

**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 (05/17/2021)			Date filed (08/13/2021)			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												
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	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16,769	16,658	16,658	16,391	16,294	16,122	15,967	15,828	15,733		
		Total # of trouble reports	298	217	223	227	285	280	214	277	184		
		% of trouble reports	1.78%	1.30%	1.34%	1.38%	1.75%	1.74%	1.34%	1.75%	1.17%		
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	1	3	2			
	Total # of repair tickets restored in ≤ 24hrs	2	2	1	0	0	1	0	1	2			
	% of repair tickets restored ≤ 24 Hours	50%	67%	25%	0%	0%	100%	0%	33%	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	29:36:51	157:24:26	17:33:02			
	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				
Unadjusted Out of Service Report	Total # of outage report tickets	27	19	8	9	11	20	15	33	11			
	Total # of repair tickets restored in ≤ 24hrs	5	4	2	0	5	2	0	6	1			
	% 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			
	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)			
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	11,444	10,676	10,667			
	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%			

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: 2021

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 (05/17/2021) 1st Quarter			Date filed (08/13/2021) 2nd Quarter			Date filed (11/2021) 3rd Quarter			Date filed (02/2022) 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	3,302	3,275	3,245				
Customer Trouble Report	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	4,378	4,339	4,306			
		Total # of trouble reports	105	68	56	54	59	47	58	81	52			
		% of trouble reports	2.27%	1.48%	1.22%	1.20%	1.32%	1.06%	1.32%	1.87%	1.21%			
	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	0	1	1				
	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	0	0	0	1	1				
	% of repair tickets restored ≤ 24 Hours	50.0%	100.0%	0%	0%	100%	100%	#DIV/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	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				
Unadjusted Out of Service Report	Total # of outage report tickets	11	10	2	6	0	5	2	9	3				
	Total # of repair tickets restored in < 24hrs	2	3	0	0	0	1	0	1	1				
	% of repair tickets restored ≤ 24 Hours	18.2%	30.0%	0%	0%	#DIV/0!	20%	0.0%	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				
	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				
Refunds	Number of customers who received refunds	0	2	3				3	2	3				
	Monthly amount of refunds		\$ (431.08)	\$ (71.25)				\$ (279.52)	\$ (317.58)	\$ (39.41)				
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
Reporting Unit Type: Total Company Exchange Wire Center

U#: U-1015-C
Reporting Unit Name: Roseville - 78G

Report Year: 2021

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

Measurement (Compile monthly, file quarterly)		Date filed (05/17/2021) 1st Quarter			Date filed (08/13/2021) 2nd Quarter			Date filed (11/2021) 3rd Quarter			Date filed (02/2022) 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	7,363	7,308	7,259				
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	11,589	11,489	11,427			
		Total # of trouble reports	193	149	167	173	226	233	156	196	132			
		% of trouble reports	1.59%	1.23%	1.38%	1.46%	1.91%	1.99%	1.35%	1.71%	1.16%			
	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	1	2	1				
	Total # of repair tickets restored in ≤ 24hrs	1	1	1	0	0	1	0	0	1				
	% of repair tickets restored ≤ 24 Hours	50%	50%	50%	#DIV/0!	0%	#DIV/0!	0%	0%	100%				
	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	29:36:51	153:47:26	14:05:55				
	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	9	6	3	11	15	13	24	8				
Unadjusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	3	1	2	0	5	1	0	5	0				
	% of repair tickets restored ≤ 24 Hours	18.8%	11.1%	33.3%	0%	45%	7%	0.0%	20.8%	0.0%				
	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	307:27:37	1075:19:30	306:42:02				
	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				
	Number of customers who received refunds	4	3	2				3	2	5				
	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).	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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