

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/20) 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	14,237	14,097	13,964	13,751	13,570	14,512							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	21,002	20,796	20,622	20,283	20,003	22,043						
		Total # of trouble reports	257	303	175	165	175	149						
		% of trouble reports	1.22%	1.46%	0.85%	0.81%	0.87%	0.68%						
	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	2	1	1	2	0	2							
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	1	0	2							
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	50%	100%	100%							
	Sum of the duration of all outages (hh:mm)	27:00:38	31:55:14	24:48:11	142:42:42		22:15:00							
	Avg. outage duration (hh:mm)	13:30:19	31:55:14	24:48:11	71:21:21		11:07:30							
Unadjusted Out of Service Report	Total # of outage report tickets	17	15	23	12	10	9							
	Total # of repair tickets restored in ≤ 24hrs	11	8	11	7	7	4							
	% of repair tickets restored ≤ 24 Hours	64.7%	53.3%	47.8%	58.3%	70.0%	44.4%							
	Sum of the duration of all outages (hh:mm)	426:41:39	590:38:00	610:38:22	340:40:30	270:12:48	457:09:00							
	Avg. outage duration (hh:mm)	25:05:59	39:22:32	26:32:58	28:23:23	27:01:17	50:47:40							
Refunds	Number of customers who received refunds	0	0	0	1	5	0							
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ (25.00)	\$ (153.60)	\$ -							
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	19,395	16,090	18,005	16,463	16,037	14,986							
	Total # of call seconds to reach live agent	971,228	554,686	710,081	555,199	392,924	470,863							
	% ≤ 60 seconds	81.4%	88.0%	82.9%	89.6%	88.8%	85.3%							

Primary Utility Contact Information

Name: Scott Kitchen

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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)

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

Company Name: Consolidated Communications
Reporting Unit Type: Total Company Exchange Wire Center

U#: U-1015-C
Reporting Unit Name: Citrus Heights - 72G

Report Year: 2019

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2020) 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	4,573	4,521	4,476	4,405	4,346	4,529						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	5,946	5,880	5,827	5,731	5,652	6,057					
		Total # of trouble reports	119	51	53	76	62	57					
		% of trouble reports	2.00%	0.87%	0.91%	1.33%	1.10%	0.94%					
	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	1	1	1	2	0	0						
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	1	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	0.0%	0%	50%	100%	100%						
	Sum of the duration of all outages (hh:mm)	6:54:17	31:55:14	24:48:11	142:42:42								
	Avg. outage duration (hh:mm)	6:54:17	31:55:14	24:48:11	71:21:21								
Unadjusted Out of Service Report	Total # of outage report tickets	11	5	12	8	6	4						
	Total # of repair tickets restored in ≤ 24hrs	7	3	4	5	4	0						
	% of repair tickets restored ≤ 24 Hours	63.6%	60.0%	33%	63%	67%	0%						
	Sum of the duration of all outages (hh:mm)	255:54:11	155:32:55	328:51:33	300:19:03	228:15:23	307:52:53						
	Avg. outage duration (hh:mm)	23:15:50	31:06:35	27:24:18	37:32:23	38:02:34	76:58:13						
Refunds	Number of customers who received refunds	0	0	0	1	4	0						
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ (25.00)	\$ (146.63)	\$ -						
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								

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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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Roseville - 78G

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/20)		
		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												
Customers	Acct # for voice or bundle, res+bus	9,664	9,576	9,488	9,346	9,224	9,983						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15,056	14,916	14,795	14,553	14,352	15,986					
		Total # of trouble reports	138	252	122	89	113	92					
		% of trouble reports	0.92%	1.69%	0.82%	0.61%	0.79%	0.58%					
	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	1	0	0	0	0	2						
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	2						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	20:06:21					22:15:00						
	Avg. outage duration (hh:mm)	20:06:21					11:07:30						
Unadjusted Out of Service Report	Total # of outage report tickets	6	10	11	4	4	5						
	Total # of repair tickets restored in ≤ 24hrs	4	5	7	2	3	4						
	% of repair tickets restored ≤ 24 Hours	66.7%	50.0%	63.6%	50%	75%	80%						
	Sum of the duration of all outages (hh:mm)	170:47:28	435:05:05	281:46:49	40:21:27	41:57:25	149:16:07						
	Avg. outage duration (hh:mm)	28:27:55	43:30:31	25:36:59	10:05:22	10:29:21	29:51:13						
Refunds	Number of customers who received refunds	0	0	0	0	1	0						
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ (6.97)	\$ -						
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								

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