

**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	
Installation Interval Min. standard = 5 bus. Days	Total # of business days	0	3	1	2	0	0	2	0	2				
	Total # of service orders	0	3	1	2	0	0	2	0	2				
	Avg. # of business days	N/A	1	1	1	N/A	N/A	1	N/A	1				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	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				
	Total # of installation commitments missed	0	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				
Customers	Acct # for voice or bundle, res+bus	115	116	116	117	117	116	117	117	119				
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	210	209	207	210	210	212			
		Total # of trouble reports	1	0	0	1	1	3	0	1	0			
		% of trouble reports	0.47%	0.00%	0.00%	0.48%	0.48%	1.45%						
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	1	0	0	0	0	2	0	1	0				
	Total # of repair tickets restored in <=24hrs	1	0	0	0	0	2	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				
	Sum of duration of all outages (hh:mm)	2	0	0	0	0	2	0	5	0				
	Avg. outage duration (hh:mm)	2	N/A	N/A	N/A	N/A	10	N/A	5	N/A				
	Indication if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO				
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	0	0	0	0	2	0	1	0				
	Total # of all repair tickets restored in <=24hrs	1	0	0	0	0	2	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				
	Sum of the duration of all outages (hh:mm)	2	0	0	0	0	2	0	5	0				
	Avg. unadjusted outage duration (hh:mm)	2	N/A	N/A	N/A	N/A	10	N/A	5	N/A				
Refunds	Number of customers who received refunds	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				
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	229	192	269	262	267	103	268	274	218				
	Total # of call seconds to reach live agent	1832	1536	2152	2096	2136	824	2144	2192	1744				
	% <= 60 seconds	98.25%	96.35%	92.57%	100.00%	98.10%	100.00%	99.63%	98.91%	96.79%				

Primary Utility Contact Information

Name: Steven Bryan

Phone: (831)389-4500

Email: srbryanjr@pintelco.com