

**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		
		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	16,121	15,832	15,694	15,514	15,523	15,222	14,972	14,892	14,747	14,423	14,485	14,485	
Customer Trouble Report															
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	21,936	21,906	21,705	21,210	21,340	21,340	
		Total # of trouble reports	221	180	497	174	135	139	135	159	110	191	167	175	
		% of trouble reports	0.94%	0.78%	2.16%	0.77%	0.59%	0.62%	0.62%	0.73%	0.51%	0.90%	0.78%	0.82%	
	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	0	0	1	2	1	5	2	1	1	1	6	2	
		Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	1	5	2	1	1	1	4	2	
		% of repair tickets restored ≤ 24 Hours			100%	100%	100%	100.0%	100%	100%	100.0%	100.0%	66.7%	100.0%	
		Sum of the duration of all outages (hh:mm)			16:47:51	26:16:55	14:15:55	53:43:14	21:42:56	13:22:21	19:09:45	20:11:21	175:48:14	10:52:25	
		Avg. outage duration (hh:mm)			16:47:51	13:08:27	14:15:55	10:44:39	10:51:28	13:22:21	19:09:45	20:11:21	29:18:02	5:26:12	
Unadjusted Out of Service Report		Total # of outage report tickets	44	12	46	27	22	18	22	15	15	19	24	21	
		Total # of repair tickets restored in ≤ 24hrs	26	11	29	19	16	13	11	9	12	13	9	13	
		% of repair tickets restored ≤ 24 Hours	59.1%	91.7%	63.0%	70.4%	72.7%	72.2%	50.0%	60.0%	80.0%	68.4%	37.5%	61.9%	
		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	883:16:36	477:10:35	268:42:03	715:06:57	1187:47:19	827:39:52	
		Avg. outage duration (hh:mm)	8:13:22	8:48:32	6:12:20	24:53:17	29:44:10	25:18:45	40:08:56	31:48:42	17:54:48	37:38:16	49:29:28	39:24:45	
Refunds		Number of customers who received refunds	1	1	3	0	0	0	2	0	0	0	2	0	
		Monthly amount of refunds	\$ (40.00)	\$ (5.50)	\$ (68.64)	\$ -	\$ -	\$ -	\$ (77.57)	\$ -	\$ -	\$ -	\$ (20.00)	\$ -	
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	25,545	19,570	21,415	19,700	21,193	20,644	20,201	21,430	18,070	20,575	17,018	15,996	
		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	1,604,416	2,141,728	2,996,514	2,084,453	1,152,305	931,262	
		% ≤ 60 seconds	58.7%	72.9%	70.4%	68.9%	51.6%	56.6%	70.7%	65.4%	55.1%	68.08%	76.77%	78.76%	

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

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	
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	5,254	5,167	5,120	5,058	5,045	4,950	4,878	4,820	4,765	4,655	4,667	4,667	
Customer Trouble Report														
Min. Standard	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	6,291	6,243	6,177	6,032	6,058	6,058
		Total # of trouble reports	98	67	84	59	43	48	42	59	29	75	67	81
		% of trouble reports	1.45%	1.01%	1.27%	0.91%	0.66%	0.75%	0.67%	0.95%	0.47%	1.24%	1.11%	1.34%
	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	0	0	1	1	1	1	0	0	0	1	3	2	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	1	1	0	0	0	1	2	2	
	% of repair tickets restored ≤ 24 Hours			100%	100%	100%	100%				100%	67%	100%	
	Sum of the duration of all outages (hh:mm)			16:47:51	21:50:26	14:15:55	08:51:04				20:11:21	138:44:44	10:52:25	
	Avg. outage duration (hh:mm)			16:47:51	21:50:26	14:15:55	08:51:04				20:11:21	46:14:55	5:26:12	
Unadjusted Out of Service Report	Total # of outage report tickets	25	7	18	7	9	5	6	5	3	10	12	12	
	Total # of repair tickets restored in ≤ 24hrs	15	7	12	4	5	4	1	2	2	8	4	6	
	% of repair tickets restored ≤ 24 Hours	60.0%	100.0%	67%	57%	56.0%	80.0%	16.7%	40.0%	66.7%	80.0%	33.3%	50.0%	
	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	227:53:49	102:37:27	71:31:41	151:49:48	643:27:56	641:31:15	
	Avg. outage duration (hh:mm)	08:52:57	13:12:36	7:36:48	31:02:08	40:32:30	21:01:29	37:58:58	20:31:29	23:50:34	15:10:59	53:37:20	53:27:36	
Refunds	Number of customers who received refunds	0	1	0	0	0	0	1	0	0	0	1	0	
	Monthly amount of refunds	\$ -	\$ (5.50)	\$ -	\$ -	\$ -	\$ -	\$ (62.57)	\$ -	\$ -	\$ -	\$ (10.00)	\$ -	
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													
	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	
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	10,867	10,664	10,575	10,455	10,479	10,272	10,094	10,072	9,982	9,768	9,818	9,818	
Customer Trouble Report														
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	15,645	15,663	15,528	15,178	15,282	15,282
		Total # of trouble reports	123	113	413	115	92	91	93	100	81	116	100	94
		% of trouble reports	0.73%	0.69%	2.52%	0.71%	0.56%	0.57%	0.59%	0.64%	0.52%	0.76%	0.65%	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	1	0	4	2	1	1	0	3	0	
	Total # of repair tickets restored in ≤ 24hrs				1	0	4	2	1	1	0	2	0	
	% of repair tickets restored ≤ 24 Hours				100%		100%	100%	100%	100%		67%		
	Sum of the duration of all outages (hh:mm)				04:26:29		44:52:10	21:42:56	13:22:21	19:09:45		37:03:30		
	Avg. outage duration (hh:mm)				04:26:29		11:13:03	10:51:28	13:22:21	19:09:45		12:21:10		
Unadjusted Out of Service Report	Total # of outage report tickets	19	5	28	20	13	13	16	10	12	9	12	9	
	Total # of repair tickets restored in ≤ 24hrs	11	4	17	15	11	9	10	7	10	5	5	7	
	% of repair tickets restored ≤ 24 Hours	57.9%	80.0%	60.7%	75%	84.6%	69.2%	62.5%	70.0%	83.3%	55.6%	41.7%	77.8%	
	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	655:22:47	374:33:08	197:10:22	563:17:09	544:19:23	186:08:37	
	Avg. outage duration (hh:mm)	7:21:18	2:38:50	5:18:02	22:44:11	22:15:19	26:57:43	40:57:40	37:27:19	16:25:52	62:35:14	45:21:37	20:40:57	
Refunds	Number of customers who received refunds	1	0	3	0	0	0	1	0	0	0	1	0	
	Monthly amount of refunds	\$ (40.00)	\$ -	\$ (68.64)	\$ -	\$ -	\$ -	\$ (15.00)	\$ -	\$ -	\$ -	\$ (10.00)	\$ -	
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													
	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	

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