

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

Company Name: PAETEC Communications, LLC

U#: 6097-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: PAETEC Communications, LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			DATE Filed (08/15/21)			DATE Filed (11/15/21)			DATE Filed (02/15/21)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval 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	
Installation Commitment 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	
	% of 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	
Customers	Acct # for voice or bundle, res+bus	917	911	907										
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,877	1,847	1,827									
		Total # of trouble reports	5	2	8									
		% of trouble reports	0.27%	0.11%	0.44%									
	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	1	-	1										
	Total # of repair tickets restored in < 24hrs	1	-	1										
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
	Sum of the duration of all outages (hh:mm)	0	0:00	5:85										
	Avg. outage duration (hh:mm)	22.78	-	5.85										
	Indicate if catastrophic event is in month	0	-	-										
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	-	1										
	Total # of all repair tickets restored in ≤ 24hrs	1	-	1										
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%										
	Sum of the duration of all outages (hh:mm)	22.78	-	5.85										
	Avg. unadjusted outage duration (hh:mm)	22.78	-	5.85										
Refunds	Number of customers who received refunds	6	6	9										
	Monthly amount of refunds	1,232	5,320	19,579										
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	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

Name: Jonathan Bardsley

Phone: 501-215-1575

Email: jonathan.bardsley@windstream.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)

(End of Attachment C)