

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

Company Name: Pinnacles Telephone Co.

U#: 1013

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pinnacles Telephone Co.

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/16			Date filed: 08/15/16			Date filed: 011/15/16			Date filed: 02/15/17			
		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	0	3	0	0	1	0	1	0.42	1.64	1.48	
	Total # of service orders	0	2	2	3	0	0	1	0	1	2	4	2	
	Avg. # of business days	n/a	0	0	1	n/a	n/a	1	n/a	1	0.21	0.41	0.74	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	2	2	1	0	0	0	0	1	2	0	0	
	Total # of installation commitments met	0	2	2	1	0	0	0	0	1	2	0	0	
	Total # of installation commitments missed	0	0	0	n/a	n/a	n/a	0	0	0	0	0	0	
	% of commitments met	n/a	100.00%	100.00%	100.00%	n/a	n/a	n/a	n/a	100.00%	100.00%	n/a	n/a	
Customers	Acct # for voice or bundle, res+bus							107	105	104	105	109	109	
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	250	251	246	249	248	250	249	250	250	231	237	237
		Total # of trouble reports	2	0	0	0	0	0	0	0	2	0	0	3
		% of trouble reports	0.80%	0%	0%	0%	0%	0%	0.00%	0.00%	0.80%	0.00%	0.00%	1.27%
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	2	0	0	0	0	0	0	0	1	0	0	3	
	Total # of repair tickets restored in <=24hrs	2	0	0	0	0	0	0	0	1	0	0	3	
	% of repair tickets restored <=24hrs	100.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100.00%	n/a	n/a	100.00%	
	Sum of duration of all outages (hh:mm)	22.5	0	0	0	0	0	0:00	0:00	16:45	0	0	30.75	
	Avg. outage duration (hh:mm)	11.25	n/a	n/a	n/a	n/a	n/a	n/a	n/a	16:45	0	0	10.25	
	Indication if catastrophic event is in month							N	N	N	N	N	N	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							0	0	1	0	0	3	
	Total # of all repair tickets restored in <=24hrs							0	0	1	0	0	3	
	% of all repair tickets restored <=24hrs							n/a	n/a	100.00%	0.00%	0.00%	100.00%	
	Sum of the duration of all outages (hh:mm)							0:00	0:00	16:45	0	0	30.75	
	Avg. unadjusted outage duration (hh:mm)							n/a	n/a	16:45	0	0	10.25	
Refunds	Number of customers who received refunds							0	0	0	0	0	0	
	Monthly amount of refunds							\$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									83	82	32	72	
	Total # of call seconds to reach live agent									495	656	256	576	
	% <= 60 seconds									100.00%	96.34%	100.00%	97.22%	

Primary Utility Contact Information

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