

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

Company Name: Pinnacles Telephone Co.

U#: 1013

Report Year: 2018

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	0	0	0	1	2	0	2	3	0	2	1	
	Total # of service orders	2	0	0	0	1	2	0	2	2	0	2	1	
	Avg. # of business days	1	n/a	n/a	n/a	1	1	n/a	1	1.5	n/a	1.0	1.0	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0	0	0	0	0	0	0	
	Total # of installation commitments met	0	0	0	0	0	0	0	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Customers	Acct # for voice or bundle, res+bus	121	119	119	116	117	118	116	116	117	116	117	115	
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	240	238	239	230	231	232	230	229	230	230	229	230
		Total # of trouble reports	4	0	1	0	3	4	0	2	2	1	2	1
		% of trouble reports	1.67%	0.00%	0.42%	0.00%	1.30%	1.72%	0.00%	0.87%	0.87%	0.43%	0.87%	0.43%
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	1	0	1	0	0	2	1	0	0	1	2	1	
	Total # of repair tickets restored in <=24hrs	1	0	1	0	0	2	1	0	0	1	2	1	
	% of repair tickets restored <=24hrs	100.00%	n/a	100.00%	n/a	n/a	100.00%	100.00%	n/a	n/a	100.00%	100.00%	100.00%	
	Sum of duration of all outages (hh:mm)	4	0	18	0	0	20.5	3.25	0	0	3.5	20.5	19	
	Avg. outage duration (hh:mm)	4	n/a	18	n/a	n/a	10.25	3.25	0	0	3.5	10.25	19	
	Indication if catastrophic event is in month	N	N	N	N	N	N	N	N	N	N	N	N	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	0	1	0	0	2	1	0	0	1	2	1	
	Total # of all repair tickets restored in <=24hrs	1	0	1	0	0	2	1	0	0	1	2	1	
	% of all repair tickets restored <=24hrs	100.00%	n/a	100.00%	n/a	n/a	100.00%	100.00%	n/a	n/a	100.00%	100.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	4	0	18	0	0	20.5	3.25	0	0	3.5	20.5	19	
	Avg. unadjusted outage duration (hh:mm)	4	n/a	18	n/a	n/a	10.25	3.25	0	0	3.5	10.25	19	
Refunds	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	
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	209	162	168	142	149	256	236	176	199	243	346	179	
	Total # of call seconds to reach live agent	1672	1296	1344	1136	1192	2048	1888	1408	1592	1944	2768	1432	
	% <= 60 seconds	98.09%	95.06%	94.05%	98.59%	95.97%	98.44%	97.46%	98.30%	92.96%	94.65%	95.09%	97.21%	

Primary Utility Contact Information

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