

**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: Compliance Solutions, Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		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	5358	5245	5129									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	6007	5841	5651								
		Total # of trouble reports	228	189	203								
		% of trouble reports	3.80%	3.24%	3.59%								
	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	223	185	199									
	Total # of repair tickets restored in < 24hrs	3	1	4									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	1.35%	0.54%	2.01%									
	Sum of the duration of all outages (hh:mm)	17634	15128	19835									
	Avg. outage duration (hh:mm)	158	103	159									
	Indicate if catastrophic event is in a month	No	No	No									
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	228	189	203								
Total # of repair tickets restored in < 24hrs		4	4	8									
% of repair tickets restored ≤ 24 Hours		1.75%	2.12%	3.94%									
Sum of the duration of all outages (hh:mm)		18149	15354	20151									
Avg. outage duration (hh:mm)		160	132	169									
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	37682	29999	34225									
	Total # of call seconds to reach live agent	12616830	1920666	3671257									
	% ≤ 60 seconds	68.9%	82.0%	71.4%									

Primary Utility Contact Information

Name: Jeff Myers

Phone: 704-260-3313

Email: jeff.myers@acninc.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)