

**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	
		Installation Interval Min. standard = 5 bus. days	Total # of business days											
	Total # of service orders													
	Avg. # of business days													
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments													
	Total # of installation commitment met													
	Total # of installation commitment missed													
	% of commitment met													
Customers	Acct # for voice or bundle, res+bus	18,056	17,911	17,669	17,501	17,318	17,143	16,639	16,673	16,637	16,464	16,255	16,190	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	26,164	25,986	28,041	25,426	25,179	24,961	24,032	24,245	24,295	24,049	23,681	23,621
		Total # of trouble reports	327	282	261	173	193	190	201	152	122	149	184	144
		% of trouble reports	1.25%	1.09%	0.93%	0.68%	0.77%	0.76%	0.84%	0.63%	0.50%	0.62%	0.78%	0.61%
	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	16	9	2	4	4	8	2	3	2	3	6	3	
	Total # of repair tickets restored in ≤ 24hrs	16	8	2	4	4	7	2	3	1	3	5	3	
	% of repair tickets restored 24 Hours	100%	88.9%	100%	100%	100%	87.5%	100%	100%	50.0%	100.0%	83.3%	100.0%	
	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	22:02:19	25:54:54	33:58:31	38:55:27	99:51:05	39:17:33	
	Avg. outage duration (hh:mm)	8:51:35	15:01:58	11:53:01	10:27:25	11:33:13	17:11:06	11:01:09	08:38:18	16:59:15	12:58:29	16:38:31	13:05:51	
Unadjusted Out of Service Report	Total # of outage report tickets	69	62	26	43	26	30	28	19	12	16	40	26	
	Total # of repair tickets restored in ≤ 24hrs	33	28	15	25	21	17	22	16	7	10	24	17	
	% of repair tickets restored 24 Hours	47.8%	45.2%	57.7%	58.1%	80.8%	56.7%	78.6%	84.2%	58.3%	62.5%	60.0%	65.4%	
	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	570:38:58	364:14:47	288:58:06	548:47:09	1190:21:48	545:34:07	
	Avg. outage duration (hh:mm)	41:20:02	46:06:10	23:52:07	42:03:36	20:22:43	26:40:00	20:22:49	19:10:15	24:04:51	34:17:57	29:45:33	20:59:00	
Refunds	Number of customers who received refunds	6	1	7	6	2	3	7	2	5	1	1	0	
	Monthly amount of refunds	\$ (43.94)	\$ (35.40)	\$ (68.76)	\$ (109.11)	\$ (25.00)	\$ (76.98)	\$ (174.59)	\$ (65.00)	\$ (69.48)	\$ (20.00)	\$ (46.00)	\$ -	
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	26,235	19,789	20,551	16,890	19,421	20,150	23,006	24,296	22,964	21,350	20,506	21,467	
	Total # of call seconds to reach live agent	6,422,870	1,891,215	942,994	685,115	1,174,164	1,541,510	1,266,115	1,030,897	1,502,040	779,766	1,281,842	1,652,146	
	% ≤ 60 seconds	48.0%	70.3%	80.2%	85.1%	79.7%	80.5%	79.8%	82.9%	79.0%	84.10%	81.10%	76.20%	

Primary Utility Contact Information

Name: Steve Rheams

Phone: 916-746-3324

Email: steve.rheams@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)
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**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) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/18) 4th Quarter			
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Installation Interval Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
Installation Commitment Min. standard = 95% commitment met	Avg. # of business days													
	Total # of installation commitments													
	Total # of installation commitment met													
Customers	Total # of installation commitment missed													
	% of commitment met													
Customer Trouble Report	Acct # for voice or bundle, res+bus	5,975	5,918	5,830	5,769	5,705	5,637	5,506	5,488	5,451	5,396	5,336	5,304	
Min. Standard	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	7,006	7,024	7,005	6,935	6,842	6,812
		Total # of trouble reports	129	143	97	70	74	64	81	52	40	54	77	57
		% of trouble reports	1.69%	1.89%	1.22%	0.95%	1.01%	0.89%	1.16%	0.74%	0.57%	0.78%	1.13%	0.84%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
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		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	6	1	3	2	4	1	2	0	3	4	3	
	Total # of repair tickets restored in ≤ 24hrs	6	5	1	3	2	4	1	2	0	3	4	3	
	% of repair tickets restored 24 Hours	100%	83.3%	100%	100%	100%	100%	100%	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	15:15:31	07:31:16	00:00:00	38:55:27	50:46:46	39:17:33	
	Avg. outage duration (hh:mm)	7:42:19	15:27:20	21:45:29	8:45:42	6:59:31	13:37:15	15:15:31	03:45:38	00:00:00	12:58:29	12:41:42	13:05:51	
Unadjusted Out of Service Report	Total # of outage report tickets	27	33	15	18	12	11	13	8	2	10	21	13	
	Total # of repair tickets restored in ≤ 24hrs	16	15	6	9	10	7	9	6	1	8	13	9	
	% of repair tickets restored 24 Hours	59.3%	45.5%	40%	50%	83.3%	63.6%	69.2%	75.0%	50.0%	80.0%	61.9%	69.2%	
	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	300:50:12	223:10:18	65:52:15	278:55:00	615:25:52	269:59:58	
	Avg. outage duration (hh:mm)	43:35:45	44:58:56	27:34:01	43:54:49	27:04:26	18:45:47	23:08:29	27:53:47	32:56:08	25:21:22	29:18:22	20:46:09	
Refunds	Number of customers who received refunds	2	1	3	1	1	0	4	1	1		1		
	Monthly amount of refunds	\$ (16.08)	\$ (35.40)	\$ (63.84)	\$ (30.00)	\$ (10.00)	\$ -	\$ (95.00)	\$ (50.00)	\$ (11.75)	\$ -	\$ (46.00)	\$ -	
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													
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		*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			

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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																																																																			
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		Total # of trouble reports	198	139	164	103	119	126	120	100	82	95	107	87																																																																
		% of trouble reports	1.07%	0.75%	0.82%	0.57%	0.67%	0.71%	0.70%	0.58%	0.47%	0.56%	0.64%	0.52%																																																																
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