	00/ (0 100 1 1 1 1-	Total # of working lines												
Standard	8% (8 per 100 working lines for units	Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	400/ (40 non 400 working lines for	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	5	5	2	5	11	7	6	7	3	16	10	10
A	a da al	Total # of repair tickets restored in ≤ 24hrs	4	4	2	5	11	6	5	7	3	16	10	10
	sted	% of repair tickets restored ≤ 24 Hours	0.800	0.800	1.000	1.000	1.000	0.857	0.833	1.000	1.000	1.000	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	83.15	80.05	88.73
Min.	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	5.20	8.01	8.87
		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	5	5	2	5	11	7	6	7	3	16	10	10
Una	djusted	Total # of all repair tickets restored in ≤ 24hr	4	4	2	5	11	5	5	7	3	16	10	10
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	1.000	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	83.15	80.05	88.73
		Avg. unadjusted outage duration (hh:mm)	19.65	12.17	10.21	7.03	8.79	0.36	12.67	12.35	3.74	5.20	8.01	8.87
Dec		Number of customers who received refunds		0	0	0	0	0	0	0	0	0	0	0
Refu	inas	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
Anc	wor Time (Trouble Benerte 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												
	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	Unit Name:	West Point 293	

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)		Date filed			Date filed			Date filed (02/15/2022)				
		(05/15/2021) 1st Quarter		(08/15/2021) 2nd Quarter			(11/15/2021) 3rd Quarter			(02/15/2022) 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	24	6	10	8	15	7	14	12	8	18	10	9
		Total # of service orders	14	6	10	7	11	7	14	8	6	13	10	7
		Avg. # of business days	1.7	1.0	1.0	1.1	1.4	1.0	1.0	1.5	1.3	1.4	1.0	1.3
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitments	34	28	31	30	49	35	43	26	35	47	47	34
		Total # of installation commitment met	34	28	31	30	49	35	43	26	35	47	47	34
		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	1645	1647	1646	1657	1655	1654	1661	1655	1656	1653	1652	1648
Customer Trouble Report														
0	i i	Total # of working lines												
	6% (6 per 100 working lines for units	Total # of trouble reports												
5	w/ ≥ 3,000 lines)	% 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	1728	1726	1729
Standard		Total # of trouble reports	16	23	14	20	7	6	19	16	18	15	23	40
		% of trouble reports	0.009	0.013	0.008	0.012	0.004	0.003	0.011	0.009	0.010	0.009	0.013	0.023
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
2		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	3	3	3	2	0	2	3	6	2	3	14	16
A	-4-4	Total # of repair tickets restored in ≤ 24hrs	3	3	3	2	0	2	3	6	2	3	13	14
Adju		% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.000	1.000	1.000	1.000	1.000	1.000	0.929	0.875
	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	35.04	152.28	311.37
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	11.68	10.88	19.46
		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	3	3	2	0	2	3	6	2	3	14	16
Unac	djusted	Total # of all repair tickets restored in < 24hr	3	3	3	2	0	2	3	6	2	3	12	14
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	1.000	0.857	0.875
		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	35.04	176.28	311.37
		Avg. unadjusted outage duration (hh:mm)	7.99	17.11	13.54	4.10	0.00	10.63	8.75	10.32	3.70	11.68	12.59	19.46
Refunds		Number of customers who received refunds	0	0	0	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	0.00	0.00	0.00
Δηςν	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

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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)