

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

Company Name: Pinnacles Telephone Co.

U#: 1013

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pinnacles Telephone Co.

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/21			Date filed: 08/15/21			Date filed: 011/15/21			Date filed: 02/15/21			
		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	0	0	1										
	Total # of service orders	0	0	1										
	Avg. # of business days	N/A	N/A	1										
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0										
	Total # of installation commitments met	N/A	N/A	N/A										
	Total # of installation commitments missed	N/A	N/A	N/A										
	% of commitments met	N/A	N/A	N/A										
Customers	Acct # for voice or bundle, res+bus	115	116	116										
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	213	214	214									
		Total # of trouble reports	0	0	0									
		% of trouble reports	0.00%	0.00%	0.00%									
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	0	0	0										
	Total # of repair tickets restored in <=24hrs	0	0	0										
	% of repair tickets restored <=24hrs	N/A	N/A	N/A										
	Sum of duration of all outages (hh:mm)	0	0	0										
	Avg. outage duration (hh:mm)	N/A	N/A	N/A										
Unadjusted Out of Service Report	Indication if catastrophic event is in month	NO	NO	NO										
	Total # of unadjusted outage report tickets	0	0	0										
	Total # of all repair tickets restored in <=24hrs	0	0	0										
	% of all repair tickets restored <=24hrs	N/A	N/A	N/A										
	Sum of the duration of all outages (hh:mm)	0	0	0										
Refunds	Avg. unadjusted outage duration (hh:mm)	N/A	N/A	N/A										
	Number of customers who received refunds	0	0	0										
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)	Monthly amount of refunds	\$0.00	\$0.00	\$0.00										
	Total # of calls for TR, Billing & Non-Billing	208	212	238										
	Total # of call seconds to reach live agent	1664	1696	1904										
	% <= 60 seconds	84.13%	89.15%	97.06%										

Primary Utility Contact Information

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