

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

Company Name: ACN Communication Services, LLC

U#: U-6342-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Technologies Management, Inc.

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/17) | | | Date filed (08/15/17) | | | Date filed (11/15/17) | | | Date filed (02/15/18) | | |
|---|---|---|----------|---------|--------------------------|---------|----------|--------------------------|-----|-----|--------------------------|-----|-----|
| | | 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 | N/A | N/A | N/A | N/A | N/A | N/A | | | | | | |
| | Total # of service orders | N/A | N/A | N/A | N/A | N/A | N/A | | | | | | |
| | Avg. # of business days | N/A | N/A | N/A | N/A | N/A | N/A | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | N/A | N/A | N/A | N/A | N/A | N/A | | | | | | |
| | Total # of installation commitment met | N/A | N/A | N/A | N/A | N/A | N/A | | | | | | |
| | Total # of installation commitment missed | N/A | N/A | N/A | N/A | N/A | N/A | | | | | | |
| | % of commitment met | N/A | N/A | N/A | N/A | N/A | N/A | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 7621 | 7490 | 7369 | 7281 | 7165 | 7050 | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 13371 | 13141 | 12928 | 12775 | 12571 | 12368 | | | | | |
| | | Total # of trouble reports | 205 | 177 | 181 | 113 | 97 | 131 | | | | | |
| | | % of trouble reports | 1.53% | 1.35% | 1.40% | 0.88% | 0.77% | 1.06% | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | N/A | N/A | N/A | N/A | N/A | N/A | | | | | |
| | | Total # of trouble reports | N/A | N/A | N/A | N/A | N/A | N/A | | | | | |
| | | % of trouble reports | N/A | N/A | N/A | N/A | N/A | N/A | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | N/A | N/A | N/A | N/A | N/A | N/A | | | | | |
| | | Total # of outage report tickets | 168 | 135 | 154 | 111 | 95 | 128 | | | | | |
| | | Total # of repair tickets restored in < 24hrs | 5 | 7 | 10 | 0 | 0 | 0 | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | % of repair tickets restored ≤ 24 Hours | 2.98% | 5.19% | 6.49% | 0.00% | 0.00% | 0.00% | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 27751 | 20268 | 23144 | 10960 | 10595 | 12129 | | | | | | |
| | Avg. outage duration (hh:mm) | 651 | 619 | 402 | 137 | 145 | 130 | | | | | | |
| | Indicate if catastrophic event is in a month | No | No | No | No | No | No | | | | | | |
| | Total # of unadjusted outage report tickets | 168 | 135 | 154 | 113 | 97 | 131 | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 5 | 7 | 10 | 3 | 2 | 10 | | | | | | |
| Unadjusted Out of Service Report | % of repair tickets restored ≤ 24 Hours | 2.98% | 5.19% | 6.49% | 3.61% | 2.67% | 9.52% | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 27751 | 20268 | 23144 | 11183 | 10812 | 12629 | | | | | | |
| | Avg. outage duration (hh:mm) | 651 | 619 | 402 | 140 | 148 | 133 | | | | | | |
| | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of all ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | Total # of calls for TR, Billing & Non-Billing | 38211 | 32709 | 32340 | 49324 | 53127 | 53620 | | | | | | |
| | Total # of call seconds to reach live agent | 12524404 | 13081620 | 8961225 | 6141674 | 5611312 | 10306656 | | | | | | |
| | % ≤ 60 seconds | 45.2% | 34.8% | 47.1% | 69.2% | 71.1% | 55.0% | | | | | | |

Primary Utility Contact Information

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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised : 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

(End of Attachment C)