

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

Company Name: **PAETEC Communications, LLC**

U#: **6097-C**

Report Year: **2020**

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: **PAETEC Communications, LLC**

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			DATE Filed (08/15/20)			DATE Filed (11/15/20)			DATE Filed (02/15/20)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,196	1,213	1,205	1,341	994	986	937	933	931	928	933	931	
	<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	2,293	2,294	2,286	2,602	2,036	1,995	1,958	1,940	1,916	1,896	1,913	1,905
		Total # of trouble reports	5	5	4	6	3	7	4	3	1	8	4	7
		% of trouble reports	0.22%	0.22%	0.17%	0.23%	0.15%	0.35%	0.20%	0.15%	0.05%	0.42%	0.21%	0.37%
	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	-	-	-	-	-	3	1	-	-	-	-	-	
	Total # of repair tickets restored in ≤ 24hrs	-	-	-	-	-	3	-	-	-	-	-	-	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	0	0:00	-	0:00	0:00	2:98	43:32	-	-	-	-	-	-
	Avg. outage duration (hh:mm)	0:00	-	-	-	-	0:99	43:32	-	-	-	-	-	-
Indicate if catastrophic event is in month		2	-	-	-	-	-	0	9	8	3	-	1	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	-	-	-	-	-	3	1	-	-	-	-	-	
	Total # of all repair tickets restored in ≤ 24hrs	-	-	-	-	-	3	0	-	-	-	-	-	
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	-	-	-	-	-	2:98	43:32	-	-	-	-	-	
	Avg. unadjusted outage duration (hh:mm)	-	-	-	-	-	0:99	43:32	-	-	-	-	-	
<b>Refunds</b>	Number of customers who received refunds	7	8	3	16	15	7	6	8	12	5	5	6	
	Monthly amount of refunds	3,102	11,464	46	45,168	101,686	20,735	9,531	6,413	45,111	44,062	33,558	39,744	
Q														
<b>Answer Time</b> (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	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	
	Total # of call seconds to reach live agent	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	
	% ≤ 60 seconds	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	

**Note 1: The "Answer Time" information is not included in the data since we have fewer than 5,000 customers and we are not a COLR.**

**Primary Utility Contact Information**

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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)

(End of Attachment C)