

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

Company Name: Pinnacles Telephone Company

UH: 1013-C

Report Year: 2024

Total Company Exchange Wire Center

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/24			Date filed: 08/15/24			Date filed: 01/15/24			Date filed: 02/15/25		
		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	1	0	0									
	Total # of service orders	1	0	0									
	Avg. # of business days	1	0	0									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0									
	Total # of installation commitments met	1	0	0									
	Total # of installation commitments missed	0	0	0									
Customers	% of commitments met	100	n/a	n/a									
	Acct # for voice or bundle, res+bus	91	92	90									
Customer Trouble Report	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
	Total # of working lines												
Min. Standard 10% (10 per 100 working lines for units w/ <= 1000 lines)	Total # of trouble reports												
	% of trouble reports												
	Total # of working lines	194	194	194									
	% of trouble reports	0	0	0									
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	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									
	% 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	0	0									
	Total # of calls for TR, Billing & Non-Billing	140	114	99									
	Total # of call seconds to reach live agent	1120	904	792									
	% <= 60 seconds	100.00%	93.81%	91.92%									

Primary Utility Contact Information

Name: Steven Bryan

Phone: (831)389-4500

Email: srbryanjr@pintelco.com