

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	16,121	15,832	15,694									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	23,603	23,124	22,961								
		Total # of trouble reports	221	180	497								
		% of trouble reports	0.94%	0.78%	2.16%								
	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	0	0	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0	0	16:47:51									
	Avg. outage duration (hh:mm)	0	0	16:47:51									
Unadjusted Out of Service Report	Total # of outage report tickets	44	12	46									
	Total # of repair tickets restored in ≤ 24hrs	26	11	29									
	% of repair tickets restored ≤ 24 Hours	59.1%	91.7%	63.0%									
	Sum of the duration of all outages (hh:mm)	361:48:10	105:42:23	285:27:07									
	Avg. outage duration (hh:mm)	8:13:22	8:48:32	6:12:20									
Refunds	Number of customers who received refunds	1	1	3									
	Monthly amount of refunds	\$ (40.00)	\$ (5.50)	\$ (68.64)									
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	25,545	19,570	21,415									
	Total # of call seconds to reach live agent	4,633,920	1,526,325	1,752,426									
	% ≤ 60 seconds	58.7%	72.9%	70.4%									

Primary Utility Contact Information

Name: Steve Rheams

Phone: 916-746-3324

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

U#: U-1015-C
Reporting Unit Name: Citrus Heights - 72G

Report Year: 2018

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	5,254	5,167	5,120									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	6,772	6,647	6,594								
		Total # of trouble reports	98	67	84								
		% of trouble reports	1.45%	1.01%	1.27%								
	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	0	0	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	100%	100.0%	100%									
	Sum of the duration of all outages (hh:mm)	0	0	16:47:51									
	Avg. outage duration (hh:mm)	0	0	16:47:51									
Unadjusted Out of Service Report	Total # of outage report tickets	25	7	18									
	Total # of repair tickets restored in ≤ 24hrs	15	7	12									
	% of repair tickets restored ≤ 24 Hours	60.0%	100.0%	67%									
	Sum of the duration of all outages (hh:mm)	222:03:37	92:28:11	137:02:17									
	Avg. outage duration (hh:mm)	14:48:14	13:12:36	11:25:11									
Refunds	Number of customers who received refunds	0	1	0									
	Monthly amount of refunds	\$ -	\$ (5.50)	\$ -									
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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												
		*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: 2018

Reporting Unit Type: Total Company Exchange Wire 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 (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	10,867	10,664	10,575									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16,832	16,477	16,367								
		Total # of trouble reports	123	113	413								
		% of trouble reports	0.73%	0.69%	2.52%								
	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	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0	0	0									
	Avg. outage duration (hh:mm)	0	0	0									
Unadjusted Out of Service Report	Total # of outage report tickets	19	5	28									
	Total # of repair tickets restored in ≤ 24hrs	11	4	17									
	% of repair tickets restored ≤ 24 Hours	57.9%	80.0%	60.7%									
	Sum of the duration of all outages (hh:mm)	139:44:33	13:14:12	148:24:50									
	Avg. outage duration (hh:mm)	12:42:14	3:18:33	8:43:49									
Refunds	Number of customers who received refunds	1	0	3									
	Monthly amount of refunds	\$ (40.00)	\$ -	\$ (68.64)									
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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds	*NOTE: Answer Time is not available at switch level											

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