

**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: Total Company - Consolidated Communications

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 (02/15/20) 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	14,237	14,097	13,964										
<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									
		Total # of trouble reports	257	180	497									
		% of trouble reports	1.22%	0.87%	2.41%									
	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	11	8										
	Total # of repair tickets restored in ≤ 24hrs	2	10	8										
	% of repair tickets restored ≤ 24 Hours	100%	90.9%	100%										
	Sum of the duration of all outages (hh:mm)	109:09:34	31:55:14	16:47:51										
	Avg. outage duration (hh:mm)	54:34:30	31:55:14	02:06:00										
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	18	15	24										
	Total # of repair tickets restored in ≤ 24hrs	12	8	13										
	% of repair tickets restored ≤ 24 Hours	66.7%	53.3%	54.2%										
	Sum of the duration of all outages (hh:mm)	426:41:39	590:38:00	179:46:57										
	Avg. outage duration (hh:mm)	23:42:19	39:22:32	7:29:27										
<b>Refunds</b>	Number of customers who received refunds	0	0	0										
	Monthly amount of refunds	\$ -	\$ -	\$ -										
<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										
	Total # of call seconds to reach live agent	971,228	554,686	710,081										
	% ≤ 60 seconds	81.4%	88.0%	82.9%										

**Primary Utility Contact Information**

Name: Steve Rheams

Phone: 916-746-3324

Email: steve.rheams@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)  
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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																																																																			
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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 commitment met			Total # of installation commitment missed			% of commitment met					
<b>Customers</b>		Acct # for voice or bundle, res+bus											
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines		15,056	14,916	14,795							
		Total # of trouble reports		138	113	413							
		% of trouble reports		0.92%	0.76%	2.79%							
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
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<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets		1	10	8							
		Total # of repair tickets restored in ≤ 24hrs		1	10	8							
		% of repair tickets restored ≤ 24 Hours		100%	100%	100%							
		Sum of the duration of all outages (hh:mm)											
		Avg. outage duration (hh:mm)											
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets		7	10	12							
		Total # of repair tickets restored in ≤ 24hrs		4	5	8							
		% of repair tickets restored ≤ 24 Hours		57.1%	50.0%	66.7%							
		Sum of the duration of all outages (hh:mm)		170:47:28	435:05:05	134:12:19							
		Avg. outage duration (hh:mm)		24:23:55	43:30:31	11:11:02							
<b>Refunds</b>		Number of customers who received refunds		0	0	0							
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