

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

**Company Name:** Pinnacles Telephone Co.

**U#:** 1013

**Report Year:** 2017

**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	
<b>Installation Interval</b> Min. standard = 5 bus. Days	Total # of business days	1	0	3	4	3	2	2	1	0	0.00	0.00	0.00	
	Total # of service orders	1	0	3	2	3	2	2	1	0	0	0	0	
	Avg. # of business days	1	n/a	1	2	1	1	1	1	n/a	n/a	n/a	n/a	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	1	1	1	1	0	0	0	0	0	
	Total # of installation commitments met	1	0	0	1	1	1	1	0	0	0	0	0	
	Total # of installation commitments missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitments met	100.00%	n/a	n/a	100.00%	100.00%	100.00%	100.00%	n/a	n/a	n/a	n/a	n/a	
<b>Customers</b>	Acct # for voice or bundle, res+bus	120	119	122	121	122	122	124	124	125	122	119	116	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	240	240	240	238	236	235
		Total # of trouble reports	4	2	0	1	4	1	2	1	1	3	3	1
		% of trouble reports	1.67%	0.84%	0.00%	0.42%	1.67%	0.42%	0.83%	0.42%	0.42%	1.26%	1.27%	0.43%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24hrs	Total # of outage report tickets	4	2	0	0	1	1	1	1	1	0	3	0	
	Total # of repair tickets restored in <=24hrs	4	2	0	0	1	1	1	1	1	0	3	0	
	% of repair tickets restored <=24hrs	100.00%	100.00%	n/a	n/a	100.00%	100.00%	100.00%	100.00%	100.00%	n/a	100.00%	n/a	
	Sum of duration of all outages (hh:mm)	30.16	5.25	0	0	2.5	1	1:00	0:30	7:00	0	9.25	0	
	Avg. outage duration (hh:mm)	7.54	2.625	n/a	n/a	2.5	1	1:00	0:30	7:00	0	3.083	0	
Indication if catastrophic event is in month	N	N	N	N	N	N	N	N	N	N	N	N	N	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	7	3	0	0	1	1	1	1	1	0	3	0	
	Total # of all repair tickets restored in <=24hrs	6	3	0	0	1	1	1	1	1	0	3	0	
	% of all repair tickets restored <=24hrs	85.71%	100.00%	n/a	n/a	100.00%	100.00%	100.00%	100.00%	100.00%	n/a	100.00%	n/a	
	Sum of the duration of all outages (hh:mm)	30.16	5.25	0	0	2.5	1	1:00	0:30	7:00	0	9.25	0	
	Avg. unadjusted outage duration (hh:mm)	4.308571	1.75	n/a	n/a	2.5	1	1:00	0:30	7:00	0	3.083	0	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	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	\$0.00	\$0.00	\$0.00	
<b>Answer Time</b> (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	191	203	163	236	196	228	
	Total # of call seconds to reach live agent	592	536	576	592	592	1240	1528	1624	1304	1880	1568	1824	
	% <= 60 seconds	97.30%	100.00%	98.61%	85.14%	85.14%	92.90%	92.67%	92.61%	96.93%	97.88%	97.45%	99.12%	

**Primary Utility Contact Information**

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