

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

Company Name: Consolidated Communications  
 Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: U-1015-C  
 Reporting Unit Name: Total Company - Consolidated Communications

Report Year: 2017

Measurement (Compile monthly, file quarterly)		Date filed (Original 05/15/17) Updated 06/12/17 w/Customers			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (0215/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments													
	Total # of installation commitment met													
	Total # of installation commitment missed													
	% of commitment met													
<b>Customers</b>	Acct # for voice or bundle, res+bus	18,056	17,911	18,824										
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	26,164	25,986	28,041									
		Total # of trouble reports	327	282	261									
		% of trouble reports	1.25%	1.09%	0.93%									
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	16	9	2										
	Total # of repair tickets restored in ≤ 24hrs	16	8	2										
	% of repair tickets restored ≤ 24 Hours	100%	88.9%	100%										
	Sum of the duration of all outages (hh:mm)	141:45:21	135:17:43	23:46:02										
	Avg. outage duration (hh:mm)	8:51:35	15:01:58	11:53:01										
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	69	62	26										
	Total # of repair tickets restored in ≤ 24hrs	33	28	15										
	% of repair tickets restored ≤ 24 Hours	47.8%	45.2%	57.7%										
	Sum of the duration of all outages (hh:mm)	2852:02:44	2858:21:50	620:35:05										
	Avg. outage duration (hh:mm)	41:20:02	46:06:10	23:52:07										
<b>Refunds</b>	Number of customers who received refunds	6	1	7										
	Monthly amount of refunds	\$ (43.94)	\$ (35.40)	\$ (68.76)										
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	26,235	19,789	20,551										
	Total # of call seconds to reach live agent	6,422,870	1,891,215	942,994										
	% ≤ 60 seconds	48.0%	70.3%	80.2%										

**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)

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Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Consolidated Communications  
 Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: U-1015-C

Report Year: 2017

Reporting Unit Name: Citrus Heights - 72G

Measurement (Compile monthly, file quarterly)		Date filed (Original 05/15/17) Updated 06/12/17 w/Customers			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
<b>Customers</b>	Acct # for voice or bundle, res+bus	5,975	5,918	6,064									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	7,620	7,557	7,934								
		Total # of trouble reports	129	143	97								
		% of trouble reports	1.69%	1.89%	1.22%								
	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	6	1									
	Total # of repair tickets restored in ≤ 24hrs	6	5	1									
	% of repair tickets restored ≤ 24 Hours	100%	83.3%	100%									
	Sum of the duration of all outages (hh:mm)	46:13:53	92:44:03	21:45:29									
	Avg. outage duration (hh:mm)	7:42:19	15:27:20	21:45:29									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	27	33	15									
	Total # of repair tickets restored in ≤ 24hrs	16	15	6									
	% of repair tickets restored ≤ 24 Hours	59.3%	45.5%	40%									
	Sum of the duration of all outages (hh:mm)	1177:05:20	1484:24:32	413:30:08									
	Avg. outage duration (hh:mm)	43:35:45	44:58:56	27:34:01									
<b>Refunds</b>	Number of customers who received refunds	2	1	3									
	Monthly amount of refunds	\$ (16.08)	\$ (35.40)	\$ (63.84)									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds				*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level	

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Roseville - 78G

Measurement (Compile monthly, file quarterly)		Date filed (Original 05/15/17) Updated 06/12/17 w/Customers			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (0215/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments													
	Total # of installation commitment met													
	Total # of installation commitment missed													
	% of commitment met													
<b>Customers</b>	Acct # for voice or bundle, res+bus	12,081	11,993	12,760										
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	18,544	18,430	20,107									
		Total # of trouble reports	198	139	164									
		% of trouble reports	1.07%	0.75%	0.82%									
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	10	3	1										
	Total # of repair tickets restored in ≤ 24hrs	10	3	1										
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
	Sum of the duration of all outages (hh:mm)	95:31:28	42:33:40	2:00:33										
	Avg. outage duration (hh:mm)	9:33:09	14:11:13	2:00:33										
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	42	29	11										
	Total # of repair tickets restored in ≤ 24hrs	17	13	9										
	% of repair tickets restored ≤ 24 Hours	40.5%	44.8%	81.8%										
	Sum of the duration of all outages (hh:mm)	1674:57:24	1373:57:18	207:04:57										
	Avg. outage duration (hh:mm)	39:52:48	47:22:40	18:49:32										
<b>Refunds</b>	Number of customers who received refunds	4	0	4										
	Monthly amount of refunds	\$ (27.86)	\$ -	\$ (4.92)										
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds				*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level						

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