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

Company Name: Reporting Unit Type:		Consolidated Communications		U#: <u>U-1015-C</u>				Report Year:			2017			
		☐rotal Company ☐rxchange ☐Wire Center						Total Company - Consolidated Communications						
Measurement (Compile r		Measurement (Compile monthly, file quarterly)			Date filed (05/15/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter						
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
		Total # of business days												
Installation Interva		Total # of service orders											1	
Min. standard = 5 bus. days		Avg. # of business days											í – – – –	
		Total # of installation commitments												
Installation Commi	tment	Total # of installation commitment met											1	
Min. standard = 95%	6 commitment met	Total # of installation commitment missed												
		% of commitment met											<u> </u>	
Customers		Acct # for voice or bundle, res+bus	16,121	15,832	15,694	15,514	15,523	15,222					1	
Customer Trouble Report														
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	23,603	23,124	22,961	22,709	22,827	22,331					1	
		Total # of trouble reports	221	180	497	174	135	139					í – – – – – – – – – – – – – – – – – – –	
dard		% of trouble reports	0.94%	0.78%	2.16%	0.77%	0.59%	0.62%						
Ida	0% (0 per 400 working lines for	Total # of working lines											í I	
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports							Date filed (11/15/2017) 3rd Quarter Jul Aug Sept Image: Sept method of the second		ſ			
	unita w/ 1,001 - 2,333 intea)	% of trouble reports								Date filed Date filed (11/15/2017) (02/15/18) 3rd Quarter 4th Quarter				
Min		Total # of working lines											()	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports									l			
	units w/ 2 1,000 intes/	% of trouble reports		1									1	
Total # of outage i Adjusted Total # of repair tic Out of Service Report % of repair tickets Min. standard = 90% within 24 hrs Sum of the duratic Avg. outage durat Avg. outage durat		Total # of outage report tickets	0	0	1	2	1	5					(
		Total # of repair tickets restored in < 24hrs	0	0	1	2	1	5					l	
		% of repair tickets restored ≤ 24 Hours		1	100%	100%	100%	100.0%						
		Sum of the duration of all outages (hh:mm)		1	16:47:51	26:16:55	14:15:55	53:43:14					(ł	
		Avg. outage duration (hh:mm)			16:47:51	13:08:27	14:15:55	10:44:39					í l	
		Total # of outage report tickets	44	12	46	27	22	18					(,	

26

59.1%

361:48:10

8:13:22

1

\$

(40.00)

25,545

4,633,920

58.7%

11

91.7%

105:42:23

8:48:32

1

72.9%

(5.50)

19,570

1,526,325

\$

Primary Utility Contact Information

29

63.0%

285:27:07

6:12:20

3

(68.64)

21,415

1,752,426

70.4%

\$

Name: Steve Rheams

Total # of repair tickets restored in < 24hrs

Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)

Number of customers who received refunds

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

% of repair tickets restored ≤ 24 Hours

Monthly amount of refunds

%<u>< 60</u> seconds

Phone: 916-746-3324

19

70.4%

671:58:44

24:53:17

0

-

19,700

1,994,888

68.9%

16

72.7%

654:11:40

29:44:10

0

- \$

21,193

4,315,088

51.6%

\$

13

72.2%

455:37:38

25:18:45

0

-

20,644

3,635,357

56.6%

Email: steve.rheams@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)

Unadjusted

Refunds

Out of Service Report

Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls

live agent (w/a menu option to reach live agent).

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: Citrus Heights - 72G				2017		
		Total Company Exchange Avire Center					Reporting Unit	Name:							
	Measurement (Compile	monthly, file quarterly)	Date filed (05/15/2018) 1st Quarter			Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter			Date filed (0215/19) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
		Total # of business days													
I nstallation Interval Min. standard = 5 bus. days		Total # of service orders													
		Avg. # of business days													
		Total # of installation commitments													
nstallation Commit	tment	Total # of installation commitment met										1			
Min. standard = 95%	commitment met	Total # of installation commitment missed													
		% of commitment met													
Customers		Acct # for voice or bundle, res+bus	5,254	5,167	5,120	5,058	5,045	4,950							
Customer Trouble	Report														
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines	6,772	6,647	6,594	6,518	6,526	6,392							
		Total # of trouble reports	98	67	84	59	43	48							
. Standard		% of trouble reports	1.45%	1.01%	1.27%	0.91%	0.66%	0.75%							
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											1		
		Total # of trouble reports		1		-						L	+		
		% of trouble reports		1			-						łł		
Min.	10% (10 per 100 working lines	Total # of working lines											├─── ┤		
_		Total # of working lines										┢────	├─── ┤		
	for units w/ ≤ 1,000 lines)	· · · · · · · · · · · · · · · · · · ·								_		┢────	├──── ┤		
		% of trouble reports				-				-		┢────	↓ ↓		
		Total # of outage report tickets	0	0	1	1	1	1				<u> </u>	L]		
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	1	1	1	1		_		L			
Out of Service Rep		% of repair tickets restored ≤ 24 Hours			100%	100%	100%	100%				L			
Min. standard = 90%	within 24 hrs	Sum of the duration of all outages (hh:mm)			16:47:51	21:50:26	14:15:55	08:51:04							
		Avg. outage duration (hh:mm)			16:47:51	21:50:26	14:15:55	08:51:04							
		Total # of outage report tickets	25	7	18	7	9	5							
Jnadjusted		Total # of repair tickets restored in < 24hrs	15	7	12	4	5	4							
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	60.0%	100.0%	67%	57%	56.0%	80.0%							
		Sum of the duration of all outages (hh:mm)	222:03:37	92:28:11	137:02:17	217:14:57	364:52:33	105:07:23							
		Avg. outage duration (hh:mm)	08:52:57	13:12:36	7:36:48	31:02:08	40:32:30	21:01:29							
Refunds		Number of customers who received refunds	0	1	0	0	0	0							
		Monthly amount of refunds	\$ -	\$ (5.50)	\$ -	\$ -	\$ -	\$ -							
	le Reports, Billing & Non-Billing)														
Vin. standard = 80%	o of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
ive agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent	*NOTE: Answ	er Time is not availab	le at switch level	*NOTE: Answ	er Time is not availat	le at switch level							
		% <u>< 6</u> 0 seconds			-		-				L	↓ ↓			

Primary Utility Contact Information

Name: Steve Rheams

Phone: 916-746-3324

Email: steve.rheams@consolidated.com

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

Company Name: Reporting Unit Type:		Consolidated Communications	-			U#: <u>U-1015-C</u>			Report Year:						
		Total Company Exchange Vire Center						Reporting Unit Name:			Roseville - 78G				
	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (0215/19)		
	incasai cintent (compile		1st Quarter Jan Feb Mar		2nd Quarter Apr May Jun			3rd Quarter Jul Aug Sept			4th Quarter Oct Nov Dec				
Installation Interval Min. standard = 5 bus. days		Total # of business days	Jan	reb	Ivia	Арі	ividy	Jun	Jui	Aug	Jept	001	INOV	Dec	
		Total # of service orders													
		Avg. # of business days			1										
		Total # of installation commitments			1										
Installation Commi	tment	Total # of installation commitment met													
Min. standard = 95%	6 commitment met	Total # of installation commitment missed													
		% of commitment met													
Customers		Acct # for voice or bundle, res+bus	10,867	10,664	10,575	10,455	10,479	10,272							
Customer Trouble	Report														
		Total # of working lines	16,832	16,477	16,367	16,191	16,300	15,939							
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports	123	113	413	115	92	91							
Standard		% of trouble reports	0.73%	0.69%	2.52%	0.71%	0.56%	0.57%							
	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													
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	0	0	0	1	0	4							
Adjusted		Total # of repair tickets restored in < 24hrs				1	0	4							
Out of Service Rep		% of repair tickets restored ≤ 24 Hours				100%		100%							
Min. standard = 90%	6 within 24 hrs	Sum of the duration of all outages (hh:mm)				04:26:29		44:52:10							
		Avg. outage duration (hh:mm)				04:26:29		11:13:03							
		Total # of outage report tickets	19	5	28	20	13	13							
Unadjusted		Total # of repair tickets restored in < 24hrs	11	4	17	15	11	9							
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	57.9%	80.0%	60.7%	75%	84.6%	69.2%							
Refunds		Sum of the duration of all outages (hh:mm)	139:44:33	13:14:12	148:24:50	454:43:47	289:19:07	350:30:15							
		Avg. outage duration (hh:mm)	7:21:18	2:38:50	5:18:02	22:44:11	22:15:19	26:57:43							
		Number of customers who received refunds	1	0	3	0	0	0							
		Monthly amount of refunds	\$ (40.00)	\$ -	\$ (68.64)	\$-	\$ -	\$ -							
	le Reports, Billing & Non-Billing)														
	6 of calls <u>< 60</u> seconds to reach	Total # of calls for TR, Billing & Non-Billing													
ive agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent	*NOTE: Answe	r Time is not available a	t switch level	*NOTE: Answer 7	Fime is not available at	switch level					ł		
		% <u>< 6</u> 0 seconds										4			

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