

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
<b>Installation Interval</b> Min. standard = 5 bus. Days	Total # of business days	0	8	2	1	1	0						
	Total # of service orders	0	4	2	1	1	0						
	Avg. # of business days	n/a	2	1	1	1	n/a						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	1	0						
	Total # of installation commitments met	n/a	n/a	n/a	n/a	1	n/a						
	Total # of installation commitments missed	n/a	n/a	n/a	n/a	0	n/a						
	% of commitments met	n/a	n/a	n/a	n/a	100%	n/a						
<b>Customers</b>	Acct # for voice or bundle, res+bus	98	95	98	100	98	98						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	8% (4 per 100 working lines for units w/ <= 1000 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	201	201	204	204	205	202					
		Total # of trouble reports	0	3	1	1	0	0					
		% of trouble reports	0.00%	1.49%	0.49%	0.004902	0	0					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24hrs	Total # of outage report tickets	0	3	1	1	0	0						
	Total # of repair tickets restored in <=24hrs	n/a	3	1	1	n/a	n/a						
	% of repair tickets restored <=24hrs	n/a	100.00%	100.00%	100.00%	n/a	n/a						
	Sum of duration of all outages (hh:mm)	0	3	1	6	0	0						
	Avg. outage duration (hh:mm)	0	11.76667	2	6:00	0	0						
	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	3	1	1	0	0						
	Total # of all repair tickets restored in <=24hrs	n/a	3	1	1	n/a	n/a						
	% of all repair tickets restored <=24hrs	n/a	100.00%	100.00%	100.00%	n/a	n/a						
	Sum of the duration of all outages (hh:mm)	0	3	1	6	0	0						
	Avg. unadjusted outage duration (hh:mm)	0	11.76667	2	6:00	0	0						
<b>Refunds</b>	Number of customers who received refunds	NONE	NONE	NONE	NONE	NONE	NONE						
	Monthly amount of refunds	N/A	N/A	N/A	N/A	N/A	N/A						
<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	227	153	189	123	153	228						
	Total # of call seconds to reach live agent	1816	1224	1512	984	1224	1824						
	% <= 60 seconds	91.19%	94.12%	88.89%	95.12%	98.69%	98.25%						

**Primary Utility Contact Information**

Name: Steven Bryan

Phone: (831)389-4500

Email: srbyranjr@pintelco.com