

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Pinnacles Telephone Co.

U#: 1013

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pinnacles Telephone Co.

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/18			Date filed: 08/15/18			Date filed: 011/15/18			Date filed: 02/15/19		
		1st Quarter			2nd Quarter			3rd Quarter			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	2	N/A	N/A									
	Total # of service orders	1	0	0									
	Avg. # of business days	2	N/A	N/A									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0									
	Total # of installation commitments met	N/A	N/A	N/A									
	Total # of installation commitments missed	N/A	N/A	N/A									
	% of commitments met	N/A	N/A	N/A									
Customers	Acct # for voice or bundle, res+bus	115	115	114									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ >= 3000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1001 - 2999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ <= 1000 lines)	Total # of working lines	218	218	216								
		Total # of trouble reports	0	1	3								
		% of trouble reports	0.00%	0.46%	1.39%								
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	0	1	3									
	Total # of repair tickets restored in <=24hrs	N/A	1	3									
	% of repair tickets restored <=24hrs	N/A	100.00%	100.00%									
	Sum of duration of all outages (hh:mm)	0	3	60.5									
	Avg. outage duration (hh:mm)	N/A	3	20.16667									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	1	3									
	Total # of all repair tickets restored in <=24hrs	N/A	1	3									
	% of all repair tickets restored <=24hrs	N/A	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	0	3	60.5									
	Avg. unadjusted outage duration (hh:mm)	N/A	3	20.16667									
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 & Non-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 & Non-Billing	78	102	64									
	Total # of call seconds to reach live agent	624	816	512									
	% <= 60 seconds	98.72%	94.12%	87.50%									

Primary Utility Contact Information

Name: Steven Bryan

Phone: (831)389-4500

Email: sbryanjr@pintelco.com