

California Public Utilities Commission
Service QualityStandards Reporting
General Order No. 133-D

Company Name: Pinnacles Telephone Co.U#: 1013-DReport Year: 2025Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire CenterReporting Unit Name: Pinnacles Telephone Co.

Measurement (Compile Monthly, file quarterly)		Date filed: 05/15/25			Date filed: 08/15/25			Date filed: 011/15/25			Date filed: 02/15/26		
		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	0	0	0	1	2	0	0			
	Total # of service orders	0	0	0	0	0	1	2	0	0			
	Avg. # of business days	n/a	n/a	n/a	n/a	n/a	1	1	n/a	n/a			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	1	0	0	0			
	Total # of installation commitments met	0	0	0	0	0	1	n/a	n/a	n/a			
	Total # of installation commitments missed	0	0	0	0	0	0	n/a	n/a	n/a			
	% of commitments met	n/a	n/a	n/a	n/a	n/a	1	n/a	n/a	n/a			
Customers	Acct # for voice or bundle, res+bus	80	80	80	81	81	78	80	79	78			
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	180	180	180	170	169	166	168	166	164		
		Total # of trouble reports	0	0	0	0	1	0	0	1	2		
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.59%	0.00%	0.00%	0.60%	1.22%		
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	0	0	0	0	1	0	0	0	1			
	Total # of repair tickets restored in <=24hrs	0	0	0	0	1	0	0	0	1			
	% of repair tickets restored <=24hrs	n/a	n/a	n/a	n/a	100.00%	n/a	n/a	n/a	100.00%			
	Sum of duration of all outages (hh:mm)	0	0	0	0	22:50	0	0	0	3:00			
	Avg. outage duration (hh:mm)	0	0	0	0:00	22:50	0:00	0	0	3:00			
	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			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	0	1	0	0	0	1			
	Total # of all repair tickets restored in <=24hrs	0	0	0	0	1	0	0	0	1			
	% of all repair tickets restored <=24hrs	n/a	n/a	n/a	n/a	100.00%	n/a	n/a	n/a	100.00%			
	Sum of the duration of all outages (hh:mm)	0	0	0	0	22:50	0	0	0	3:00			
	Avg. unadjusted outage duration (hh:mm)	0	0	0	0:00	22:50	0:00	0	0	3:00			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	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	89	72	108	128	188	139	141	129	112		
		Total # of call seconds to reach live agent	712	576	864	1024	1504	1112	1128	1032	896		
		% <= 60 seconds	84.27%	94.44%	93.52%	90.63%	95.21%	94.24%	98.58%	96.90%	92.86%		

Primary Utility Contact Information

Name: Steven BryanPhone: (831)389-4500Email: srbyranjr@pintelco.com