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

Company Name: Co	nsolidated Communications					U#:	U-1015-C			Report Year:		202	<u> </u>
Reporting Unit Type:	Total Company 🔲 Exchange 🗌 Wire Center					Reporting Unit Na	me:		Total Company -	nmunications		_	
Measurement (Compile mon	thly, file quarterly)		Date filed (05/17/202) 1st Quarter		Date filed (08/13/2021)			(11/2021)			Date filed (02/2022)		
· ·		Jan Feb Mar			2nd Quarter Apr May Jun			3rd Quarter Jul Aug Sept			4th Quarter Oct Nov Dec		
Tot	tal # of business days	Jan	i eb	IVICI	Арі	ividy	Juli	Jui	Aug	Jept	001	NOV	Dec
stallation Interval	tal # of service orders												
n. standard = 5 bus. days	g. # of business days												
Tot	tal # of installation commitments												
stallation Commitment Tot	tal # of installation commitment met												
	tal # of installation commitment missed												
	of commitment met												1
Istomers Acc	ct # for voice or bundle, res+bus	11,213	11,130	11,130	10,961	10,882	10,767						
Istomer Trouble Report		,	/ 00	,	. // 02	. /00-	.,						1
Tot	tal # of working lines	16,769	16,658	16,658	16,392	16,294	16,122						1
6% (6 per 100 working lines for Tot	tal # of trouble reports	298	217	223	227	285	280						
units w/≥ 3,000 lines)	of trouble reports	1.78%	1.30%	1.34%	1.38%	1.75%	1.74%						
P Tot	tal # of working lines												
8% (8 per 100 working lines for	tal # of trouble reports												
0 units w/ 1,001 - 2,999 intes)	of trouble reports												
Tot Tot	tal # of working lines												
10% (10 per 100 working lines	tal # of trouble reports												
for units $W \ge 1.000$ lines)	of trouble reports												
		4	2	4	2	1	1						
Total # of outage report tickets 4 3 Adjusted Total # of repair tickets restored in ≤ 24hrs 2 2		4	2	1	1								
	of repair tickets restored ≤ 24 Hours	50%	67%	25%	0%	0%	100%						
	m of the duration of all outages (hh:mm)	207:15:25	131:37:11	160:30:06	95:31:59	36:05:42	93:16:36						
Cu.	g. outage duration (hh:mm)	51:48:51	43:52:24	40:07:32	47:45:59	36:05:42	93:16:36						
	tal # of outage report tickets	27	45.52.24	40.07.52	47.43.39	30.03.42	95.10.30						
	tal # of outage report tickets tal # of repair tickets restored in \leq 24hrs	21	19	8	9	11	20						
	of repair tickets restored ≤ 24 Hours	18.5%	21.1%	25.0%	0	45.5%	10.0%						
	m of the duration of all outages (hh:mm)	2639:06:00	2087:54:23	881:21:12	0.0%	45.5%	658:22:27						
	g. outage duration (hh:mm)	97:44:40	109:53:23	110:10:09	85:17:57	41:05:12	32:55:07						
	mber of customers who received refunds	97.44.40	109.55.25	110.10.09	05.17.57	41.05.12	52.55.07						
	onthing amount of refunds	-107	-457	-119	0	0	0		1	1	1	+	+
swer Time (Trouble Reports, Billing & Non-Billing)	intering announced refutios	-107	-4,37	-119	0	0	0				1	+	
	tal # of calls for TR, Billing & Non-Billing	16.298	13,731	15.024	12,913	11.691	13,316				1	+	
											1	+	
									1	1	+	+	+
70 <u><</u>	<u>. oo acconda</u>	51.370	00.970	/ 1.070	/0./70	00.3%	13.270				+	+	
e agent (w/a menu option to reach live agent).)	otal # of call seconds to reach live agent < 60 seconds	otal # of call seconds to reach live agent 3,380,555	otal # of call seconds to reach live agent 3,380,555 2,133,824	tal # of call seconds to reach live agent 3,380,555 2,133,824 1,279,167	tal # of call seconds to reach live agent 3,380,555 2,133,824 1,279,167 858,616	tal # of call seconds to reach live agent 3,380,555 2,133,824 1,279,167 858,616 830,538	tal # of call seconds to reach live agent 3,380,555 2,133,824 1,279,167 858,616 830,538 1,266,018	tal # of call seconds to reach live agent 3,380,555 2,133,824 1,279,167 858,616 830,538 1,266,018	vtal # of call seconds to reach live agent 3,380,555 2,133,824 1,279,167 858,616 830,538 1,266,018	vtal # of call seconds to reach live agent 3,380,555 2,133,824 1,279,167 858,616 830,538 1,266,018	vtal # of call seconds to reach live agent 3,380,555 2,133,824 1,279,167 858,616 830,538 1,266,018	vtal # of call seconds to reach live agent 3,380,555 2,133,824 1,279,167 858,616 830,538 1,266,018

Primary Utility Contact Information

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)

Name: Julie Poon

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

						General Order I	NO. 133-D								
Company Name: Reporting Unit Type:		Consolidated Communications					U#:	U-1015-C			Report Year:		2021	-	
		Total Company Exchange Wire Center					Reporting Unit Na	ime:	Citrus Heights - 72G					-	
	Measurement (Compile	monthly, file quarterly)		Date filed (05/17/202)			Date filed (08/13/2021)			Date filed (11/2021)			Date filed (02/2022)		
	incubulencin (boinplie montiny, nie quartery)			1st Quarter Jan Feb Mar		Apr	2nd Quarter May	Jun	3rd Quarter		Sept	4th Quarter Oct Nov Dec			
-		Total # of business days	Jan	reb	Widi	Арі	way	Jun	Jul	Aug	Sept	001	NUV	Dec	
Installation Interval		Total # of service orders													
Min. standard = 5 bus. days		Avg. # of business days													
		Total # of installation commitments													
Installation Commit	tment	Total # of installation commitment met													
Min. standard = 95%		Total # of installation commitment missed													
		% of commitment met													
Customers		Acct # for voice or bundle, res+bus	3,502	3.470	3.470	3,408	3,375	3,329							
Customer Trouble	Report		0,00	0,170	2,3	2,100	-,								
	1	Total # of working lines	4,630	4,592	4,592	4,510	4,473	4,416							
	6% (6 per 100 working lines for	Total # of trouble reports	105	68	56	54	59	47							
P	units w/ ≥ 3,000 lines)	% of trouble reports	2.27%	1.48%	1.22%	1.20%	1.31%	1.04%							
ı. Standa	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													
Ē	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
	1	Total # of outage report tickets	2	1	2	2	0	1							
Adjusted		Total # of repair tickets restored in < 24hrs	1	1	0	0	0	0							
	ort	% of repair tickets restored ≤ 24 Hours	50.0%	100.0%	0%	0%	100%	100%							
Min. standard = 90%	within 24 hrs	Sum of the duration of all outages (hh:mm)	140:29:13	14:07:18	25:57:39	95:31:59	0:00:00	93:16:36						1	
		Avg. outage duration (hh:mm)	70:14:36	14:07:18	12:58:49	47:45:59	0:00:00	0:00:00							
		Total # of outage report tickets	11	10	2	6	0	5							
Unadjusted		Total # of repair tickets restored in < 24hrs	2	3	0	0	0	1							
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	18.2%	30.0%	0%	0%	#DIV/0!	20%							
		Sum of the duration of all outages (hh:mm)	1199:17:44	642:35:39	295:35:19	500:20:54	0:00:00	351:36:35							
		Avg. outage duration (hh:mm)	109:01:37	64:15:34	147:47:39	83:23:29	#DIV/0!	70:19:19							
Refunds		Number of customers who received refunds	0	2	3										
		Monthly amount of refunds		\$ (431.08)	\$ (71.25)										
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach															
		Total # of calls for TR, Billing & Non-Billing													
live agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent	1												
10% (10 per 100 working for units w/ ≤ 1,000 lines) Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Refunds Answer Time (Trouble Reports, Billing & Non-B		% <u>< 60</u> seconds	*NOTE: Ans	wer Time is not available	at switch level	*NOTE: Ansv	er Time is not available	e at switch level	*NOTE: Ans	wer Time is not availab	le at switch level	*NOTE: An	*NOTE: Answer Time is not available at switch level		
			1					1			1	I	1	L	

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

				c c	Seneral Order									
Company Name: Consolidated Communications Reporting Unit Type: Total Company Exchange Wire Center Measurement (Compile monthly, file quarterly)		Consolidated Communications				U#: U-1015-C						2021		
			Reporting Unit Name: Roseville - 78G											
		Date filed (05/17/202)			Date filed (08/13/2021)			Date filed (11/2021)			Date filed (02/2022)			
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sept	Oct	4th Quarter Nov	Dec
		Total # of business days	Vuii			7 ().	inay		· · u	,	Copt			200
Installation Interv		Total # of service orders												
Min. standard = 5	bus. days	Avg. # of business davs												
		Total # of installation commitments												
Installation Comm	nitment	Total # of installation commitment met												
Min. standard = 95	5% commitment met	Total # of installation commitment missed												
1		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	7,711	7,660	7,660	7,553	7,507	7,438						
Customer Trouble	e Report			,		,	,	,						
		Total # of working lines	12,139	12,066	12,066	11,882	11,821	11,706						
		Total # of trouble reports	193	149	167	173	226	233						
. Standard		% of trouble reports	1.59%	1.23%	1.38%	1.46%	1.90%	1.96%						
	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												
Min.	10% (10 per 100 working lines for units $w \le 1,000$ lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	2	2	2	0	1	0						
Adjusted		Total # of repair tickets restored in < 24hrs	1	1	1	0	0	1						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	50%	50%	50%	#DIV/0!	0%	#DIV/0!						
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	66:46:12	117:29:53	134:32:27	0:00:00	36:05:42	0:00:00						
		Avg. outage duration (hh:mm)	33:23:06	58:44:56	67:16:14	#DIV/0!	36:05:42	#DIV/0!						
		Total # of outage report tickets	16	9	6	3	11	15				1		
Unadjusted		Total # of repair tickets restored in < 24hrs	3	1	2	0	5	1						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	18.8%	11.1%	33.3%	0%	45%	7%						
		Sum of the duration of all outages (hh:mm)	1439:48:16	1445:18:44	585:45:53	267:20:41	451:57:10	306:45:52						
		Avg. outage duration (hh:mm)	89:59:16	160:35:25	97:37:39	89:06:54	41:05:12	20:27:03						
Refunds		Number of customers who received refunds	4	3	2									
		Monthly amount of refunds	\$ (106.83)	\$ (26.05) \$	6 (48.21)						1			
Answer Time (Tro	uble Reports, Billing & Non-Billing)										1			
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	1							•	•		•	
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent										*NOTE: Ar	iswer Time is n	ot available
		%<_60 seconds	*NOTE: Answ	er Time is not available at s	switch level	*NOTE: Answer Time is not available at switch level			*NOTE: Answe	er Time is not avail	switch level			

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