

**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)			DATE Filed (08/15/20)									
		1st Quarter			2nd Quarter									
		Jan	Feb	Mar	Apr	May	Jun							
<b>Installation Interval</b> 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							
<b>Installation Commitment</b> 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							
<b>Customers</b>	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A							
	Acct # for voice or bundle, res+bus	1,196	1,213	1,205	1,341	994	986							
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	2,293	2,294	2,286	2,602	2,036	1,995						
		Total # of trouble reports	5	5	4	6	3	7						
		% of trouble reports	0.22%	0.22%	0.17%	0.23%	0.15%	0.35%						
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	-	-	-	0	0	3							
	Total # of repair tickets restored in < 24hrs	-	-	-	0	0	3							
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%							
	Sum of the duration of all outages (hh:mm)	0	0:00		0:00	0:00	2:98							
	Avg. outage duration (hh:mm)	0:00	-	-	0	0	0:99							
<b>Unadjusted Out of Service Report</b>	Indicate if catastrophic event is in month	2	0	0	0	0	0							
	Total # of unadjusted outage report tickets	-	-	-	0	0	3							
	Total # of all repair tickets restored in ≤ 24hrs	-	-	-	0	0	3							
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%							
	Sum of the duration of all outages (hh:mm)	0	0	0:00	0:00	0:00	2:98							
<b>Refunds</b>	Avg. unadjusted outage duration (hh:mm)	-	-	-	0	0	0:99							
	Number of customers who received refunds	7	8	3	16	15								
<b>Answer Time</b> (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Monthly amount of refunds	3,102	11,464	46	45,168	101,686								
	Total # of calls for TR, Billing & Non-Billing	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	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	Note 1	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	Note 1	Note 1	Note 1	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)