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

Company Name:	Consolidated Communication	S	U#: <u>U-1015-C</u>	Report Year: 2018
Reporting Unit Type:	☑Total Company ☐Exchange	Wire Center	Reporting Unit Name:	Total Company - Consolidated Communications

Measurement (Compile monthly,		nonthly file quarterly)	Date filed (05/15/2018)		Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/19)			
	measurement (Compile)	monthly, the quarterly)	• • • • • • • • • • • • • • • • • • • •	1st Quarter		2nd Quarter		3rd Quarter			4th Quarter			
		Total # of business days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interv		Total # of service orders												
Min. standard = 5 b	bus. days	Avg. # of business days												
		Total # of installation commitments												
Installation Comm	nitment	Total # of installation commitment met												
	5% 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	e Report		.,	,,,,,,	.,,,,,									
	Ţ,	Total # of working lines	23,603	23,124	22,961									
	6% (6 per 100 working lines for	Total # of trouble reports	221	180	497									
<del>p</del>	units w/ ≥ 3,000 lines)	% of trouble reports	0.94%	0.78%	2.16%									
ga		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports												
Min. Standard	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	100//10 100 11 11 1	Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ 2 1,000 inics)	% of trouble reports												
		Total # of outage report tickets	0	0	1									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	1									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	0	16:47:51									
		Avg. outage duration (hh:mm)	0	0	16:47:51									
		Total # of outage report tickets	44	12	46									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	26	11	29									
Out of Service Re	eport	% 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									
Į į		Monthly amount of refunds	\$ (40.00)	\$ (5.50)	\$ (68.64)									
	uble Reports, Billing & Non-Billing)													
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	25,545	19,570	21,415									
live agent (w/a mei	nu option to reach live agent).	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%									
														1

**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		U#:	U-1015-C	Report Year:	2018
Reporting Unit Type:	Total Company Exchange	✓ Wire Center	Reporti	ng Unit Name:	Citrus Heights - 72G	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile r	monthly file quarterly)		(05/15/2018)		(08/15/2018)			(11/15/2018)				(02/15/19)	
	mododromont (Compile)	montany, mo quartory,		1st Quarter								4th Quarter		
		Total # of business days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days Total # of service orders											+	ļ
Min. standard = 5 b	us. days												+	ļ
		Avg. # of business days Total # of installation commitments											1	
I	14	Total # of installation commitment met											+	ļ
Installation Comm Min. standard = 959		Total # of installation commitment met  Total # of installation commitment missed												
IVIIII. Standard = 95	% communent met												+	ļ
0		% of commitment met	5.054	5.167	5 120			-					-	
Customers		Acct # for voice or bundle, res+bus	5,254	5,167	5,120								1	
Customer Trouble	Report	T					-						1	
	6% (6 per 100 working lines for	Total # of working lines	6,772	6,647	6,594									
	units w/ ≥ 3,000 lines)	Total # of trouble reports	98	67	84									
핕		% of trouble reports	1.45%	1.01%	1.27%									
l g	00/ /0 100 1: 1: /	Total # of working lines												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
	units w/ 1,001 - 2,000 inies)	% of trouble reports												
Ē	100/ (10 100 1: 1:	Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ 2 1,000 lines)	% of trouble reports												
	•	Total # of outage report tickets	0	0	1									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	1									
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100.0%	100%									
Min. standard = 909	% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	0	16:47:51									
		Avg. outage duration (hh:mm)	0	0	16:47:51									
		Total # of outage report tickets	25	7	18									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	15	7	12									
Out of Service Rep	port	% 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)														
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a men	nu option to reach live agent).	Total # of call seconds to reach live agent	*NOTE: Answ	er Time is not avai	ilable at switch									
		%<60 seconds		level			1						1	
													1	

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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 U	Jnit Name:	Roseville - 78G	

Measurement (Compile monthly,		monthly, file quarterly)	Date filed (05/15/2018)		Date filed (08/15/2018)				Date filed (11/15/2018)			Date filed (02/15/19)		
	` .		Jan	1st Quarter Feb	Mar	Apr	2nd Quarte	Jun	3rd Quarter Jul Aug Sept			4th Quarter Oct Nov Dec		Dec
		Total # of business days	Jan	100	Iviai	Λþi	iviay	oun	oui	Aug	ОСРІ	001	1107	Dec
Installation Interv		Total # of service orders												
Min. standard = 5 b	ous. days	Avg. # of business days											1	
		Total # of installation commitments											1	
Installation Comm	nitment	Total # of installation commitment met											1	
Min. standard = 95°	% commitment met	Total # of installation commitment missed											1	
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	10,867	10,664	10,575									
Customer Trouble	Report												1	
	201/20 400 11 11 /	Total # of working lines	16,832	16,477	16,367									
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	123	113	413									
2	units w/ ≥ 3,000 lines)	% of trouble reports	0.73%	0.69%	2.52%									
Standard	20/ /2 100 11 11 1	Total # of working lines												
),tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	ë.	% of trouble reports												
Ξ		Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	10: di 110 11/ 2 1/000 111:00/	% of trouble reports												
		Total # of outage report tickets	0	0	0									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
Out of Service Re		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 90°	% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	0	0									
		Avg. outage duration (hh:mm)	0	0	0								1	
		Total # of outage report tickets	19	5	28									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	11	4	17									
Out of Service Re	port	% 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									<u> </u>
Avg. outage duration		Avg. outage duration (hh:mm)	12:42:14	3:18:33	8:43:49									
Refunds		Number of customers who received refunds	1	0	3									<u> </u>
		Monthly amount of refunds	\$ (40.00)	\$ -	\$ (68.64)									
	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt;</u> 60 seconds	*NOTE: Answer	Time is not availab	le at switch level		1	1						
1								1					1	1

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