

**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									
	Total # of service orders	N/A	N/A	N/A									
	Avg. # of business days	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									
	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									
<b>Customers</b>	Acct # for voice or bundle, res+bus	5,006	4,957	4,916									
<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	10,326	10,317	10,177								
		Total # of trouble reports	13	14	13								
		% of trouble reports	0.13%	0.14%	0.13%								
	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	-									
	Total # of repair tickets restored in ≤ 24hrs	1	2	-									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	16.4	15.50	0.00									
	Avg. outage duration (hh:mm)	16.40	7.75	-									
	Indicate if catastrophic event is in month	0	4	0									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	2	-									
	Total # of all repair tickets restored in ≤ 24hrs	1	2	-									
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	16.4	15.5	0.00									
	Avg. unadjusted outage duration (hh:mm)	16.40	7.75	-									
<b>Refunds</b>	Number of customers who received refunds	1	3	3									
	Monthly amount of refunds	2,439.24	2,518.57	2,403.50									
<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									
	Total # of call seconds to reach live agent	Note 1	Note 1	Note 1									
	% ≤ 60 seconds	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)