

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

Company Name: Pinnacles Telephone Co.

U#: 1013

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Pinnacles Telephone Co.

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/22			Date filed: 08/15/22			Date filed: 011/15/22			Date filed: 02/15/23			
		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	3	0	0	1	2	0	1	0	0	
	Total # of service orders	0	4	1	3	0	0	1	2	0	1	0	0	
	Avg. # of business days	N/A	N/A	1	1	n/a	n/a	1	1	n/a	1	n/a	n/a	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	1	0	0	0	0	0	0	0	0	
	Total # of installation commitments met	N/A	N/A	N/A	1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
	Total # of installation commitments missed	N/A	N/A	N/A	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	1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Customers	Acct # for voice or bundle, res+bus	101	101	99	101	101	99	97	98	98	96	95	95	
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	204	206	205	204	206	205	204	206	206	201	200	201
		Total # of trouble reports	0	0	0	2	0	0	0	1	0	1	0	0
		% of trouble reports	0.00%	0.00%	0.00%	0.98%	0.00%	0.00%	0.00%	0.49%	0.00%	0.50%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	0	0	0	1	0	0	0	1	0	0	0	0	
	Total # of repair tickets restored in <=24hrs	0	0	0	1	0	0	0	1	0	1	0	0	
	% of repair tickets restored <=24hrs	N/A	N/A	N/A	100.00%	N/A	N/A	n/a	100.00%	n/a	100.00%	n/a	n/a	
	Sum of duration of all outages (hh:mm)	0	0	0	22	0	0	0	16.25	0	11	0	0	
	Avg. outage duration (hh:mm)	0	0	0.00	11	N/A	N/A	n/a	16.25	n/a	11	n/a	n/a	
	Indication if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A	n/a	n/a	n/a	n/a	n/a	n/a	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	1	0	0	0	1	0	0	0	0	
	Total # of all repair tickets restored in <=24hrs	0	0	0	1	0	0	0	1	0	1	0	0	
	% of all repair tickets restored <=24hrs	N/A	N/A	N/A	100.00%	N/A	N/A	n/a	100.00%	n/a	100.00%	n/a	n/a	
	Sum of the duration of all outages (hh:mm)	0	0	0	22	0	0	0	16.25	0	11	0	0	
	Avg. unadjusted outage duration (hh:mm)	0	0	0.00	2	N/A	N/A	n/a	16.25	n/a	11	n/a	n/a	
Refunds	Number of customers who received refunds	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$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	220	242	190	217	197	165	86	99	80	86	99	80	
	Total # of call seconds to reach live agent	1760	1936	1520	1736	1576	1320	688	794	640	688	792	640	
	% <= 60 seconds	90.91%	86.78%	95.79%	95.85%	95.94%	96.36%	84.88%	92.93%	90.00%	94.19%	94.95%	91.25%	

Primary Utility Contact Information

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