

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

Company Name: ACN Communication Services, LLC U#: U-6342 Report Year: 2017
 Reporting Unit Type: Total Company Exchange Wire Center Reporting Unit Name: Technologies Management, Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)			
		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	N/A	N/A	N/A	N/A			
	Total # of service orders	N/A	N/A	N/A	N/A	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	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	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	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	N/A	N/A	N/A	N/A			
	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
Customers	Acct # for voice or bundle, res+bus	7621	7490	7369	7281	7165	7050	6826	6652	6487				
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	13371	13141	12928	12775	12571	12368	12133	11944	11716			
		Total # of trouble reports	205	177	181	113	97	131	136	190	105			
		% of trouble reports	1.53%	1.35%	1.40%	0.88%	0.77%	1.06%	1.12%	1.59%	0.91%			
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
		Total # of trouble reports	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
		% of trouble reports	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
		Total # of outage report tickets	168	135	154	111	95	128	136	174	99			
		Total # of repair tickets restored in < 24hrs	5	7	10	0	0	0	19	11	3			
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	% of repair tickets restored 24 Hours	2.98%	5.19%	6.49%	0.00%	0.00%	0.00%	17.92%	6.71%	3.80%				
	Sum of the duration of all outages (hh:mm)	27751	20268	23144	10960	10595	12129	14733	25422	13149				
	Avg. outage duration (hh:mm)	651	619	402	137	145	130	139	155	166				
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No				
	Total # of unadjusted outage report tickets	168	135	154	113	97	131	136	190	106				
Unadjusted Out of Service Report	Total # of repair tickets restored in < 24hrs	5	7	10	3	2	10	2	4	7				
	% of repair tickets restored 24 Hours	2.98%	5.19%	6.49%	3.61%	2.67%	9.52%	1.47%	2.11%	6.60%				
	Sum of the duration of all outages (hh:mm)	27751	20268	23144	11183	10812	12629	15470	26524	13828				
	Avg. outage duration (hh:mm)	651	619	402	140	148	133	142	159	168				
	Number of customers who received refunds	0	0	0	0	0	0	0	0	0				
Refunds	Monthly amount of refunds	0	0	0	0	0	0	0	0	0				
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of all 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	38211	32709	32340	49324	53127	53620	53482	48046	43965				
	Total # of call seconds to reach live agent	12524404	13081620	8961225	6141674	5611312	10306656	13069506	5035393	6313254				
	% 60 seconds	45.2%	34.8%	47.1%	69.2%	71.1%	55.0%	44.7%	65.0%	59.9%				

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)