

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

Company Name: Pinnacles Telephone Co.

U#: 1013

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pinnacles Telephone Co.

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/17			Date filed: 08/15/17			Date filed: 011/15/17			Date filed: 02/15/18		
		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	1	0	3	4	3	2						
	Total # of service orders	1	0	3	2	3	2						
	Avg. # of business days	1	n/a	1	2	1	1						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	1	1	1						
	Total # of installation commitments met	1	0	0	1	1	1						
	Total # of installation commitments missed	0	0	0	0	0	0						
	% of commitments met	100.00%	n/a	n/a	100.00%	100.00%	100.00%						
Customers	Acct # for voice or bundle, res+bus	120	119	122	121	122	122						
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	239	237	239	238	239	239					
		Total # of trouble reports	4	2	0	1	4	1					
		% of trouble reports	1.67%	0.84%	0.00%	0.42%	1.67%	0.42%					
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	4	2	0	0	1	1						
	Total # of repair tickets restored in <=24hrs	4	2	0	0	1	1						
	% of repair tickets restored <=24hrs	100.00%	100.00%	n/a	n/a	100.00%	100.00%						
	Sum of duration of all outages (hh:mm)	30.16	5.25	0	0	2.5	1						
	Avg. outage duration (hh:mm)	7.54	2.625	n/a	n/a	2.5	1						
	Indication if catastrophic event is in month	N	N	N	N	N	N						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	7	3	0	0	1	1						
	Total # of all repair tickets restored in <=24hrs	6	3	0	0	1	1						
	% of all repair tickets restored <=24hrs	85.71%	100.00%	n/a	n/a	100.00%	100.00%						
	Sum of the duration of all outages (hh:mm)	30.16	5.25	0	0	2.5	1						
	Avg. unadjusted outage duration (hh:mm)	4.308571	1.75	n/a	n/a	2.5	1						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$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	74	67	72	74	74	155						
	Total # of call seconds to reach live agent	592	536	576	592	592	1240						
	% <= 60 seconds	97.30%	100.00%	98.61%	85.14%	85.14%	92.90%						

Primary Utility Contact Information

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