

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

Company Name: PAETEC Communications, LLC

U#: 6097-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: PAETEC Communications, LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)								
		1st Quarter								
		Jan	Feb	Mar						
Installation Interval Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A						
	Total # of service orders	N/A	N/A	N/A						
	Avg. # of business days	N/A	N/A	N/A						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A						
	Total # of installation commitment met	N/A	N/A	N/A						
	Total # of installation commitment missed	N/A	N/A	N/A						
	% of commitment met	N/A	N/A	N/A						
Customers	Acct # for voice or bundle, res+bus	1,196	1,213	1,205						
Customer Trouble Report										
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	2,293	2,294	2,286					
		Total # of trouble reports	5	5	4					
		% of trouble reports	0.22%	0.22%	0.17%					
	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	-	-	-						
	Total # of repair tickets restored in < 24hrs	-	-	-						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0	0:00							
	Avg. outage duration (hh:mm)	0:00	-	-						
	Indicate if catastrophic event is in month	2	0	0						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	-	-	-						
	Total # of all repair tickets restored in ≤ 24hrs	-	-	-						
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0	0	0:00						
	Avg. unadjusted outage duration (hh:mm)	-	-	-						
Refunds	Number of customers who received refunds	7	8	3						
	Monthly amount of refunds	3,102	11,464	46						
Q										
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						
	Total # of call seconds to reach live agent	Note 1	Note 1	Note 1						
	% ≤ 60 seconds	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)

(End of Attachment C)