

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

Company Name: PAETEC Communications, LLC

U#: 6097-C

Report Year: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: PAETEC Communications, LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	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	N/A	N/A	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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,359	1,360	1,343	1,371	1,314	1,285	1,275	1,260	1,257	885	879	589	
<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	3,901	3,929	3,853	3,908	3,751	3,681	3,671	3,635	3,612	2,021	2,008	1,494
		Total # of trouble reports	13	14	13	5	10	6	12	5	8	5	5	5
		% of trouble reports	0.33%	0.36%	0.34%	0.13%	0.27%	0.16%	0.33%	0.14%	0.22%	0.25%	0.25%	0.33%
	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	1	2	-	-	1	-	1	0	0	1	0	0	
	Total # of repair tickets restored in ≤ 24hrs	1	2	-	0	1	0	1	0	0	1	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	16.4	15.50	0.00	0.00	0.33	0.00	9.57	0.00	0.00	4.57	0.00	0.00	
	Avg. outage duration (hh:mm)	16.40	7.75	-	0	0.33	0.00	9.57	0	0	4.57	0	0	
	Indicate if catastrophic event is in month	0	4	0	0	1	0	1	0	0	8	2	0	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	2	-	-	1	0	1	0	0	1	0	0	
	Total # of all repair tickets restored in ≤ 24hrs	1	2	-	0	1	0	1	0	0	1	0	0	
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	16.4	15.5	0.00	0.00	0.33	0	9.57	0	0	4.57	0.00	0.00	
	Avg. unadjusted outage duration (hh:mm)	16.40	7.75	-	0.00	0.33	0	9.57	0	0	4.57	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	1	3	3	0	2	1	6	5	7	11	13	7	
	Monthly amount of refunds	2,439	2,519	2,404	-	1,721	1,922	1,260	1,898	591	3,190	2,334	4,268	
<b>Q</b>														
<b>Answer Time</b> (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	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	
	Total # of call seconds to reach live agent	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	
	% ≤ 60 seconds	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	

**Note 1: The "Answer Time" information is not included in the 3rd & 4th Quarter data since we have fewer than 5,000 customers and we are not a COLR.**

**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)