

**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	
<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	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	
<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	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	
<b>Customers</b>	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	3,216	3,166	3,125	
<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	172,172	170,755	168,949	164,588	162,430	160,822	159,777	158,607	156,527	153,923	152,340	151,542
		Total # of trouble reports	80	82	104	39	58	205	46	58	51	44	39	49
		% of trouble reports	0.05%	0.05%	0.06%	0.02%	0.04%	0.13%	0.03%	0.04%	0.03%	0.03%	0.03%	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	5	6	1	5	1	6	12	8	2	4	27	
	Total # of repair tickets restored in ≤ 24hrs	3	5	6	1	5	1	6	12	7	1	3	25	
	% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	88%	50%	75%	93%	
	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	43.08	305.92	327.23	
	Avg. outage duration (hh:mm)	3.11	4.84	2.80	3.02	16.73	20.93	5.45	14.19	6.92	21.54	76.48	12.12	
	Indicate if catastrophic event is in month	Yes	Yes	No	No	No	No	No	No	No	Yes	No	Yes	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	5	6	11	2	5	4	9	13	10	2	4	27	
	Total # of all repair tickets restored in ≤ 24hrs	3	5	6	1	5	1	6	12	7	1	3	25	
	% of all repair tickets restored 24 Hours	60%	83%	55%	50%	100%	25%	67%	92%	70%	50%	75%	93%	
	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	43.08	305.92	327.23	
	Avg. unadjusted outage duration (hh:mm)	110.25	8.36	33.03	61.44	16.73	43.32	39.38	15.12	19.25	21.54	76.48	12.11963	
<b>Refunds</b>	Number of customers who received refunds	4	28	23	3	7	5	4	4	1	14	3	5	
	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	331.67	4700.70	4829.60	
<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)	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	6,381	6,435	8,106	
	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	1,029,287	605,343	553,670	
	% 60 seconds	64.40%	60.09%	73.86%	54.92%	75.97%	64.72%	60.66%	55.14%	34.75%	57.36%	72.96%	74.51%	

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)