

**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 Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/17/2022)			Date filed (08/13/2021)			(11/2021)			Date filed (02/2022)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	11,213	11,130	11,130	10,961	10,882	10,767						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16,769	16,658	16,658	16,392	16,294	16,122					
		Total # of trouble reports	298	217	223	227	285	280					
		% of trouble reports	1.78%	1.30%	1.34%	1.38%	1.75%	1.74%					
	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	4	3	4	2	1	1						
	Total # of repair tickets restored in ≤ 24hrs	2	2	1	0	0	1						
	% of repair tickets restored ≤ 24 Hours	50%	67%	25%	0%	0%	100%						
	Sum 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						
	Avg. outage duration (hh:mm)	51:48:51	43:52:24	40:07:32	47:45:59	36:05:42	93:16:36						
Unadjusted Out of Service Report	Total # of outage report tickets	27	19	8	9	11	20						
	Total # of repair tickets restored in ≤ 24hrs	5	4	2	0	5	2						
	% of repair tickets restored ≤ 24 Hours	18.5%	21.1%	25.0%	0.0%	45.5%	10.0%						
	Sum of the duration of all outages (hh:mm)	2639:06:00	2087:54:23	881:21:12	767:41:35	451:57:10	658:22:27						
	Avg. outage duration (hh:mm)	97:44:40	109:53:23	110:10:09	85:17:57	41:05:12	32:55:07						
Refunds	Number of customers who received refunds	4	5	5	0	0	0						
	Monthly amount of refunds	-107	-457	-119									
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	16,298	13,731	15,024	12,913	11,691	13,316						
	Total # of call seconds to reach live agent	3,380,555	2,133,824	1,279,167	858,616	830,538	1,266,018						
	% ≤ 60 seconds	51.3%	60.9%	71.8%	76.7%	80.5%	75.2%						

Primary Utility Contact Information

Name: Julie Poon

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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)

**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 Name: 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)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	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													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4,630	4,592	4,592	4,510	4,473	4,416					
		Total # of trouble reports	105	68	56	54	59	47					
		% of trouble reports	2.27%	1.48%	1.22%	1.20%	1.31%	1.04%					
	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	2	1	2	2	0	1						
	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	50.0%	100.0%	0%	0%	100%	100%						
	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						
	Avg. outage duration (hh:mm)	70:14:36	14:07:18	12:58:49	47:45:59	0:00:00	0:00:00						
Unadjusted Out of Service Report	Total # of outage report tickets	11	10	2	6	0	5						
	Total # of repair tickets restored in ≤ 24hrs	2	3	0	0	0	1						
	% 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 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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**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 Name: Roseville - 78G

Measurement (Compile monthly, file quarterly)		Date filed (05/17/202)			Date filed (08/13/2021)			Date filed (11/2021)			Date filed (02/2022)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% 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 Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	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					
		% 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											
	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	2	2	2	0	1	0						
	Total # of repair tickets restored in ≤ 24hrs	1	1	1	0	0	1						
	% of repair tickets restored ≤ 24 Hours	50%	50%	50%	#DIV/0!	0%	#DIV/0!						
	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!						
Unadjusted Out of Service Report	Total # of outage report tickets	16	9	6	3	11	15						
	Total # of repair tickets restored in ≤ 24hrs	3	1	2	0	5	1						
	% 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)	\$ (48.21)									
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												
	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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