

**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	2	0	0	2	0	2	0	0	2	
	Total # of service orders	0	3	1	2	0	0	2	0	2	0	0	2	
	Avg. # of business days	N/A	1	1	1	N/A	N/A	1	N/A	1	n/a	n/a	1	
<b>Installation Commitment</b> 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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitments missed	0	N/A	N/A	N/A	N/A	N/A	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	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Customers</b>	Acct # for voice or bundle, res+bus	115	116	116	117	117	116	117	117	119	108	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	213	214	214	210	209	207	210	210	212	214	213	213
		Total # of trouble reports	1	0	0	1	1	3	0	1	0	0	1	0
		% of trouble reports	0.47%	0.00%	0.00%	0.48%	0.48%	1.45%	0.00%	0.48%	0.00%	0.00%	0.47%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24hrs	Total # of outage report tickets	1	0	0	0	0	2	0	1	0	0	1	0	
	Total # of repair tickets restored in <=24hrs	1	0	0	0	0	2	0	1	0	0	1	0	
	% of repair tickets restored <=24hrs	100.00%	N/A	N/A	N/A	N/A	100.00%	N/A	100.00%	N/A	N/A	100.00%	N/A	
	Sum of duration of all outages (hh:mm)	2	0	0	0	0	2	0	5	0	0	16.5	0	
	Avg. outage duration (hh:mm)	2	N/A	N/A	N/A	N/A	10	N/A	5	N/A	N/A	16.5	N/A	
	Indication if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	0	0	0	0	2	0	1	0	0	1	0	
	Total # of all repair tickets restored in <=24hrs	1	0	0	0	0	2	0	1	0	0	1	0	
	% of all repair tickets restored <=24hrs	100.00%	N/A	N/A	N/A	N/A	100.00%	N/A	100.00%	N/A	N/A	100.00%	N/A	
	Sum of the duration of all outages (hh:mm)	2	0	0	0	0	2	0	5	0	0	16.5	0	
	Avg. unadjusted outage duration (hh:mm)	2	N/A	N/A	N/A	N/A	10	N/A	5	N/A	N/A	16.5	N/A	
<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	229	192	269	262	267	103	268	274	218	253	249	294	
	Total # of call seconds to reach live agent	1832	1536	2152	2096	2136	824	2144	2192	1744	2024	1992	2352	
	% <= 60 seconds	98.25%	96.35%	92.57%	100.00%	98.10%	100.00%	99.63%	98.91%	96.79%	96.44%	91.57%	91.84%	

**Primary Utility Contact Information**

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