

Pinnacles Telephone Company 1013-C 2024 Second Quarter

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
<b>Installation Interval</b> Min. standard = 5 bus. Days	Total # of business days	1	0	0	0	0	0						
	Total # of service orders	1	0	0	0	0	0						
	Avg. # of business days	1	0	0	0	0	0						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	0	0						
	Total # of installation commitments met	1	0	0	0	0	0						
	Total # of installation commitments missed	0	0	0	0	0	0						
	% of commitments met	100	n/a	n/a	n/a	n/a	n/a						
<b>Customers</b>	Acct # for voice or bundle, res+bus	91	92	90	89	89	88						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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					
		Total # of trouble reports	0	0	0	0	1	1					
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.52%	0.53%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24hrs	Total # of outage report tickets	0	0	0	0	1	1						
	Total # of repair tickets restored in <=24hrs	0	0	0	0	1	1						
	% of repair tickets restored <=24hrs	n/a	n/a	n/a	n/a	100.00%	100.00%						
	Sum of duration of all outages (hh:mm)	0	0	0	0	24	1.5						
	Avg. outage duration (hh:mm)	n/a	n/a	n/a	n/a	24	1.5						
	Indication if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	0	0	1	1						
	Total # of all repair tickets restored in <=24hrs	0	0	0	0	1	1						
	% of all repair tickets restored <=24hrs	n/a	n/a	n/a	n/a	100.00%	100.00%						
	Sum of the duration of all outages (hh:mm)	0	0	0	0	24	1.5						
	Avg. unadjusted outage duration (hh:mm)	n/a	n/a	n/a	n/a	24	1.5						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0	0	0	0	0	0						
<b>Answer Time</b> (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						
	Total # of call seconds to reach live agent	1120	904	792	984	1024	1176						
	% <= 60 seconds	100.00%	93.81%	91.92%	95.93%	100.00%	92.52%						

Primary Utility Contact Information

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