

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

Company Name: Pinnacles Telephone Co.

U#: 1013-D

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pinnacles Telephone Co.

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/24			Date filed: 08/15/24			Date filed: 011/15/24			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	0	0	0	1	0	0	1	0	0	
	Total # of service orders	1	0	0	0	0	0	1	0	0	1	0	0	
	Avg. # of business days	1	0	0	0	0	0	1	n/a	n/a	1	n/a	n/a	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	0	0	1	0	0	1	0	0	
	Total # of installation commitments met	1	0	0	0	0	0	1	n/a	n/a	1	n/a	n/a	
	Total # of installation commitments missed	0	0	0	0	0	0	0	n/a	n/a	0	n/a	n/a	
	% of commitments met	100	n/a	n/a	n/a	n/a	n/a	100	n/a	n/a	100	n/a	n/a	
Customers	Acct # for voice or bundle, res+bus	91	92	90	89	89	88	85	82	81	80	80	80	
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	194	194	194	191	191	189	187	182	181	180	180	180
		Total # of trouble reports	0	0	0	0	1	1	1	0	0	1	0	0
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.52%	0.53%	0.53%	0.00%	0.00%	0.56%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	0	0	0	0	1	1	0	0	0	1	0	0	
	Total # of repair tickets restored in <=24hrs	0	0	0	0	1	1	0	0	0	1	0	0	
	% of repair tickets restored <=24hrs	n/a	n/a	n/a	n/a	100.00%	100.00%	n/a	n/a	n/a	100.00%	n/a	n/a	
	Sum of duration of all outages (hh:mm)	0	0	0	0	24	1.5	0	0	0	2	0	0	
	Avg. outage duration (hh:mm)	n/a	n/a	n/a	n/a	24	1.5	n/a	n/a	n/a	2:00	0	0	
	Indication if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	0	1	1	0	0	0	1	0	0	
	Total # of all repair tickets restored in <=24hrs	0	0	0	0	1	1	0	0	0	1	0	0	
	% of all repair tickets restored <=24hrs	n/a	n/a	n/a	n/a	100.00%	100.00%	n/a	n/a	n/a	100.00%	n/a	n/a	
	Sum of the duration of all outages (hh:mm)	0	0	0	0	24	1.5	0	0	0	2	0	0	
	Avg. unadjusted outage duration (hh:mm)	n/a	n/a	n/a	n/a	24	1.5	n/a	n/a	n/a	2	n/a	n/a	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	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)	Total # of calls for TR, Billing & Non-Billing	140	114	99	123	128	147	196	167	263	196	167	263	
	Total # of call seconds to reach live agent	1120	904	792	984	1024	1176	1568	1336	2104	1568	1336	2104	
	% <= 60 seconds	100.00%	93.81%	91.92%	95.93%	100.00%	92.52%	93.37%	94.01%	96.58%	93.37%	92.22%	94.68%	

Primary Utility Contact Information

Name: Steven Bryan

Phone: (831)389-4500

Email: srbyranjr@pintelco.com