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

Company Name: Reporting Unit Type:		Consolidated Communications					U#: <u>U-1</u>	015-C			Report Year:		2017			
		Total Company 🔲 Exchange 🔲 Wire Center					Reporting Unit Name:			Total Company - Consolidated Communications						
	Measurement (Compile	monthly, file quarterly)	Date filed (05/15/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (0215/18) 4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
Installation Interval		Total # of business days														
Min. standard = 5	bus. days	Total # of service orders														
		Avg. # of business days Total # of installation commitments														
		Total # of installation commitment met														
		Total # of installation commitment missed														
Reporting Unit Type: Measurement (Compile models) Installation Interval T Min. standard = 5 bus. days T Installation Commitment Min. standard = 95% commitment met T Customers A Customers A Customer Trouble Report 6% (6 per 100 working lines for units w/ 3,000 lines) W 3% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) W 10% (10 per 100 working lines for units w/ 1,000 lines) Min. standard = 90% within 24 hrs T Min. standard = 90% within 24 hrs A Adjusted T Out of Service Report % Min. standard = 90% within 24 hrs S Argusted T Out of Service Report % Min. standard = 90% of calls < 60 seconds to reach	% of commitment met															
Customers		Acct # for voice or bundle, res+bus	18.056	17.911	17.669	17.502	17.318	17,142								
	Bonort	Acci # for voice of buildle, fes+bus	18,050	17,911	17,009	17,502	17,518	17,142								
Customer Trouble	e Report	Total # of working lines	26.164	25,986	28.041	25,426	25,179	24,961								
	Report Acc 6% (6 per 100 working lines for units w/ 3,000 lines) Tot yourking lines for yourking lines for tot 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) Tot yourking lines for yourking lines for tot 10% (10 per 100 working lines for tot Tot	Total # of trouble reports	26,164 327	25,986	28,041	25,426		24,961								
	units w/ 3,000 lines)		1			0.68%	0.77%	0.76%								
ndard		% of trouble reports	1.25%	1.09%	0.93%	0.68%	0.77%	0.76%								
	units w/ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines														
Sta		Total # of trouble reports														
. <u> </u>		% of trouble reports														
Σ	40% (40 per 400 werking lines fo	Total # of working lines														
		Total # of trouble reports														
	units w/ 1,000 intes/	% of trouble reports														
-		Total # of outage report tickets	16	9	2	4	4	8								
Adjusted		Total # of repair tickets restored in ≤ 24hrs	16	8	2	4	4	7								
Customers / Customer Trouble Report 6% (6 per 100 working lines for units w/ 3,000 lines) g 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) g 10% (10 per 100 working lines for units w/ 1,000 lines) du of Service Report 1 Min. standard = 90% within 24 hrs 1 Unadjusted 1 Out of Service Report 2 Refunds 1	% of repair tickets restored 24 Hours	100%	88.9%	100%	100%	100%	87.5%									
Min. standard = 90	1% within 24 hrs	Sum of the duration of all outages (hh:mm)	141:45:21	135:17:43	23:46:02	41:49:41	46:12:54	137:28:48								
		Avg. outage duration (hh:mm)	8:51:35	15:01:58	11:53:01	10:27:25	11:33:13	17:11:06								
-		Total # of outage report tickets	69	62	26	43	26	30								
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	33	28	15	25	21	17								
Out of Service Re	port	% of repair tickets restored 24 Hours	48%	45%	58%	58%	81%	57%								
		Sum of the duration of all outages (hh:mm)	2852:02:44	2858:21:50	620:35:05	1808:34:53	529:50:32	800:00:02								
		Avg. outage duration (hh:mm)	41:20:02	46:06:10	23:52:07	42:03:36	20:22:43	26:40:00								
Refunds		Number of customers who received refunds	6	1	7	6	2	3								
		Monthly amount of refunds	\$ (43.94)	\$ (35.40)	\$ (68.76)	\$ (109.11)	\$ (25.00) \$	(76.98)								
Answer Time (Trouble Reports, Billing & Non-Billing)																
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing	26,235	19,789	20,551	16,890	19,421	20,150								
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent	6,422,870	1,891,215	942,994	685,115	1,174,164	1,541,510								
		%<_60 seconds	48%	70%	80%	85%	80%	80%								
r		1					· · · · · · · · · · · · · · · · · · ·									

8/15/2017: Revised March Customer Count

Primary Utility Contact Information

Name: Floyd Jasinski

Phone: 916-786-1597

Email: Floyd.Jasinski@consolidated.com

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)

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

Company Name: Reporting Unit Type:		Consolidated Communications				U#	÷ .	U-1015-C			Report Year:			
		Total Company 🔲 Exchange 🕢 Wire Center				Re	porting Unit Na	me:		Citrus Heights - 7	2G			
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile	monthly, file quarterly)	(05/15/2017) 1st Quarter			(08/15/2017) 2nd Quarter			(11/15/2017)					
		, , , , , , , , , , , , , , , , , , ,	Jan	Feb Mar		Apr May		Jun	3rd Quarter Jul Aug		Sept	Oct		
		Total # of business days	oun	105	intel	- Abi	integ	oun	oui	Aug	Ocpt	000	1101	Dec
allation Interva		Total # of service orders												
standard = 5 bu	is. days	Avg. # of business days												
nstallation Commitment		Total # of installation commitments												
		Total # of installation commitment met												
	commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	5,975	5,918	5,830	5,769	5,705	5,637						
tomer Trouble	Report						.,	. ,						
		Total # of working lines	7,620	7,557	7,934	7,377	7,300	7,224						
	6% (6 per 100 working lines for	Total # of trouble reports	129	143	97	70	74	64						
ą	units w/ 3,000 lines)	% of trouble reports	1.69%	1.89%	1.22%	0.95%	1.01%	0.89%						
dar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
Min. Stan		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 working inles												
		% of trouble reports Total # of outage report tickets				2	2							
		Total # of repair tickets restored in < 24hrs	6	6	1	3	2	4						
Isted			6	C	1	3	2	4					(0215/18) 4th Quarter	
of Service Rep standard = 90%		% of repair tickets restored 24 Hours	100%	83.3%	100%	100%	100%	100%						
stanuaru = 90%	5 WILLIN 24 INS	Sum of the duration of all outages (hh:mm)	46:13:53	92:44:03	21:45:29	26:17:06	13:59:02	54:28:58						
		Avg. outage duration (hh:mm)	7:42:19	15:27:20	21:45:29	8:45:42	6:59:31	13:37:15						
		Total # of outage report tickets	27	33	15	18	12	11						
djusted		Total # of repair tickets restored in \leq 24hrs	16	15	6	9	10	7						
of Service Rep	ort	% of repair tickets restored 24 Hours	59% 1177:05:20	46% 1484:24:32	40% 413:30:08	50% 790:26:36	83% 324:53:18	64% 206:23:34						
		Sum of the duration of all outages (hh:mm)		44:58:56	27:34:01									
		Avg. outage duration (hh:mm)	43:35:45	44:58:56	27:34:01	43:54:49	27:04:26	18:45:47						
Refunds		Number of customers who received refunds	2	1	3	1	1	0						
-		Monthly amount of refunds	\$ (16.08)	\$ (35.40) \$	(63.84) \$	(30.00) \$	(10.00)	\$ -						
wer Time (Troub	le Reports, Billing & Non-Billing)	Table (and the fact TD, D) (and A black D) (
	of calls < 60 seconds to reach option to reach live agent).	Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent												
agent (w/a ment	option to reach live agent).	<pre>// I otal # of call seconds to reach live agent // 60 seconds</pre>	NOTE: Anoun	er Time is not available at s	witch lowel	*NOTE: Anomor	lime is not available	ot omitab laval	*NOTE: And	wer Time is not available	at amitab lawal	*NOTE: Anot	ver Time is not evailable	at amitab lava
		70 <u>< ou seculius</u>	*NOTE: Answe	er Time is not available at s	witch level	"NOTE: Answer	time is not available	at switch level	*NOTE: Ans	wer 1 me is not available	at switch level	*NOTE: Answ	wer 11me 1s not available	at switch level

8/15/2017: Revised March Customer Count

Primary Utility Contact Information

Name: Floyd Jasinski

Phone: 916-786-1597

Email: Floyd.Jasinski@consolidated.com

Date Adopted: 7/28/09

Date Adopted: //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)

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

Company Name: Reporting Unit Type:		Consolidated Communications				ι	J#:	U-1015-C	Report Year: 2017					
		Total Company 🔲 Exchange ☑ Wire Center			F	Reporting Unit Nar	ne:	Roseville - 78G						
	Measurement (Compile	monthly, file quarterly)	Date filed (05/15/2017) 1st Quarter				Date filed (11/15/2017) 3rd Quarter			Date filed (0215/18) 4th Quarter				
			Jan	Feb	Mar	Apr	2nd Quarter May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
		Total # of business days												
Installation Interva		Total # of service orders											II	
Min. standard = 5 bi	us. days	Avg. # of business days											1	
		Total # of installation commitments											1	
Installation Comm	itment	Total # of installation commitment met												
Min. standard = 95%	% commitment met	Total # of installation commitment missed											II	
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	12,081	11,993	11,839	11,733	11,613	11,505					1	
Customer Trouble	Report													
		Total # of working lines	18,544	18,430	20,107	18,050	17,879	17,737						1
	6% (6 per 100 working lines for	Total # of trouble reports	198	139	164	103	119	126						
P	units w/ 3,000 lines)	% of trouble reports	1.07%	0.75%	0.82%	0.57%	0.67%	0.71%						
Min. Standard		Total # of working lines											1	
	8% (8 per 100 working lines for	Total # of trouble reports											lI	
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines											[
		Total # of trouble reports								-		l	l	
	for units w/ 1,000 lines)	% of trouble reports											⊢	
		Total # of outage report tickets	10										l	
		Total # of outage report lickets Total # of repair tickets restored in < 24hrs	10	3	1	1	2	4				L	J]	
Adjusted			10	3	1	1	2	3				L	J]	
Out of Service Rep Min. standard = 90%		% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	75%		_				
10111 . Standard = 90°	% wiu iii 24 fiis	Sum of the duration of all outages (hh:mm)	95:31:28	42:33:40	2:00:33	15:32:35	32:13:52	82:59:50				ļl	ا <u>ـــــا</u>	
		Avg. outage duration (hh:mm)	9:33:09	14:11:13	2:00:33	15:32:35	16:06:56	20:44:57					ا <u>ـــــا</u>	
		Total # of outage report tickets	42	29	11	25	14	19				ļ!	ļ!	
Unadjusted		Total # of repair tickets restored in \leq 24hrs	17	13	9	16	11	10				ļ!	ļ!	
Out of Service Rep	port	% of repair tickets restored 24 Hours	41%	45%	82%	64%	79%	53%		_				
		Sum of the duration of all outages (hh:mm)	1674:57:24	1373:57:18	207:04:57	1018:08:17	204:57:14	593:36:28				ļ]	I	
		Avg. outage duration (hh:mm)	39:52:48	47:22:40	18:49:32	40:43:32	14:38:22	31:14:33					ا <u>ـــــا</u>	
Refunds		Number of customers who received refunds	4	0	4	5	1	3				<u> </u>	ا <u>ـــــا</u>	
		Monthly amount of refunds	\$ (27.86)	\$ - \$	(4.92)	\$ (79.11)	\$ (15.00)	\$ (76.98)					ļļ	1
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).													ا ا	<u> </u>
		Total # of calls for TR, Billing & Non-Billing	-											
		Total # of call seconds to reach live agent	*NOTE 1	TT:	3 1 1	*NOTE ·	*NOTE A	m	*NOTE: Answer Time is not available					
		% <u><</u> 60 seconds	*NOTE: Answ	er Time is not available at sw	vitch level	*NOTE: Answer Time is not available at switch level			"NOTE: Answ	er Time is not availa	<u> </u>	switch level		
				8/1!	5/2017: Revised	March Customer Co	unt					L]		<u> </u>

Primary Utility Contact Information

Name: Floyd Jasinski

Phone: 916-786-1597

Email: Floyd.Jasinski@consolidated.com

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)