

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

Company Name: PAETEC Communications, LLC

U#: 6097-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: PAETEC Communications, LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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						
	Total # of service orders	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						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	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						
	Total # of installation commitment missed	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						
Customers	Acct # for voice or bundle, res+bus	1,359	1,360	1,343	1,371	1,314	1,285						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,901	3,929	3,853	3,908	3,751	3,681					
		Total # of trouble reports	13	14	13	5	10	6					
		% of trouble reports	0.33%	0.36%	0.34%	0.13%	0.27%	0.16%					
	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	1	2	-	-	1	-						
	Total # of repair tickets restored in ≤ 24hrs	1	2	-	0	1	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	16.4	15.50	0.00	0.00	0.33	0.00						
	Avg. outage duration (hh:mm)	16.40	7.75	-	0	0.33	0.00						
	Indicate if catastrophic event is in month	0	4	0	0	1	0						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	2	-	-	1	0						
	Total # of all repair tickets restored in ≤ 24hrs	1	2	-	0	1	0						
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	16.4	15.5	0.00	0.00	0.33	0						
	Avg. unadjusted outage duration (hh:mm)	16.40	7.75	-	0.00	0.33	0						
	Number of customers who received refunds	1	3	3	0	2	1						
Refunds	Monthly amount of refunds	2,439.24	2,518.57	2,403.50	-	1,721.00	1,922.15						
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	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1						
	Total # of call seconds to reach live agent	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1						
	% ≤ 60 seconds	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1						

Note 1: The "Answer Time" information is not included in the 1ST & 2ND Quarter data since we have fewer than 5,000 customers and we are not a COLR.

Primary Utility Contact Information

Name: Jonathan Bardsley

Phone: 501-748-4344

Email: jonathan.bardsley@windstream.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)