

**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 (08/15/2020)			(11/2020)			Date filed (02/2021)			
		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													
<b>Customers</b>	Acct # for voice or bundle, res+bus	12,846	12,506	12,369	12,235	12,201	12,174	11,893	11,803	11,698	11,627	11,545	11,410	
<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	19,062	18,601	18,422	18,228	18,129	18,129	17,742	17,679	17,570	17,421	17,286	17,115
		Total # of trouble reports	240	158	242	244	290	180	268	261	287	65	112	105
		% of trouble reports	1.26%	0.85%	1.31%	1.34%	1.60%	0.99%	1.51%	1.48%	1.63%	0.37%	0.65%	0.61%
	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	4	0	1	4	2	1	2	3	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	3	0	0	2	1	1	1	1	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	0%	100%	#DIV/0!	0%	50%	100%	100%	50%	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	577:18:41	808:33:41	0:00:00	2:59:20	122:05:27	249:16:12	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	12:52:40	0:00:00		#DIV/0!	577:18:41	202:08:25		2:59:20	116:20:28	83:05:24	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	21	4	12	10	19	13	14	15	23	5	22	25	
	Total # of repair tickets restored in ≤ 24hrs	10	8	6	4	6	2	2	3	7	4	8	5	
	% of repair tickets restored ≤ 24 Hours	47.6%	200.0%	50.0%	40.0%	31.6%	15.4%	14.3%	20.0%	30.4%	80.0%	36.4%	20.0%	
	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	1880:08:07	2331:32:37	1483:06:59	476:16:27	1025:55:49	2249:06:36	
	Avg. outage duration (hh:mm)	35:08:09	389:06:17	51:04:02	64:52:30	64:27:37	65:53:36	134:17:43	155:26:10	64:29:00	95:15:17	46:38:00	89:57:52	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	#REF!	#REF!	0	0	0	0	5	6	3	
	Monthly amount of refunds	\$ -	\$ -	\$ -	#REF!	#REF!	#REF!	\$ -	\$ -	\$ -	(149.77)	(193.74)	(41.61)	
<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	24,731	20,087	17,243	15,482	14,523	15,979	
	Total # of call seconds to reach live agent	850,195	331,119	4,816,455	7,779,259	7,779,259	12,245,707	20,477,521	14,461,625	9,993,536	3,925,588	2,844,582	3,383,484	
	% ≤ 60 seconds	77.6%	87.2%	45.4%	40.0%	27.5%	26.2%	15.5%	18.7%	25.2%	44.10%	54.45%	53.45%	

**Primary Utility Contact Information**

Name: Julie Poon

Phone: 916-786-1034

Email: julie.poon@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)  
 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

Q3 2020 Links updated 8/12/2020 (need to update worksheet in Nov)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/2020)			Date filed (02/2021)			
		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													
<b>Customers</b>	% of commitment met													
	Acct # for voice or bundle, res+bus	4,073	3,938	3,888	3,840	3,805	3,779	3,734	3,697	3,659	3,637	3,607	3,555	
<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	5,334	5,175	5,116	5,056	5,056	5,056	4,921	4,921	4,921	4,813	4,772	4,713
		Total # of trouble reports	109	53	60	60	81	58	59	71	89	65	112	105
		% of trouble reports	2.04%	1.02%	1.17%	1.19%	1.60%	1.15%	1.20%	1.44%	1.81%	1.35%	2.35%	2.23%
	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	1	0	1	2	0	1	1	3	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	0	0	0	0	1	1	1	
	% of repair tickets restored ≤ 24 Hours	100%	#DIV/0!	100%	0%	100%	100%	0%	0%	100%	100%	100%	33%	
	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	577:18:41	775:41:44	0:00:00	2:59:20	5:44:59	249:16:12	
	Avg. outage duration (hh:mm)	#DIV/0!	0:00:00	12:52:40	0:00:00	0:00:00	0:00:00	577:18:41	0:00:00	0:00:00	2:59:20	0:00:00	83:05:24	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	16	3	4	8	7	3	4	5	8	2	11	13	
	Total # of repair tickets restored in ≤ 24hrs	6	5	2	2	1	0	1	1	2	1	5	1	
	% of repair tickets restored ≤ 24 Hours	37.5%	166.7%	50%	25%	14%	0%	25.0%	20.0%	25.0%	50%	45%	8%	
	Sum of the duration of all outages (hh:mm)	608:10:48	385:51:10	227:02:43	437:20:49	770:37:15	175:51:23	987:46:51	1284:21:14	572:05:40	220:59:20	0:00:00	1496:45:26	
	Avg. outage duration (hh:mm)	38:00:40	128:37:03	56:45:41	54:40:06	110:05:19	58:37:08	246:56:43	256:52:15	71:30:42	110:29:40	0:00:00	115:08:07	
<b>Refunds</b>	Number of customers who received refunds	4	1	0	#REF!	#REF!	0	0	0	0	3	1	0	
	Monthly amount of refunds	\$ (48.68)	\$ (26.28)	\$ -	#REF!	#REF!	#REF!	\$ -	\$ -	\$ -	\$ (108.51)	\$ (60.23)	\$ -	
<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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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: Roseville - 78G

Q3 2020 Links updated 8/12/2020 (need to update worksheet in Nov)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/2020) 3rd Quarter			Date filed (02/2021) 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	8,773	8,567	8,481	8,396	8,396	8,396	8,158	8,106	8,039	7,990	7,938	7,855
<b>Customer Trouble Report</b>														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	13,727	13,426	13,305	13,173	13,074	13,074	12,821	12,758	12,649	12,608	12,514	12,402
		Total # of trouble reports	131	105	182	184	209	122	209	190	198			
		% of trouble reports	0.95%	0.78%	1.37%	1.40%	1.60%	0.93%	1.63%	1.49%	1.57%	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	0	0	3	0	0	2	2	0	1	0
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	3	0	0	2	1	0	0	0
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	#DIV/0!	0%	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0:00:00					0:00:00		32:51:57		0:00:00	116:20:28	0:00:00
		Avg. outage duration (hh:mm)	#DIV/0!					#DIV/0!		16:25:58			116:20:28	0:00:00
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	5	1	8	2	12	10	10	15	3	11	12	
		Total # of repair tickets restored in ≤ 24hrs	4	3	4	2	5	2	1	2	5	3	3	4
		% of repair tickets restored ≤ 24 Hours	80.0%	300.0%	50.0%	100%	42%	20%	10.0%	20.0%	33.3%	100%	27%	33%
		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	892:21:16	1047:11:23	911:01:19	255:17:07	1025:55:49	752:21:10
		Avg. outage duration (hh:mm)	25:56:05	1170:34:00	48:13:12	105:42:05	37:50:37	68:04:33	89:14:08	104:43:08	60:44:05	85:05:42	93:15:59	62:41:46
<b>Refunds</b>		Number of customers who received refunds	0	0	0	0	\$ -	0	0	0	0	2	5	3
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (41.26)	\$ (133.51)	\$ (41.61)
<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			*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	*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		
		% ≤ 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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