

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

Company Name: Pinnacles Telephone Co.

U#: 1013-D

Report Year: 2025

Reporting Unit Type: Total Company Exchange Wire Center

Reporting 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	0	0	0	
	Total # of service orders	0	0	0	0	0	1	2	0	0	0	0	0	
	Avg. # of business days	n/a	n/a	n/a	n/a	n/a	1	1	n/a	n/a	n/a	n/a	n/a	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	1	0	0	0	0	0	0	
	Total # of installation commitments met	0	0	0	0	0	1	n/a	n/a	n/a	0	0	0	
	Total # of installation commitments missed	0	0	0	0	0	0	n/a	n/a	n/a	0	0	0	
	% of commitments met	n/a	n/a	n/a	n/a	n/a	1	n/a	n/a	n/a	n/a	n/a	n/a	
Customers	Acct # for voice or bundle, res+bus	80	80	80	81	81	78	80	79	78	76	75	75	
Customer Trouble Report														
Min. Standard	0% (6 per 100 working lines for units w/ >= 2000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	5% (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	161	160	159
		Total # of trouble reports	0	0	0	0	1	0	0	1	2	0	2	1
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.59%	0.00%	0.00%	0.60%	1.22%	0.00%	1.25%	0.63%
Adjusted Out of Service Report Min. standard = 90% within 24hrs	Total # of outage report tickets	0	0	0	0	1	0	0	0	1	0	1	1	
	Total # of repair tickets restored in <=24hrs	0	0	0	0	1	0	0	0	1	0	1	1	
	% of repair tickets restored <=24hrs	n/a	n/a	n/a	n/a	100.00%	n/a	n/a	n/a	100.00%	n/a	100.00%	100.00%	
	Sum of duration of all outages (hh:mm)	0	0	0	0	22:50	0	0	0	3:00	0	1:30	6:30	
	Avg. outage duration (hh:mm)	0	0	0	0:00	22:50	0:00	0	0	3:00	0:00	1:30	6:30	
	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	0	1	0	0	0	1	0	1	1	
	Total # of all repair tickets restored in <=24hrs	0	0	0	0	1	0	0	0	1	0	1	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%	n/a	100.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	0	0	0	0	22:50	0	0	0	3:00	0	1:30	6:30	
	Avg. unadjusted outage duration (hh:mm)	0	0	0	0:00	22:50	0:00	0	0	3:00	0	1:30	6:30	
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	89	72	108	128	188	139	141	129	112	174	140	168	
	Total # of call seconds to reach live agent	712	576	864	1024	1504	1112	1128	1032	896	1392	1120	1344	
	% <= 60 seconds	84.27%	94.44%	93.52%	90.63%	95.21%	94.24%	98.58%	96.90%	92.86%	97.70%	93.57%	95.24%	

Primary Utility Contact Information

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