

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

Company Name: PAETEC Communications, LLC

U#: 6097-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: PAETEC Communications, LLC

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	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	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	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	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	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	N/A	N/A
Customers	Acct # for voice or bundle, res+bus	3,547	3,508	3,457	3,427	3,381	3,345	3,305	3,286	3,265			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	172,172	170,755	168,949	164,588	162,430	160,822	159,777	158,607	156,527		
		Total # of trouble reports	80	82	104	39	58	205	46	58	51		
		% of trouble reports	0.05%	0.05%	0.06%	0.02%	0.04%	0.13%	0.03%	0.04%	0.03%		
	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	3	5	6	1	5	1	6	12	8			
	Total # of repair tickets restored in ≤ 24hrs	3	5	6	1	5	1	6	12	7			
	% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	88%			
	Sum of the duration of all outages (hh:mm)	9.35	24.20	16.80	3.02	83.67	20.93	32.72	170.25	55.35			
	Avg. outage duration (hh:mm)	3.11	4.84	2.80	3.02	16.73	20.93	5.45	14.19	6.92			
	Indicate if catastrophic event is in month	Yes	Yes	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	6	11	2	5	4	9	13	10			
	Total # of all repair tickets restored in ≤ 24hrs	3	5	6	1	5	1	6	12	7			
	% of all repair tickets restored 24 Hours	60%	83%	55%	50%	100%	25%	67%	92%	70%			
	Sum of the duration of all outages (hh:mm)	551.23	50.15	363.35	122.87	83.67	173.28	354.38	196.62	192.47			
	Avg. unadjusted outage duration (hh:mm)	110.25	8.36	33.03	61.44	16.73	43.32	39.38	15.12	19.25			
Refunds	Number of customers who received refunds	4	28	23	3	7	5	4	4	1			
	Monthly amount of refunds	919.91	7,460.97	17,311.48	519.30	4,096.95	4,671.83	1,675.59	540.52	75.68			
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	11,928	10,646	11,319	9,782	9,412	8,599	6,452	6,703	8,237			
	Total # of call seconds to reach live agent	1,465,909	1,524,876	955,214	1,787,789	648,241	1,134,129	816,795	1,041,927	2,853,797			
	% 60 seconds	64.40%	60.09%	73.86%	54.92%	75.97%	64.72%	60.66%	55.14%	34.75%			

Note: The "Answer Time" information is based on data collected at one of two call centers where California calls are answered. The two call centers answer calls from across the nation.

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)