

**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: Total Company - Consolidated Communications

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											
<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		16,121	15,832	15,694	15,514	15,523	15,222				
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines		23,603	23,124	22,961	22,709	22,827	22,331				
		Total # of trouble reports		221	180	497	174	135	139				
		% of trouble reports		0.94%	0.78%	2.16%	0.77%	0.59%	0.62%				
	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		0	0	1	2	1	5				
		Total # of repair tickets restored in ≤ 24hrs		0	0	1	2	1	5				
		% of repair tickets restored ≤ 24 Hours				100%	100%	100%	100.0%				
		Sum of the duration of all outages (hh:mm)				16:47:51	26:16:55	14:15:55	53:43:14				
		Avg. outage duration (hh:mm)				16:47:51	13:08:27	14:15:55	10:44:39				
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets		44	12	46	27	22	18				
		Total # of repair tickets restored in ≤ 24hrs		26	11	29	19	16	13				
		% of repair tickets restored ≤ 24 Hours		59.1%	91.7%	63.0%	70.4%	72.7%	72.2%				
		Sum of the duration of all outages (hh:mm)		361:48:10	105:42:23	285:27:07	671:58:44	654:11:40	455:37:38				
		Avg. outage duration (hh:mm)		8:13:22	8:48:32	6:12:20	24:53:17	29:44:10	25:18:45				
<b>Refunds</b>		Number of customers who received refunds		1	1	3	0	0	0				
		Monthly amount of refunds		\$ (40.00)	\$ (5.50)	\$ (68.64)	\$ -	\$ -	\$ -				
<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		25,545	19,570	21,415	19,700	21,193	20,644				
		Total # of call seconds to reach live agent		4,633,920	1,526,325	1,752,426	1,994,888	4,315,088	3,635,357				
		% ≤ 60 seconds		58.7%	72.9%	70.4%	68.9%	51.6%	56.6%				

**Primary Utility Contact Information**

Name: Steve Rheams

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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)  
 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

U#: U-1015-C

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Citrus Heights - 72G

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/19)		
		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	5,254	5,167	5,120	5,058	5,045	4,950						
<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	6,772	6,647	6,594	6,518	6,526	6,392					
		Total # of trouble reports	98	67	84	59	43	48					
		% of trouble reports	1.45%	1.01%	1.27%	0.91%	0.66%	0.75%					
	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	0	0	1	1	1	1						
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	1	1						
	% of repair tickets restored ≤ 24 Hours			100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)			16:47:51	21:50:26	14:15:55	08:51:04						
	Avg. outage duration (hh:mm)			16:47:51	21:50:26	14:15:55	08:51:04						
	Total # of outage report tickets	25	7	18	7	9	5						
<b>Unadjusted Out of Service Report</b>	Total # of repair tickets restored in ≤ 24hrs	15	7	12	4	5	4						
	% of repair tickets restored ≤ 24 Hours	60.0%	100.0%	67%	57%	56.0%	80.0%						
	Sum of the duration of all outages (hh:mm)	222:03:37	92:28:11	137:02:17	217:14:57	364:52:33	105:07:23						
	Avg. outage duration (hh:mm)	08:52:57	13:12:36	7:36:48	31:02:08	40:32:30	21:01:29						
	Number of customers who received refunds	0	1	0	0	0	0						
	Monthly amount of refunds	\$ -	\$ (5.50)	\$ -	\$ -	\$ -	\$ -						
<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												

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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 (05/15/2018) 1st Quarter			Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter			Date filed (02/15/19) 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			10,867			10,664			10,575			10,455			10,479			10,272		
<b>Customer Trouble Report</b>																						
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines			16,832			16,477			16,367			16,191			16,300			15,939		
		Total # of trouble reports			123			113			413			115			92			91		
		% of trouble reports			0.73%			0.69%			2.52%			0.71%			0.56%			0.57%		
	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			0			0			0			1			0			4		
		Total # of repair tickets restored in ≤ 24hrs												1			0			4		
		% of repair tickets restored ≤ 24 Hours												100%			100%					
		Sum of the duration of all outages (hh:mm)												04:26:29			44:52:10					
		Avg. outage duration (hh:mm)												04:26:29			11:13:03					
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets			19			5			28			20			13			13		
		Total # of repair tickets restored in ≤ 24hrs			11			4			17			15			11			9		
		% of repair tickets restored ≤ 24 Hours			57.9%			80.0%			60.7%			75%			84.6%			69.2%		
		Sum of the duration of all outages (hh:mm)			139:44:33			13:14:12			148:24:50			454:43:47			289:19:07			350:30:15		
		Avg. outage duration (hh:mm)			7:21:18			2:38:50			5:18:02			22:44:11			22:15:19			26:57:43		
<b>Refunds</b>		Number of customers who received refunds			1			0			3			0			0			0		
		Monthly amount of refunds			\$ (40.00)			\$ -			\$ (68.64)			\$ -			\$ -			\$ -		
<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														

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