

**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	
Installation Interval Min. standard = 5 bus. Days	Total # of business days	2	N/A	N/A	N/A	2	N/A	1	1	1	2	1	0	
	Total # of service orders	1	0	0	0	2	0	1	1	1	2	1	0	
	Avg. # of business days	2	N/A	N/A	N/A	1	N/A	1	1	1	1.0	1.0	N/A	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0	0	1	0	1	0	0	
	Total # of installation commitments met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	N/A	1	N/A	N/A	
	Total # of installation commitments missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	N/A	0	N/A	N/A	
	% of commitments met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	N/A	100.00%	N/A	N/A	
Customers	Acct # for voice or bundle, res+bus	115	115	114	107	108	108	114	114	113	114	115	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	218	218	216	216	216	216	219	213	212	213	213	213
		Total # of trouble reports	0	1	3	0	1	0	0	1	1	1	0	0
		% of trouble reports	0.00%	0.46%	1.39%	0.00%	0.46%	0.00%	0.00%	0.47%	0.47%	0.47%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	0	1	3	0	1	0	0	0	1	1	0	0	
	Total # of repair tickets restored in <=24hrs	N/A	1	3	0	1	0	N/A	N/A	1	1	N/A	N/A	
	% of repair tickets restored <=24hrs	N/A	100.00%	100.00%	N/A	100.00%	N/A	N/A	N/A	100.00%	100.00%	N/A	N/A	
	Sum of duration of all outages (hh:mm)	0	3	60.5	0	23	0	0	0	5	4	0	0	
	Avg. outage duration (hh:mm)	N/A	3	20.17	N/A	23	N/A	N/A	N/A	5	4	N/A	N/A	
	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	0	1	3	0	1	0	0	0	1	1	0	0	
	Total # of all repair tickets restored in <=24hrs	N/A	1	3	0	1	0	N/A	N/A	1	1	0	0	
	% of all repair tickets restored <=24hrs	N/A	100.00%	100.00%	N/A	100.00%	N/A	N/A	N/A	100.00%	100.00%	N/A	N/A	
	Sum of the duration of all outages (hh:mm)	0	3	60.5	0	23	0	0	0	5	4	0	0	
	Avg. unadjusted outage duration (hh:mm)	N/A	3	20.17	N/A	23	N/A	N/A	N/A	5	4	N/A	N/A	
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	78	102	64	223	280	207	191	238	506	223	230	299	
	Total # of call seconds to reach live agent	624	816	512	1784	2240	1656	1528	1904	4048	1784	1840	2392	
	% <= 60 seconds	98.72%	94.12%	87.50%	98.21%	92.50%	95.65%	96.34%	94.96%	97.43%	97.76%	97.83%	98.33%	

Primary Utility Contact Information

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