

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			0			0			0		
		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												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	14,237	12,506	12,369									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	21,002	18,601	18,422								
		Total # of trouble reports	240	158	232								
		% of trouble reports	1.14%	0.85%	1.26%								
	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	0	0	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%									
	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	12:52:40									
	Avg. outage duration (hh:mm)	0:00:00	0:00:00	12:52:40									
Unadjusted Out of Service Report	Total # of outage report tickets	21	19	12									
	Total # of repair tickets restored in ≤ 24hrs	10	7	6									
	% of repair tickets restored ≤ 24 Hours	47.6%	36.8%	50.0%									
	Sum of the duration of all outages (hh:mm)	7:37:51.13	0:00:00	612:48:21									
	Avg. outage duration (hh:mm)	35:08:09	0:00:00	51:04:02									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$ -	\$ -	\$ -									
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	14,731	12,236	16,785									
	Total # of call seconds to reach live agent	850,195	331,119	4,816,455									
	% ≤ 60 seconds	77.6%	87.2%	45.4%									

Primary Utility Contact Information

Name: Julie Poon

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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

U#: U-1015-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Citrus Heights - 72G

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)											
		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												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	4,573	3,938	3,888									
Customer Trouble Report	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	5,946	5,175	5,116								
		Total # of trouble reports	109	53	60								
		% of trouble reports	1.83%	1.02%	1.17%								
	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	0	0	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	100%	0.0%	100%									
	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	12:52:40									
	Avg. outage duration (hh:mm)	0:00:00	0:00:00	12:52:40									
	Total # of outage report tickets	16	14	4									
Unadjusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	6	5	2									
	% of repair tickets restored ≤ 24 Hours	37.5%	35.7%	50%									
	Sum of the duration of all outages (hh:mm)	608:10:48	0:00:00	227:02:43									
	Avg. outage duration (hh:mm)	38:00:40	0:00:00	56:45:41									
	Number of customers who received refunds	4	1	0									
	Monthly amount of refunds	\$ (48.68)	\$ (26.28)	\$ -									
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	*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	*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	*NOTE: Answer Time is not available at switch level	*NOTE: Answer Time is not available at switch level

Research 300%

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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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Roseville - 78G

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			0			0			0		
		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	% of commitment met												
	Acct # for voice or bundle, res+bus	9,664	8,567	8,481									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15,056	13,426	13,305								
		Total # of trouble reports	131	105	172								
		% of trouble reports	0.87%	0.78%	1.29%								
	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	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0:00:00											
	Avg. outage duration (hh:mm)	0:00:00											
Unadjusted Out of Service Report	Total # of outage report tickets	5	5	8									
	Total # of repair tickets restored in ≤ 24hrs	4	2	4									
	% of repair tickets restored ≤ 24 Hours	80.0%	40.0%	50.0%									
	Sum of the duration of all outages (hh:mm)	129:40:25	0:00:00	385:45:38									
	Avg. outage duration (hh:mm)	25:56:05	0:00:00	48:13:12									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$ -	\$ -	\$ -									
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			*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level		

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