

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

Company Name: Consolidated Communications  
Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: U-1015-C  
Reporting Unit Name: Total Company - Consolidated Communications

Report Year: 2017

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/18) 4th Quarter								
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec						
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days		Total # of service orders		Avg. # of business days		Total # of installation commitments		Total # of installation commitment met		Total # of installation commitment missed		% of commitment met			
<b>Installation Commitment</b> Min. standard = 95% commitment met		Acct # for voice or bundle, res+bus		18,056		17,911		17,669		17,502		17,318		17,142					
<b>Customer Trouble Report</b>		Total # of working lines		26,164		25,986		28,041		25,426		25,179		24,961					
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of trouble reports		327		282		261		173		193		190					
		% of trouble reports		1.25%		1.09%		0.93%		0.68%		0.77%		0.76%					
	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		Total # of working lines		Total # of trouble reports		% of trouble reports		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		Total # of working lines		Total # of trouble reports		% of trouble reports		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		16		9		2		4		4		8					
		Total # of repair tickets restored in ≤ 24hrs		16		8		2		4		4		7					
		% of repair tickets restored 24 Hours		100%		88.9%		100%		100%		100%		87.5%					
		Sum of the duration of all outages (hh:mm)		141:45:21		135:17:43		23:46:02		41:49:41		46:12:54		137:28:48					
		Avg. outage duration (hh:mm)		8:51:35		15:01:58		11:53:01		10:27:25		11:33:13		17:11:06					
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets		69		62		26		43		26		30					
		Total # of repair tickets restored in ≤ 24hrs		33		28		15		25		21		17					
		% of repair tickets restored 24 Hours		48%		45%		58%		58%		81%		57%					
		Sum of the duration of all outages (hh:mm)		2852:02:44		2858:21:50		620:35:05		1808:34:53		529:50:32		800:00:02					
		Avg. outage duration (hh:mm)		41:20:02		46:06:10		23:52:07		42:03:36		20:22:43		26:40:00					
<b>Refunds</b>		Number of customers who received refunds		6		1		7		6		2		3					
		Monthly amount of refunds		\$ (43.94)		\$ (35.40)		\$ (68.76)		\$ (109.11)		\$ (25.00)		\$ (76.98)					
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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		26,235		19,789		20,551		16,890		19,421		20,150					
		Total # of call seconds to reach live agent		6,422,870		1,891,215		942,994		685,115		1,174,164		1,541,510					
		% ≤ 60 seconds		48%		70%		80%		85%		80%		80%					

8/15/2017: Revised March Customer Count

**Primary Utility Contact Information**

Name: Floyd Jasinski

Phone: 916-786-1597

Email: Floyd.Jasinski@consolidated.com

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)

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

Company Name: Consolidated Communications  
Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: U-1015-C  
Reporting Unit Name: Citrus Heights - 72G

Report Year: 2017

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
<b>Customers</b>	Acct # for voice or bundle, res+bus	5,975	5,918	5,830	5,769	5,705	5,637						
<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	7,620	7,557	7,934	7,377	7,300	7,224					
		Total # of trouble reports	129	143	97	70	74	64					
		% of trouble reports	1.69%	1.89%	1.22%	0.95%	1.01%	0.89%					
	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	6	6	1	3	2	4						
	Total # of repair tickets restored in ≤ 24hrs	6	5	1	3	2	4						
	% of repair tickets restored 24 Hours	100%	83.3%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	46:13:53	92:44:03	21:45:29	26:17:06	13:59:02	54:28:58						
	Avg. outage duration (hh:mm)	7:42:19	15:27:20	21:45:29	8:45:42	6:59:31	13:37:15						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	27	33	15	18	12	11						
	Total # of repair tickets restored in ≤ 24hrs	16	15	6	9	10	7						
	% of repair tickets restored 24 Hours	59%	46%	40%	50%	83%	64%						
	Sum of the duration of all outages (hh:mm)	1177:05:20	1484:24:32	413:30:08	790:26:36	324:53:18	206:23:34						
	Avg. outage duration (hh:mm)	43:35:45	44:58:56	27:34:01	43:54:49	27:04:26	18:45:47						
<b>Refunds</b>	Number of customers who received refunds	2	1	3	1	1	0						
	Monthly amount of refunds	\$ (16.08)	\$ (35.40)	\$ (63.84)	\$ (30.00)	\$ (10.00)	\$ -						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

8/15/2017: Revised March Customer Count

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Roseville - 78G

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/18) 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days			Total # of service orders			Avg. # of business days			Total # of installation commitments		
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitment met			Total # of installation commitment missed			% of commitment met							
<b>Customers</b>		Acct # for voice or bundle, res+bus			12,081			11,993			11,839				
<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		18,544		18,430		20,107		18,050		17,879		17,737	
		Total # of trouble reports		198		139		164		103		119		126	
		% of trouble reports		1.07%		0.75%		0.82%		0.57%		0.67%		0.71%	
	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		10		3		1		1		2		4	
Total # of repair tickets restored in ≤ 24hrs		10		3		1		1		2		3			
% of repair tickets restored 24 Hours		100%		100%		100%		100%		100%		75%			
Sum of the duration of all outages (hh:mm)		95:31:28		42:33:40		2:00:33		15:32:35		32:13:52		82:59:50			
Avg. outage duration (hh:mm)		9:33:09		14:11:13		2:00:33		15:32:35		16:06:56		20:44:57			
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets		42		29		11		25		14		19	
Total # of repair tickets restored in ≤ 24hrs		17		13		9		16		11		10			
% of repair tickets restored 24 Hours		41%		45%		82%		64%		79%		53%			
Sum of the duration of all outages (hh:mm)		1674:57:24		1373:57:18		207:04:57		1018:08:17		204:57:14		593:36:28			
Avg. outage duration (hh:mm)		39:52:48		47:22:40		18:49:32		40:43:32		14:38:22		31:14:33			
<b>Refunds</b>		Number of customers who received refunds		4		0		4		5		1		3	
Monthly amount of refunds		\$ (27.86)		\$ -		\$ (4.92)		\$ (79.11)		\$ (15.00)		\$ (76.98)			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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													
Total # of call seconds to reach live agent															
% ≤ 60 seconds															
				*NOTE: Answer Time is not available at switch level				*NOTE: Answer Time is not available at switch level				*NOTE: Answer Time is not available at switch level		*NOTE: Answer Time is not available at switch level	

8/15/2017: Revised March Customer Count

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