COM/MP6/jt2

California Public Utilities Commission Service QualityStandards Reporting General Order No. 133-D

network network network network network network network Image: state 0 and 0 0 and 0 0 <t< th=""><th>Cor</th><th>mpany Name: Pinnacl</th><th></th><th></th><th></th><th>U#:</th><th>1013</th><th></th><th colspan="5">Report Year: 2020</th><th></th></t<>	Cor	mpany Name: Pinnacl				U#:	1013		Report Year: 2020						
Measurement (or set) Tot and part (or set) <thtot (or="")<="" and="" part="" set="" th=""> <thtot (or="")<="" and="" part="" set="" th="" th<=""><th>Rep</th><th>porting Unit Type: • Tot</th><th>al Company O Exchange</th><th>o Wire Cente</th><th>r</th><th></th><th>Reporti</th><th>ng Unit Nar</th><th>ne:</th><th>Pinnacles T</th><th>elephone Co</th><th>0.</th><th></th><th>-</th><th></th></thtot></thtot>	Rep	porting Unit Type: • Tot	al Company O Exchange	o Wire Cente	r		Reporti	ng Unit Nar	ne:	Pinnacles T	elephone Co	0.		-	
Install The of bound of the bound of the open of t			Date filed: 05/15/20			Date filed: 08/15/20			Date filed: 011/15/20			Date filed: 02/15/20			
Instalation nerval bits of conversion of a participant service day of a partici	Measurement (Compile Monthly, file quarterly)			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
Installation interval Me. Total or visco days and a flow condex point or visco days and flow condex point or visco days and a flow condex and a				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Image: Since of the set of		telletien latemal	Total # of business days	0	3	1									
New of the section of the sectin of the section of the section of the section of the se			Total # of service orders	0	3	1									
Installation Communer Total of installation communers minute 0 N/A N/A N/A N/A	IVIII	n. standard = 5 bus. Days	Avg. # of business days	N/A	1	1									
	l in ai	telletion Commitment	Total # of installation commitments	0	0	0									
$ \begin{tabular}{ c c c c } \hline c c c c c c c c c c c c c c c c c c $	Min. standard = 95% commitment met		Total # of installation commitments met	0	N/A	N/A									
Image: Normal controlN/A <td>Total # of installation commitments missed</td> <td>0</td> <td>N/A</td> <td>N/A</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>			Total # of installation commitments missed	0	N/A	N/A									
Cut start Transmission Image: start Image: start <td>% of commitments met</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>			% of commitments met	N/A	N/A	N/A									
or for part 10 working lines for units // part of tradie or ports basis			Acct # for voice or bundle, res+bus	115	116	116									
$ \frac{1}{100} 1$	Cus	stomer Trouble Report													
$ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$		3000 lines)	Total # of working lines												
pmp % for ubde reports % for ubde reports <td></td> <td>Total # of trouble reports</td> <td></td>			Total # of trouble reports												
$ \frac{1}{9} \frac{1}{10} (10 \text{ per 100 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 per 10 workin$	Б		% of trouble reports												
$ \frac{1}{9} \frac{1}{10} (10 \text{ per 100 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 per 10 workin$	Ida		Total # of working lines												
$ \frac{1}{9} \frac{1}{10} (10 \text{ per 100 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 \text{ per 10 working lines for units } 1) (10 per 10 workin$	tar		Total # of trouble reports												
Instance			% of trouble reports												
$ = 100 \text{ ines}) = \begin{bmatrix} 1 \text{ for lar f or loade reports} & 1 & 0 & 0 & 0 & 0 & 0 & 0 & 0 & 0 & 0$	Σ	10% (10 per 100 working lines for units w/	Total # of working lines	213	214	214									
Normal Normal O.47% O.00% O.00% O <td></td> <td>Total # of trouble reports</td> <td>1</td> <td>0</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>			Total # of trouble reports	1	0	0									
Adjusted Out of Service Report Min. standard = 90% within 24hrs Total # of repair tickets restored <24hrs 100.00% N/A N/A Image: Constraint of the constrain			% of trouble reports	0.47%	0.00%	0.00%									
Adjusted Out of Service Report Min. standard = 90% within 24hrsIndicator of all outages (humm) 100.00% N/A <td></td> <td></td> <td>Total # of outage report tickets</td> <td>1</td> <td>0</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>			Total # of outage report tickets	1	0	0									
Out of Service Report No dration of all outages (hhmm) 2 0 <			Total # of repair tickets restored in <=24hrs	1	0	0									
Min. standard = 90% within 24hrs Mod duration of all outages (himm) 2 0	Out of Service Report		% of repair tickets restored <=24hrs	100.00%	N/A	N/A									
Avg. outage duration (hh:mm) 2 N/A N/A \sim </td <td>Sum of duration of all outages (hh:mm)</td> <td>2</td> <td>0</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>			Sum of duration of all outages (hh:mm)	2	0	0									
$ \begin{array}{c c c c c c c c c c c c c c c c c c c $			Avg. outage duration (hh:mm)	2	N/A	N/A									
$ \begin{array}{c c c c c c c c c c c c c c c c c c c $			Indication if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report% of all repair tickets restored <=24hrs100.00%N/AN/A \sim <th< td=""><td></td><td></td><td>Total # of unadjusted outage report tickets</td><td>1</td><td>0</td><td>0</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>			Total # of unadjusted outage report tickets	1	0	0									
$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	•		Total # of all repair tickets restored in <=24hrs	1	0	0									
$\frac{1}{1} \frac{1}{1} \frac{1}$			% of all repair tickets restored <=24hrs	100.00%	N/A	N/A									
Number of customers who received refunds 0			Sum of the duration of all outages (hh:mm)	2	0	0									
Refunds Manual Andrew Manuel Volume			Avg. unadjusted outage duration (hh:mm)	2	N/A	N/A			1						
Monthly amount of refunds \$0.00	Refunds		Number of customers who received refunds	0	0	0									
& Non-Billing) Min. standard = 80% of calls Total # of call seconds to reach live agent 1832 1536 2152 205 100 100 100 100 100			Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
& Non-Billing) Min. standard = 80% of calls Total # of call seconds to reach live agent 1832 1536 2152 205 100 100 100 100 100															
<=60 seconds to reach live agent (w/a lotal # of call seconds to reach live agent 1832 1230 2132 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			Total # of calls for TR, Billing & Non-Billing	229	192	269									
			Total # of call seconds to reach live agent	1832	1536	2152			1						
			% <= 60 seconds	98.25%	96.35%	92.57%									

Primary Utility Contact Information

Name: Steven Bryan

Phone: (831)389-4500