

**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	
	% 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	920	920	921	920	918	1,130	1,114	1,102	1,090	1,056	1,040	1,022	
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	4,024	3,970	3,902	3,759	3,693	3,620
		Total # of trouble reports	26	32	34	49	39	31	41	41	42	14	11	22
		% of trouble reports	0.67%	0.82%	0.88%	1.26%	1.01%	0.75%	1.02%	1.03%	1.08%	1.08%	0.30%	0.61%
	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	0	1	0	2	2	0	
	Total # of repair tickets restored in ≤ 24hrs	3	7	9	0	0	0	0	1	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	100%	100%	100%	0%	0%	100%	
	Sum of the duration of all outages (hh:mm)	35.05	123.58	22.23	1184.40	409.98	90.35	0.00	5.78	0.00	82.32	136.65	0	
	Avg. outage duration (hh:mm)	11.68	17.65	2.47	592.2	409.98	90.35	0	5.78	0	41.16	68.325	0	
	Indicate if catastrophic event is in month	0	0	0	0	0	1	2	2	0	0	2	0	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	7	9	2	1	1	0	1	0	2	2	0	
	Total # of all repair tickets restored in ≤ 24hrs	3	7	9	0	0	0	0	1	0	0	0	0	
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	100%	100%	100%	0%	0%	100%	
	Sum of the duration of all outages (hh:mm)	35.05	123.58	22.23	1184.40	409.98	90.35	0	5.78	0	82.32	136.65	0	
	Avg. unadjusted outage duration (hh:mm)	11.68	17.65	2.47	592.20	409.98	90.35	0	5.78	0	41.16	68.33	0	
	Indicate if catastrophic event is in month	0	0	0	0	0	1	2	2	0	0	2	0	
Refunds	Number of customers who received refunds	0	0	1	0	1	0	1	1	0	4.00	0	2	
	Monthly amount of refunds	-	-	74.60	-	275.46	-	100.00	90.87	0	660.6	0.00	121.28	
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	9,117	8,779	9,722	8,586	8,425	9,069	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	
	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	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	
	% ≤ 60 seconds	62.55%	40.32%	50.79%	72.58%	64.87%	58.32%	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	

Note 1: The "Answer Time" information is not included in the 3rd & 4th Quarter data since we have fewer than 5,000 customers and we are not a COLR.

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)