

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

Company Name: ACN Communication Services, LLC

U#: U-6342

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Technologies Management, Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18) 1st Quarter			Date filed (08/15/18) 2nd Quarter			Date filed (11/15/18) 3rd Quarter			Date filed (02/15/19) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		<b>Installation Interval</b> Min. standard = 5 bus. days		N/A	N/A	N/A	N/A	N/A					
Total # of business days		N/A	N/A	N/A	N/A	N/A							
Total # of service orders		N/A	N/A	N/A	N/A	N/A							
Avg. # of business days		N/A	N/A	N/A	N/A	N/A							
<b>Installation Commitment</b> Min. standard = 95% commitment met		N/A	N/A	N/A	N/A	N/A							
Total # of installation commitments		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							
Total # of installation commitment missed		N/A	N/A	N/A	N/A	N/A							
% of commitment met		N/A	N/A	N/A	N/A	N/A							
<b>Customers</b>		5358	5245	5129	5029	4944							
Acct # for voice or bundle, res+bus													
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	6007	5841	5651	5543	5450						
		Total # of trouble reports	228	189	203	178	153						
		% of trouble reports	3.80%	3.24%	3.59%	3.21%	2.81%						
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	N/A	N/A	N/A	N/A	N/A						
		Total # of trouble reports	N/A	N/A	N/A	N/A	N/A						
		% of trouble reports	N/A	N/A	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	N/A	N/A						
		Total # of outage report tickets	223	185	199	175	148						
		Total # of repair tickets restored in < 24hrs	3	1	4	2	2						
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		1.35%	0.54%	2.01%	1.14%	1.35%							
% of repair tickets restored ≤ 24 Hours		17634	15128	19835	13874	12102							
Sum of the duration of all outages (hh:mm)		158	103	159	123	115							
Avg. outage duration (hh:mm)		No	No	No									
Indicate if catastrophic event is in a month		228	189	203	178	153							
<b>Unadjusted Out of Service Report</b>		4	4	8	5	4							
Total # of unadjusted outage report tickets		4	4	8	5	4							
Total # of repair tickets restored in < 24hrs		1.75%	2.12%	3.94%	2.81%	2.12%							
% of repair tickets restored ≤ 24 Hours		18149	15354	20151	14253	12988							
Sum of the duration of all outages (hh:mm)		160	132	169	128	120							
Avg. outage duration (hh:mm)		0	0	0	0	0							
<b>Refunds</b>		0	0	0	0	0							
Number of customers who received refunds		0	0	0	0	0							
Monthly amount of refunds		37682	29999	34225	33132	34503							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of alls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)		12616830	1920666	3671257	2674812	3480722							
Total # of calls for TR, Billing & Non-Billing		68.9%	82.0%	71.4%	77.2%	72.6%							
Total # of call seconds to reach live agent													
% ≤ 60 seconds													

**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)