

**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
<b>Installation Interval</b> Min. standard = 5 bus. Days	Total # of business days	2	N/A	N/A	N/A	2	N/A						
	Total # of service orders	1	0	0	0	2	0						
	Avg. # of business days	2	N/A	N/A	N/A	1	N/A						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0						
	Total # of installation commitments met	N/A	N/A	N/A	N/A	N/A	N/A						
	Total # of installation commitments missed	N/A	N/A	N/A	N/A	N/A	N/A						
	% of commitments met	N/A	N/A	N/A	N/A	N/A	N/A						
<b>Customers</b>	Acct # for voice or bundle, res+bus	115	115	114	107	108	108						
<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	218	218	216	216	216	216					
		Total # of trouble reports	0	1	3	0	1	0					
		% of trouble reports	0.00%	0.46%	1.39%	0.00%	0.46%	0.00%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24hrs	Total # of outage report tickets	0	1	3	0	1	0						
	Total # of repair tickets restored in <=24hrs	N/A	1	3	0	1	0						
	% of repair tickets restored <=24hrs	N/A	100.00%	100.00%	N/A	100.00%	N/A						
	Sum of duration of all outages (hh:mm)	0	3	60.5	0	23	0						
	Avg. outage duration (hh:mm)	N/A	3	20.17	N/A	23	N/A						
	Indication if catastrophic event is in month	N	N	N	N	N	N						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	1	3	0	1	0						
	Total # of all repair tickets restored in <=24hrs	N/A	1	3	0	1	0						
	% of all repair tickets restored <=24hrs	N/A	100.00%	100.00%	N/A	100.00%	N/A						
	Sum of the duration of all outages (hh:mm)	0	3	60.5	0	23	0						
	Avg. unadjusted outage duration (hh:mm)	N/A	3	20.17	N/A	23	N/A						
<b>Refunds</b>	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						
<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	78	102	64	223	280	207						
	Total # of call seconds to reach live agent	624	816	512	1784	2240	1656						
	% <= 60 seconds	98.72%	94.12%	87.50%	98.21%	92.50%	95.65%						

**Primary Utility Contact Information**

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