

**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)			Date filed (08/14/2020)			Date filed			Date filed			
		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													
	% of commitment met													
<b>Customers</b>	Acct # for voice or bundle, res+bus	14,237	12,506	12,369	13,751	13,570	14,512	13,292	13,163	13,037	12,904	12,846	12,693	
<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	18,601	18,422	20,283	20,003	22,043	19,584	19,457	19,305	19,122	19,062	18,824
		Total # of trouble reports	240	158	232	244	290	180	0	0	0	-	-	-
		% of trouble reports	1.14%	0.85%	1.26%	1.20%	1.45%	0.82%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	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	0	0	1	1	5	2	0	0	0	-	-	-	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	3	0	0	0	0	-	-	-	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	0%	100%	0%	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	100.0%	
	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	12:52:40	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	12:52:40	0:00:00	0:00:00	0:00:00	#DIV/0!	#DIV/0!	0:00:00	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	21	4	12	10	19	13	-1	-1	-1	(1)	(1)	(1)	
	Total # of repair tickets restored in ≤ 24hrs	10	8	6	4	6	2	0	0	0	-	-	-	
	% of repair tickets restored ≤ 24 Hours	47.6%	200.0%	50.0%	40.0%	31.6%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Sum of the duration of all outages (hh:mm)	737:51:13	1556:25:10	612:48:21	648:44:59	1224:44:34	856:36:54	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
	Avg. outage duration (hh:mm)	35:08:09	389:06:17	51:04:02	64:52:30	64:27:37	65:53:36	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	2	2	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ (44.78)	\$ (70.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<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	14,731	12,236	16,785	17,428	17,701	19,120	17,333	18,658	15,724	15,106	12,443	13,847	
	Total # of call seconds to reach live agent	850,195	331,119	4,816,455	4,152,868	7,779,259	12,245,707	1,220,792	2,484,691	2,259,287	2,163,391	466,457	640,768	
	% ≤ 60 seconds	77.6%	87.2%	45.4%	40.0%	27.5%	26.2%	71.3%	57.8%	58.0%	48.56%	81.48%	80.00%	

Primary Utility Contact Information

Name: Julie Poon

Phone: 916-786-1034

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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)			Date filed (08/14/2020)			Date filed (08/14/2020)		Date filed (08/14/2020)					
		1st Quarter			2nd Quarter			Jul	Aug	Sep	Oct				
		Jan	Feb	Mar	Apr	May	Jun	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	3,938	3,888	3,840	3,805	3,779								
<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	5,175	5,116	5,056	5,056	5,056	Total # of trouble reports	109	53	60	60	81	58
		% of trouble reports	1.83%	1.02%	1.17%	1.19%	1.60%	1.15%							
	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	0	0	1	1	2	2	Total # of repair tickets restored in ≤ 24hrs	0	1	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	#DIV/0!	100%	0%	100%	100%	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	12:52:40	0:00:00	28:02:55	0:00:00	
	Avg. outage duration (hh:mm)	#DIV/0!	0:00:00	12:52:40	0:00:00	0:00:00	0:00:00	Total # of outage report tickets	16	3	4	8	7	3	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	6	5	2	2	1	0	% of repair tickets restored ≤ 24 Hours	37.5%	166.7%	50%	25%	14%	0%	
	% of repair tickets restored ≤ 24 Hours	608:10:48	385:51:10	227:02:43	437:20:49	770:37:15	175:51:23	Sum of the duration of all outages (hh:mm)	38:00:40	128:37:03	56:45:41	54:40:06	110:05:19	58:37:08	
	Avg. outage duration (hh:mm)	4	1	0	2	0	0	Monthly amount of refunds	\$ (48.68)	\$ (26.28)	\$ -	\$ (44.78)	\$ -	\$ -	
<b>Refunds</b>	Number of customers who received 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	*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level										
	Total # of call seconds to reach live agent														
	% ≤ 60 seconds														

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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) 1st Quarter			Date filed (08/14/2020) 2nd Quarter			Date filed			Date filed			
		Jan	Feb	Mar	Apr	May	Jun	3rd Quarter			4th Quarter			
								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	9,664	8,567	8,481	8,396	8,396	8,396	8,396	8,396	8,396	8,801	8,773	8,676	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	<b>6% (6 per 100 working lines for units w/ ≥ 3,000 lines)</b>	Total # of working lines	15,056	13,426	13,305	13,173	13,074	13,074	13,173	13,173	13,173	13,757	13,727	13,561
		Total # of trouble reports	131	105	172	184	209	122	0	0	0			
		% of trouble reports	0.87%	0.78%	1.29%	1.40%	1.60%	0.93%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	<b>8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)</b>	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	<b>10% (10 per 100 working lines for units w/ ≤ 1,000 lines)</b>	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	0	0	0	0	3	0	0	0	0	0	0	0	0
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	3	0	0	0	0	0	0	0	0
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	#DIV/0!	100%	#DIV/0!	100%				
	Sum of the duration of all outages (hh:mm)	0:00:00					0:00:00				0:00:00	0:00:00	0:00:00	0:00:00
	Avg. outage duration (hh:mm)	#DIV/0!					#DIV/0!				#DIV/0!	#DIV/0!	0:00:00	0:00:00
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5	1	8	2	12	10	-1	-1	-1	-1	-1	-1	-1
	Total # of repair tickets restored in ≤ 24hrs	4	3	4	2	5	2	0	0	0	0	0	0	0
	% of repair tickets restored ≤ 24 Hours	80.0%	300.0%	50.0%	100%	42%	20%	0.0%	0.0%	0.0%	0%	0%	0%	0%
	Sum of the duration of all outages (hh:mm)	129:40:25	1170:34:00	385:45:38	211:24:10	454:07:19	680:45:31	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
	Avg. outage duration (hh:mm)	25:56:05	1170:34:00	48:13:12	105:42:05	37:50:37	68:04:33	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	2	0	0	0	0	0	0	0	0
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ (70.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<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			

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