

Reporting Unit Type: ● Total Company ○ Exchange ○ Wire Center

Reporting Unit Name: Pinnacles Telephone Co.

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/23			Date filed: 08/15/23			Date filed: 011/15/23			Date filed: 02/15/24		
		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	8	2									
	Total # of service orders	0	4	2									
	Avg. # of business days	n/a	2	1									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0									
	Total # of installation commitments met	n/a	n/a	n/a									
	Total # of installation commitments missed	n/a	n/a	n/a									
	% of commitments met	n/a	n/a	n/a									
Customers	Acct # for voice or bundle, res+bus	98	95	98									
Customer Trouble Report													
Min. Standard	8% (8 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/ 1000 - 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	201	201	204								
		Total # of trouble reports	0	3	1								
		% of trouble reports	0.00%	1.49%	0.49%								
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	0	3	1									
	Total # of repair tickets restored in <=24hrs	n/a	3	1									
	% of repair tickets restored <=24hrs	n/a	100.00%	100.00%									
	Sum of duration of all outages (hh:mm)	0	3	1									
	Avg. outage duration (hh:mm)	0	11.76667	2									
	Indication if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	3	1									
	Total # of all repair tickets restored in <=24hrs	n/a	3	1									
	% of all repair tickets restored <=24hrs	n/a	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	0	3	1									
	Avg. unadjusted outage duration (hh:mm)	0	11.76667	2									
Refunds	Number of customers who received refunds	NONE	NONE	NONE									
	Monthly amount of refunds	N/A	N/A	N/A									
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	227	153	189									
	Total # of call seconds to reach live agent	1816	1224	1512									
	% <= 60 seconds	91.19%	94.12%	88.89%									

Primary Utility Contact Information

Name: Steven Bryan

Phone: (831)389-4500

Email: srbyranjr@pintelco.com