

**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)			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
<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												
<b>Customers</b>	Acct # for voice or bundle, res+bus	14,237	14,097	13,964	13,751	13,570	14,512	13,292	13,163	13,037			
<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	21,002	20,796	20,622	20,283	20,003	22,043	19,584	19,457	19,305		
		Total # of trouble reports	257	303	175	165	175	149	193	223	171		
		% of trouble reports	1.22%	1.46%	0.85%	0.81%	0.87%	0.68%	0.99%	1.15%	0.89%	#DIV/0!	#DIV/0!
	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	2	1	1	2	0	2	3	9	0			
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	1	0	2	2	2	0			
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	50%	100%	100%	67%	22%	100.0%			
	Sum of the duration of all outages (hh:mm)	27:00:38	31:55:14	24:48:11	142:42:42		22:15:00	77:17:58	26:01:39	0:00:00			
	Avg. outage duration (hh:mm)	13:30:19	31:55:14	24:48:11	71:21:21		11:07:30	25:45:59	2:53:31				
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	17	15	23	12	10	9	13	15	9			
	Total # of repair tickets restored in ≤ 24hrs	11	8	11	7	7	4	7	12	5			
	% of repair tickets restored ≤ 24 Hours	64.7%	53.3%	47.8%	58.3%	70.0%	44.4%	53.8%	80.0%	55.6%			
	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	718:10:15	719:35:34	308:13:52			
	Avg. outage duration (hh:mm)	25:05:59	39:22:32	26:32:58	28:23:23	27:01:17	50:47:40	55:14:38	47:58:22	34:14:52			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	1	5	0	0	2	2			
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ (25.00)	\$ (153.60)	\$ -	\$ -	\$ (24.14)	\$ (37.68)	\$ -	\$ -	\$ -
<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	19,395	16,090	18,005	16,463	16,037	14,986	17,333	18,658	15,724			
	Total # of call seconds to reach live agent	971,228	554,686	710,081	555,199	392,924	470,863	1,220,792	2,484,691	2,259,287			
	% ≤ 60 seconds	81.4%	88.0%	82.9%	89.6%	88.8%	85.3%	71.3%	57.8%	58.0%			

**Primary Utility Contact Information**

Name: Julie Poon

Phone: 916-786-1034

Email: julie.poon@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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Citrus Heights - 72G

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																																																
		<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	4,573	4,521	4,476	4,405	4,346	4,529	4,295	4,209	4,154																																																		
	<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	5,946	5,880	5,827	5,731	5,652	6,057	5,572	5,486	5,426		Total # of trouble reports	119	51	53	76	62	57	71	56	55			% of trouble reports	2.00%	0.87%	0.91%	1.33%	1.10%	0.94%	1.27%	1.02%	1.01%	#DIV/0!	#DIV/0!	#DIV/0!																								
		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	1	1	2	0	0	3	7	0		Total # of repair tickets restored in ≤ 24hrs	1	0	0	1	0	0	2	0	0			% of repair tickets restored ≤ 24 Hours	100%	0.0%	0%	50%	100%	100%	67%	0%	100%			Sum of the duration of all outages (hh:mm)	6:54:17	31:55:14	24:48:11	142:42:42	0:00:00	0:00:00	77:17:58	0:00:00	0:00:00			Avg. outage duration (hh:mm)	6:54:17	31:55:14	24:48:11	71:21:21	0:00:00	0:00:00	25:45:59	0:00:00	0:00:00		
		<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	11	5	12	8	6	4	5	7	8		Total # of repair tickets restored in ≤ 24hrs	7	3	4	5	4	0	2	4	4			% of repair tickets restored ≤ 24 Hours	63.6%	60.0%	33%	63%	67%	0%	40.0%	57.1%	50.0%			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	266:46:38	222:32:16	263:42:08			Avg. outage duration (hh:mm)	23:15:50	31:06:35	27:24:18	37:32:23	38:02:34	76:58:13	53:21:20	31:47:28	32:57:46	
			<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	1	0	0	0	1		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ (6.97)	\$ -	\$ -	\$ -	\$ (6.56)	\$ -	\$ -	\$ -																																		
				<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			*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level																							

**Primary Utility Contact Information**

Name: Julie Poon

Phone: 916-786-1034

Email: [julie.poon@consolidated.com](mailto:julie.poon@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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Roseville - 78G

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																		
		<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 commitments met			Total # of installation commitment missed			% of commitment met																							
<b>Customers</b>		Acct # for voice or bundle, res+bus			9,664			9,576			9,488			9,346			9,224			9,983			8,997			8,954			8,883		
<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		15,056		14,916		14,795		14,553		14,352		15,986		14,012		13,971		13,879											
		Total # of trouble reports		138		252		122		89		113		92		122		167		116											
		% of trouble reports		0.92%		1.69%		0.82%		0.61%		0.79%		0.58%		0.87%		1.20%		0.84%		#DIV/0!		#DIV/0!		#DIV/0!					
	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		0		0		0		2		0		2		0													
		Total # of repair tickets restored in ≤ 24hrs		1		0		0		0		2		0		2		0													
		% of repair tickets restored ≤ 24 Hours		100%		100%		100%		100%		100%		100%		100%		100%													
		Sum of the duration of all outages (hh:mm)		20:06:21								22:15:00		26:01:39																	
		Avg. outage duration (hh:mm)		20:06:21								11:07:30		13:00:50																	
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets		6		10		11		4		4		5		8		8		1											
		Total # of repair tickets restored in ≤ 24hrs		4		5		7		2		3		4		5		8		1											
		% of repair tickets restored ≤ 24 Hours		66.7%		50.0%		63.6%		50%		75%		80%		62.5%		100.0%		100.0%											
		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		451:23:37		497:03:18		44:31:44											
		Avg. outage duration (hh:mm)		28:27:55		43:30:31		25:36:59		10:05:22		10:29:21		29:51:13		56:25:27		62:07:55		44:31:44											
<b>Refunds</b>		Number of customers who received refunds		0		0		0		1		4		0		0		2		1											
		Monthly amount of refunds		\$ -		\$ -		\$ -		\$ (25.00)		\$ (146.63)		\$ -		\$ -		\$ (24.14)		\$ (31.12)		\$ -		\$ -							
<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																													

**Primary Utility Contact Information**

Name: Julie Poon

Phone: 916-786-1034

Email: julie.poon@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)