

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

**Company Name:** Pinnacles Telephone Co.

**U#:** 1013

**Report Year:** 2020

**Reporting Unit Type:**     Total Company     Exchange     Wire Center

**Reporting Unit Name:** Pinnacles Telephone Co.

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/20			Date filed: 08/15/20			Date filed: 011/15/20			Date filed: 02/15/20			
		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	0	3	1										
	Total # of service orders	0	3	1										
	Avg. # of business days	N/A	1	1										
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	0										
	Total # of installation commitments met	0	N/A	N/A										
	Total # of installation commitments missed	0	N/A	N/A										
	% of commitments met	N/A	N/A	N/A										
<b>Customers</b>	Acct # for voice or bundle, res+bus	115	116	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	213	214	214									
		Total # of trouble reports	1	0	0									
		% of trouble reports	0.47%	0.00%	0.00%									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24hrs	Total # of outage report tickets	1	0	0										
	Total # of repair tickets restored in <=24hrs	1	0	0										
	% of repair tickets restored <=24hrs	100.00%	N/A	N/A										
	Sum of duration of all outages (hh:mm)	2	0	0										
	Avg. outage duration (hh:mm)	2	N/A	N/A										
<b>Unadjusted Out of Service Report</b>	Indication if catastrophic event is in month	NO	NO	NO										
	Total # of unadjusted outage report tickets	1	0	0										
	Total # of all repair tickets restored in <=24hrs	1	0	0										
	% of all repair tickets restored <=24hrs	100.00%	N/A	N/A										
	Sum of the duration of all outages (hh:mm)	2	0	0										
Refunds	Avg. unadjusted outage duration (hh:mm)	2	N/A	N/A										
	Number of customers who received refunds	0	0	0										
<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)	Monthly amount of refunds	\$0.00	\$0.00	\$0.00										
	Total # of calls for TR, Billing & Non-Billing	229	192	269										
	Total # of call seconds to reach live agent	1832	1536	2152										
	% <= 60 seconds	98.25%	96.35%	92.57%										

**Primary Utility Contact Information**

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