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 r	nonthly, file quarterly)	Date filed (05/17/202) 1st Quarter			Date filed (08/13/2021)			Date filed			Date filed (02/2022)			
	· ·				Mar	Apr	2nd Quarter May	Jun	3rd Quarter Jul	Aug	Sept	Oct	4th Quarter Nov	Dec	
-		Total # of business days	Jali	ren	Widi	Api	ividy	Juli	Jui	Aug	Sept	001	NUV	Dec	
Installation Interval Min. standard = 5 bus. days		Total # of service orders												1	
		Avg. # of business days													
		Total # of installation commitments													
Installation Comm	itment	Total # of installation commitment met													
Min. standard = 95%	6 commitment met	Total # of installation commitment missed													
		% of commitment met													
Customers		Acct # for voice or bundle, res+bus	11,214	11,130	11,130	10,961	10,882	10,768	10,665	10,583	10,503				
Customer Trouble	Report													1	
		Total # of working lines	16,769	16,658	16,658	16,391	16,294	16,122	15,967	15,828	15,733			1	
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	298	217	223	227	285	280	214	277	184				
P	units w/ 2 3,000 lines)	% of trouble reports	1.78%	1.30%	1.34%	1.38%	1.75%	1.74%	1.34%	1.75%	1.17%				
pu	8% (8 per 100 working lines for	Total # of working lines												Í	
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
č.		% of trouble reports													
ž	10% (10 per 100 working lines	Total # of working lines												I	
	for units w/ \leq 1,000 lines)	Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	4	3	4	2	1	1	1	3	2				
Adjusted		Total # of repair tickets restored in < 24hrs	2	2	1	0	0	1	0	1	2				
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	50%	67%	25%	0%	0%	100%		33%	100%				
Min. standard = 90%	6 within 24 hrs	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		157:24:26	17:33:02			I	
		Avg. outage duration (hh:mm)	51:48:51	43:52:24	40:07:32	47:45:59	36:05:42	93:16:36	29:36:51	52:28:09				I	
		Total # of outage report tickets	27	19	8	9	11	20	15	33	11			l	
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	5	4	2	0	5	2	. 0	6	1				
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	18.5%	21.1%	25.0%	0.0%	45.5%	10.0%	0.0%	18.2%	9.1%				
		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	402:55:01	1593:20:02	476:02:13			I	
		Avg. outage duration (hh:mm)	97:44:40	109:53:23	110:10:09	85:17:57	41:05:12	32:55:07	26:51:40	48:16:58	43:16:34				
Refunds		Number of customers who received refunds	4	5	5	0	0	0	6	4	8				
		Monthly amount of refunds	-107	-457	-119	0	0	0	\$ (485.60)	\$ (635.16)	\$ (864.35)			L	
	ble 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	12,913	11,691	13,316	11,444	10,676	10,667			 	
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent	3,380,555	2,133,824	1,279,167	858,616	830,538	12,666,018	748,193	294,428	625,791			 	
		%<_60 seconds	51.3%	60.9%	71.8%	76.7%	80.5%	75.2%	77.8%	89.7%	80.7%			L	
													1	i	

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:		202	1	
Reporting Unit 1	уре:	□ Total Company □ Exchange ☑ Wire Center				Reporting Unit Na	ime:			_				
									Q3 2020 Links upda	ated 8/12/2020 (nee	d to update worksh	eet in Nov)		
D							Date filed			Date filed		Date filed (02/2022)		
	Measurement (Compile r	monthly file quarterly)		(05/17/202)		(08/13/2021)			(11/2021) 3rd Quarter					
	Jan				1st Quarter			2nd Quarter				4th Quarter		
				Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sept	Oct	Nov	Dec
nstallation Interv	al	Total # of business days												
Vin. standard = 5 b	us. davs	Total # of service orders												
-	,	Avg. # of business days												
		Total # of installation commitments												
nstallation Comm		Total # of installation commitment met												
/lin. 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	3,408	3,375	3,329	3,302	3,275	3,245			
Customer Trouble	Report													
		Total # of working lines	4.630	4,592	4,592	4.510	4,473	4,416	4,378	4.339	4,306			
	6% (6 per 100 working lines for	Total # of trouble reports	105	68	56	54	59	47	58	81	52			
ę	units w/ ≥ 3,000 lines)	% of trouble reports	2.27%	1.48%	1.22%	1.20%	1.32%	1.06%	1.32%	1.87%	1.21%			
dar		Total # of working lines	2.2770	1.4070	1.2270				1.5270	1.0770	1.2170			
an	8% (8 per 100 working lines for													
St.	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												_
. <u></u>		% of trouble reports												_
ž	10% (10 per 100 working lines	Total # of working lines												
	for units w/ \leq 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	2	1	2	2	0	1	0	1	1			
Adiusted		Total # of repair tickets restored in < 24hrs	1	1	0	0	0	0	0	1	1			
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	50.0%	100.0%	0%	0%	100%	100%	#DIV/0!	100%	100%			
/in. standard = 90		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	0:00:00	3:37:00	3:27:07			
		Avg. outage duration (hh:mm)	70:14:36	14:07:18	12:58:49	47:45:59	0:00:00	0:00:00	#DIV/0!	3:37:00	3:27:07			
		Total # of outage report tickets	/0.14.50	14.07.10	12:00:47	6	0.00.00	5.50.00	2	0	3.27.07			
Jnadjusted		Total # of repair tickets restored in < 24hrs	2	2		0	0	1	2	1	1		1	1
Out of Service Re	oort	% of repair tickets restored ≤ 24 Hours	18.2%	30.0%	0%	0%	#DIV/0!	20%	0	11.1%	33.3%			+
		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	95:27:24	518:00:32	169:20:11		1	1
		Avg. outage duration (hh:mm)	109:01:37	64:15:34	147:47:39	83:23:29	#DIV/0!	70:19:19	47:43:42	57:33:24	56:26:44		-	
Dofundo		Number of customers who received refunds	109.01:37	04.15.54	14/.4/.39	03.23:29	#DIV/0!	/0.19:19	47.45:42	57.55:24	50.20:44		+	+
		Number of customers who received retunds Monthly amount of refunds	0	\$ (431.08)	s (71.25)				\$ (279.52)	\$ (317.58)	\$ (39.41)			
Answer Time (Trouble Reports, Billing & Non-Billing)		Monthly amount of refunds		\$ (431.08)	s (/1.25)				\$ (279.52)	\$ (317.58)	\$ (39.41)			
Min. standard = 80% of calls < 60 seconds to real live agent (w/a menu option to reach live agent).		Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a mer	iu option to reach live agent).	Total # of call seconds to reach live agent												
9		% <u><</u> 60 seconds	*NOTE: Answ	er Time is not available at	switch level	*NOTE: Answ	er 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 T	уре:	□ Total Company □ Exchange ☑ Wire Center			Reporting Unit Name: Roseville - 78G											
									Q3 2020 Links	s updated 8/12	/2020 (need to	update wo	rksheet in Nr	ov)		
				Date filed		Date filed				Date filed						
Measurement (Compile monthly, file quarterly)			(05/17/202) 1st Quarter			(08/13/2021) 2nd Quarter			(11/2021) 3rd Quarter							
												4th Quarter				
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
Installation Interva	al	Total # of business days											<u> </u>	┢────		
Min. standard = 5 b	ous, davs	Total # of service orders														
	,	Avg. # of business days														
		Total # of installation commitments														
Installation Commi		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	7,711	7,660	7,660	7,553	7,507	7,438	7,363	7,308	7,259					
Customer Trouble	Report															
	6% (6 per 100 working lines for	Total # of working lines	12,139	12,066	12,066	11,882	11,821	11,706	11,589	11,489	11,427					
i	units w/ \geq 3,000 lines)	Total # of trouble reports	193	149		173	226	233	156	196	132					
2		% of trouble reports	1.59%	1.23%	1.38%	1.46%	1.91%	1.99%	1.35%	1.71%	1.16%					
ndar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines														
20		Total # of trouble reports											1	-		
ν. Σ		% of trouble reports											1	-		
Min.		Total # of working lines											-	1		
_	10% (10 per 100 working lines	Total # of trouble reports												<u> </u>		
	for units w/ ≤ 1,000 lines)	% of trouble reports											+			
		Total # of outage report tickets	2	2	2	0	1	0	1	2	1		<u> </u>	<u> </u>		
Adjusted		Total # of repair tickets restored in < 24hrs	1	1	1	0	1	1	1	2	1		<u> </u>	<u> </u>		
Out of Service Rep	nort	% of repair tickets restored ≤ 24 Hours	50%	50%	50%	#DIV/0!	0%	#DIV/0!	0%	0%	100%		<u> </u>			
Min. standard = 90		Sum of the duration of all outages (hh:mm)	66:46:12	117:29:53	134:32:27	#D1V/0: 0:00:00	36:05:42	0:00:00	29:36:51	153:47:26	14:05:55		<u> </u>	<u> </u>		
Wint. Standard - 50	70 Within 24 113	Avg. outage duration (hh:mm)	33:23:06	58:44:56	67:16:14	#DIV/0!	36:05:42	#DIV/0!	29:36:51	76:53:43	14:05:55		+			
		Total # of outage report tickets	16		6	#D1 1/0:	50.05.42	#15	13		14.05.55			<u> </u>		
Unadjusted		Total # of repair tickets restored in < 24hrs	10	7	0	5	5	13	13	24	8		<u> </u>	ł		
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	18.8%	11 1%	33.3%	0%	3 45%	7%	0.0%	20.8%	0.0%		<u> </u>	ł		
out of bervice rice	port	Sum of the duration of all outages (hh:mm)	1439:48:16	1445:18:44		267:20:41	451:57:10	306:45:52	307:27:37	1075:19:30	306:42:02			<u> </u>		
		Avg. outage duration (hh:mm)	89:59:16	160:35:25	97:37:39	89:06:54	41:05:12	20:27:03	23:39:03	44:48:19	38:20:15		<u> </u>	<u> </u>		
Refunds		Number of customers who received refunds	69.39.10	100.33.23	37.37.39	89.00.04	41.05.12	20.27.03	23.39.03	44.40.19	58.20.15		<u> </u>	<u> </u>		
		Monthly amount of refunds	\$ (106.83)	\$ (26.05)	\$ (48.21)				\$ (206.08)	\$ (317.58)	\$ (824.94)		+	┝───		
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).			φ (100.85)	φ (20.05)	φ (40.21)				φ (200.08)	\$ (317.38)	φ (024.94)		+	<u> </u>		
		Total # of calls for TR, Billing & Non-Billing		1	1					1	1		J	<u>ــــــــــــــــــــــــــــــــــــ</u>		
		Total # of call seconds to reach live agent	-									*NOTE: A	nswer Time is n	ot available et		
		%< 60 seconds	*NOTE: Ans	wer Time is not available	e at switch level	*NOTE: Ansy	ver Time is not available	at switch level	*NOTE: Answer	Time is not availa	NOTE: A	switch level	si avanabie at			
		<u>// </u>	NOTE. Alls	wer i nice is not available	at switch ie vel	NOTE. Allsv	ver Thire is not available	at switch level	NOTE. Allswei	This is not availa	iore at switch level		awnell level	T		
			1	I	1											

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