

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

Company Name: PAETEC Communications, Inc.

U#: 6097-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: PAETEC Communications, 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	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	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	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	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	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	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	N/A	N/A	N/A	N/A	N/A	N/A	
Customers	Acct # for voice or bundle, res+bus	3,547	3,508	3,457	3,427	3,381	3,345							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	172,172	170,755	168,949	164,588	162,430	160,822						
		Total # of trouble reports	1,991	2,537	2,329	1,965	803	889						
		% of trouble reports	1.16%	1.49%	1.38%	1.19%	0.49%	0.55%						
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1,015	1,629	1,331	1,126	661	701							
	Total # of repair tickets restored in ≤ 24hrs	957	1,565	1,292	1,100	646	645							
	% of repair tickets restored ≤ 24 Hours	94%	96%	97%	98%	98%	92%							
	Sum of the duration of all outages (hh:mm)	6485.4	7848.69	9623.98	4347.81	2629.92	7219.95							
	Avg. outage duration (hh:mm)	5.60	4.49	6.77	3.86	3.98	10.30							
	Indicate if catastrophic event is in month	Yes	No	No	No	No	No							
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1,157	1,747	1,419	1,178	715	763							
	Total # of all repair tickets restored in ≤ 24hrs	1,093	1,679	1,374	1,151	700	707							
	% of all repair tickets restored ≤ 24 Hours	94%	96%	97%	98%	98%	93%							
	Sum of the duration of all outages (hh:mm)	7085.81	8302.57	10308.8	4570.68	2797.43	7340.16							
	Avg. unadjusted outage duration (hh:mm)	6.12	4.75	7.26	3.88	3.91	9.62							
Refunds	Number of customers who received refunds	4	28	23	3	7	5							
	Monthly amount of refunds	919.91	7,460.97	17,311.48	519.30	4,096.95	4,671.83							
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	11,928	10,646	11,319	9,782	9,412	8,599							
	Total # of call seconds to reach live agent	1,465,909	1,524,876	955,214	1,787,789	648,241	1,134,129							
	% ≤ 60 seconds	64.40%	60.09%	73.86%	54.92%	75.97%	64.72%							

Note: The "Answer Time" information is based on data collected at one of two call centers where California calls are answered. The two call centers answer calls from across the nation.

Primary Utility Contact Information

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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)