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

Company Name:	Consolidated Communications	U#: <u>U-1015-C</u>	Report Year: 2021
Reporting Unit Type:	☑ Total Company □ Exchange □ Wire Center	Reporting Unit Name:	Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/17/202) 1st Quarter			Date filed (08/15/2021) 2nd Quarter			(11/2021)  3rd Quarter			Date filed (02/2022) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
		Total # of business days	1				1							
Installation Interv		Total # of service orders												1
Min. standard = 5 bus. days		Avg. # of business days												1
		Total # of installation commitments												
Installation Com	mitment	Total # of installation commitment met												1
Min. standard = 95	5% commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	11.214	11.130	11,130									
Customer Troubl	e Report		, , , , , , , , , , , , , , , , , , ,	,	,									1
		Total # of working lines	16,769	16.658	16.658									1
	6% (6 per 100 working lines for	Total # of trouble reports	298	217	223									
5	units w/ ≥ 3,000 lines)	% of trouble reports	1.78%	1.30%	1.34%									1
a	8% (8 per 100 working lines for	Total # of working lines												1
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
. <u>:</u>	units w/ 1,001 - 2,939 inles)	% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines												
	for units w/≤ 1.000 lines)	Total # of trouble reports												
	101 units w/ 2 1,000 inics/	% of trouble reports												
		Total # of outage report tickets	4	3	4									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	2	1									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	50%	67%	25%									1
Min. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	274:01:37	131:37:11	280:53:01									
		Avg. outage duration (hh:mm)	68:30:24	43:52:24	70:13:15									
		Total # of outage report tickets	27	19	8									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	5	4	2									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	18.5%	21.1%	25.0%									
		Sum of the duration of all outages (hh:mm)	2639:06:00	2087:54:23	881:21:12									
		Avg. outage duration (hh:mm)	97:44:40	109:53:23	110:10:09									
Refunds		Number of customers who received refunds	4	5	5									
		Monthly amount of refunds	-107	-457	-119									
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	16,298	13,731	15,024									
ive agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent	3,380,555	2,133,824	1,279,167									
= '		%<_60 seconds	51.3%	60.9%	71.8%									

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  Reporting Unit Type:			•			U#:	U-1015-C	_		Report Year:		2021	_	
		☐ Total Company ☐ Exchange ☑ Wire Center		Report		Reporting Unit I	ting Unit Name:		Citrus Heights - 72G				-	
									Q3 2020 Links upo	dated 8/12/2020 (ne	ed to update worksh	neet in Nov)		
	Measurement (Compile	monthly file quarterly)		Date filed (05/17/202)			Date filed (08/15/2021)		Date filed (11/2021)			Date filed (02/2022)		
	weasurement (Compile	monthly, me quarterly)	1st Quarter		2nd Quarter		3rd Quarter			4th Quarter				
		T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
nstallation Interva	ıl	Total # of business days												
Min. standard = 5 b		Total # of service orders												
		Avg. # of business days												
		Total # of installation commitments												
nstallation Comm		Total # of installation commitment met												
Min. standard = 95%	% commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	3,502	3,470	3,470									
Customer Trouble	Report													
		Total # of working lines	4,630	4,592	4,592									
	6% (6 per 100 working lines for	Total # of trouble reports	105	68	56									
5	units w/ ≥ 3,000 lines)	% of trouble reports	2.27%	1.48%	1.22%									
g	8% (8 per 100 working lines for	Total # of working lines												
<u>fa</u>	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
e E	units w/ 1,001 2,000 mics)	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ioi units w/ = 1,000 lines)	% of trouble reports												
	•	Total # of outage report tickets	2	1	2									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	1	1	0									
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	50.0%	100.0%	0%									
Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	140:29:13	14:07:18	25:57:39									
		Avg. outage duration (hh:mm)	70:14:36	14:07:18	12:58:49									
		Total # of outage report tickets	11	10	2									
Jnadjusted		Total # of repair tickets restored in < 24hrs	2.	3	0									
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours	18.2%	30.0%	0%									
		Sum of the duration of all outages (hh:mm)	1199:17:44	642:35:39	295:35:19				1				Ì	
		Avg. outage duration (hh:mm)	109:01:37	64:15:34	147:47:39							1		
Dafunda		Number of austomore who received refunds	0	2	2	1	1	1		1	1	1	1	1

Primary Utility Contact Information

\*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

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)

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).

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)

Monthly amount of refunds

Total # of calls for TR, Billing & Non-Billing
Total # of call seconds to reach live agent
%< 60 seconds

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

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:	2021
Reporting Unit Type:	☐ Total Company ☐ Exchange ☑ Wire Center	Reporting Unit No	ame:	Roseville - 78G	

Q3 2020 Links updated 8/12/2020 (need to update worksheet in Nov) Date filed Date filed Date filed Date filed (05/17/202) (08/15/2021) (11/2021) (02/2022) Measurement (Compile monthly, file quarterly) 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Aug May Jul Oct Nov Jan Feb Mar Apr Jun Sept Dec Total # of business days Installation Interval Total # of service orders Min. standard = 5 bus. days Avg. # of business days Total # of installation commitments Total # of installation commitment met Installation Commitment Min. standard = 95% commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus 7,711 7,660 7,660 Customers Customer Trouble Report Total # of working lines 12,139 12,066 12,066 6% (6 per 100 working lines for Total # of trouble reports 193 149 167 units w/ ≥ 3,000 lines) 1.59% 1.23% 1.38% Standard % of trouble reports Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Total # of working lines 10% (10 per 100 working lines Total # of trouble reports for units w/ ≤ 1.000 lines) % of trouble reports Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs Adjusted % of repair tickets restored ≤ 24 Hours Out of Service Report 50% 50% 50% Min. standard = 90% within 24 hrs Sum of the duration of all outages (hh:mm) 133:32:24 117:29:53 254:55:22 58:44:56 Avg. outage duration (hh:mm) 66:46:12 127:27:41 Total # of outage report tickets 16 9 6 Unadjusted Total # of repair tickets restored in < 24hrs % of repair tickets restored ≤ 24 Hours Out of Service Report 18.8% 11.1% 33.3% Sum of the duration of all outages (hh:mm) 1439:48:16 1445:18:44 585:45:53 Avg. outage duration (hh:mm) 89:59:16 160:35:25 97:37:39 Refunds Number of customers who received refunds Monthly amount of refunds (106.83) (26.05)(48.21) Answer Time (Trouble Reports, Billing & Non-Billing) Total # of calls for TR, Billing & Non-Billing Min. standard = 80% of calls < 60 seconds to reach live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent \*NOTE: Answer Time is not available at switch level \*NOTE: Answer Time is not available a %< 60 seconds \*NOTE: Answer Time is not available at switch level NOTE: Answer Time is not available at switch lev switch level

**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)