

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

Company Name: PAETEC Communications, LLC

U#: 6097-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: PAETEC Communications, LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		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
Customers	Acct # for voice or bundle, res+bus	920	920	921	920	918	1,130						
	Customer Trouble Report												
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,877	3,879	3,880	3,876	3,872	4,117					
		Total # of trouble reports	26	32	34	49	39	31					
		% of trouble reports	0.67%	0.82%	0.88%	1.26%	1.01%	0.75%					
	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	3	7	9	2	1	1						
	Total # of repair tickets restored in ≤ 24hrs	3	7	9	0	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%						
	Sum of the duration of all outages (hh:mm)	35.05	123.58	22.23	1184.40	409.98	90.35						
	Avg. outage duration (hh:mm)	11.68	17.65	2.47	592.20	409.98	90.35						
	Indicate if catastrophic event is in month	0	0	0	0	0	1						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	7	9	2	1	1						
	Total # of all repair tickets restored in ≤ 24hrs	3	7	9	0	0	0						
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%						
	Sum of the duration of all outages (hh:mm)	35.05	123.58	22.23	1184.40	409.98	90.35						
	Avg. unadjusted outage duration (hh:mm)	11.68	17.65	2.47	592.20	409.98	90.35						
Refunds	Number of customers who received refunds	3	1	7	5	4	5						
	Monthly amount of refunds	2,679.90	743.01	28,730.23	4,000.67	7,100.08	2,060.71						
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	9,717	8,779	9,722	8,586	8,425	9,069						
	Total # of call seconds to reach live agent	1,461,369	2,461,784	3,302,801	743,300	1,067,933	1,603,154						
	% ≤ 60 seconds	62.55%	40.32%	50.79%	72.58%	64.87%	58.32%						

Note 1: The "Answer Time" information reflects nationwide averages that include PAETEC and all of its affiliates and covers all services PAETEC and its affiliates offer which range from TDM based services to non-telecommunications services.

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)