

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

REVISION

Company Name: ACN Communication Services, LLC

U#: U-6342-C

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									
	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	7621	7490	7369									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	13371	13141	12928								
		Total # of trouble reports	205	177	181								
		% of trouble reports	1.53%	1.35%	1.40%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	N/A	N/A	N/A								
		Total # of trouble reports	N/A	N/A	N/A								
		% of trouble reports	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								
		Total # of outage report tickets	168	135	154								
		Total # of repair tickets restored in < 24hrs	5	7	10								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	2.98%	5.19%	6.49%									
	Sum of the duration of all outages (hh:mm)	27751	20268	23144									
	Avg. outage duration (hh:mm)	651	619	402									
	Indicate if catastrophic event is in a month	No	No	No									
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	168	135	154								
Total # of repair tickets restored in < 24hrs		5	7	10									
% of repair tickets restored ≤ 24 Hours		2.98%	5.19%	6.49%									
Sum of the duration of all outages (hh:mm)		27751	20268	23144									
Avg. outage duration (hh:mm)		651	619	402									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
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	38211	32709	32340									
	Total # of call seconds to reach live agent	12524404	13081620	8961225									
	% ≤ 60 seconds	45.2%	34.8%	47.1%									

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)