

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

Company Name:

Consolidated Communications

U#:

U-1015-C

Report Year:

2025

Reporting Unit Type:

☒ Total Company    ☐ Exchange    ☐ Wire Center

Reporting Unit Name:

Total Company - Consolidated Communications

| Measurement (Compile monthly, file quarterly)  |  | Date filed<br>(05/2025)                        |           |          | Date filed<br>(08/2025) |         |         | Date filed  |         |         | Date filed<br>(02/2026) |         |         |
|--|--|--|-----------|----------|-------------------------|---------|---------|-------------|---------|---------|-------------------------|---------|---------|
|  |  | 1st Quarter                                    |           |          | 2nd Quarter             |         |         | 3rd Quarter |         |         | 4th Quarter             |         |         |
|  |  | Jan  | Feb       | Mar      | Apr                     | May     | Jun     | Jul         | Aug     | Sept    | Oct                     | Nov     | Dec     |
| Installation Interval<br>Min. standard = 5 bus. days   | Total # of business days   |  |           |          |                         |         |         |             |         |         |                         |         |         |
|  | Total # of service orders  |  |           |          |                         |         |         |             |         |         |                         |         |         |
|  | Avg. # of business days  |  |           |          |                         |         |         |             |         |         |                         |         |         |
| Installation Commitment<br>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            | 6,035     | 6,873    | 6,542                   | 0       | 0       | 0           | 0       | 0       | -                       | -       | -       |
| Customer Trouble Report  |  |  |           |          |                         |         |         |             |         |         |                         |         |         |
| Min. Standard  | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)                | Total # of working lines                       | 10,653    | 10,495   | 10,051                  | 0       | 0       | 0           | 0       | 0       | -                       | -       | -       |
|  |  | Total # of trouble reports                     | 81        | 103      | 96                      | 0       | 0       | 0           | 0       | 0       | -                       | -       | -       |
|  |  | % of trouble reports                           | 0.76%     | 0.98%    | 0.96%                   | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!                 | #DIV/0! | #DIV/0! |
|  | 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<br>Out of Service Report<br>Min. standard = 90% within 24 hrs | Total # of outage report tickets               | 0         | 0        | 0                       | 0       | 0       | 0           | 0       | 0       | -                       | -       | -       |
|  |  | Total # of repair tickets restored in ≤ 24hrs  | 0         | 0        | 0                       | 0       | 0       | 0           | 0       | 0       | -                       | -       | -       |
|  |  | % of repair tickets restored ≤ 24 Hours        | #DIV/0!   | #DIV/0!  | #DIV/0!                 | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!                 | #DIV/0! | #DIV/0! |
| Unadjusted<br>Out of Service Report  | Sum of the duration of all outages (hh:mm)                             | Avg. outage duration (hh:mm)                   | 0:00:00   | 0:00:00  | 0:00:00                 | 0:00:00 |         | 0:00:00     | 0:00:00 | 0:00:00 | 0:00:00                 | 0:00:00 | 0:00:00 |
|  |  |  | #DIV/0!   | #DIV/0!  | #DIV/0!                 | #DIV/0! |         | #DIV/0!     | #DIV/0! |         | #DIV/0!                 | #DIV/0! | #DIV/0! |
|  |  | Total # of outage report tickets               | 4         | 1        | 1                       | 0       | 0       | 0           | 0       | 0       | -                       | -       | -       |
|  | % of repair tickets restored ≤ 24 Hours                                | Total # of repair tickets restored in ≤ 24hrs  | 0         | 0        | 0                       | 0       | 0       | 0           | 0       | 0       | -                       | -       | -       |
|  |  |  | 0.0%      | 0.0%     | 0.0%                    | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!                 | #DIV/0! | #DIV/0! |
|  |  | Sum of the duration of all outages (hh:mm)     | 237:33:09 | 26:26:07 | 138:12:30               | 0:00:00 | 0:00:00 | 0:00:00     | 0:00:00 | 0:00:00 | 0:00:00                 | 0:00:00 | 0:00:00 |
| Refunds  | Avg. outage duration (hh:mm)   |  | 59:23:17  | 26:26:07 | 138:12:30               | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!                 | #DIV/0! | #DIV/0! |
|  |  | Number of customers who received refunds       | 0         | 0        | 0                       | 0       | 0       | 0           | 0       | 0       | -                       | -       | -       |
| Answer Time (Trouble Reports, Billing & Non-Billing)<br>Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent). | Monthly amount of refunds  |  | 0         | 0        | 0                       | 0       | 0       | 0           | \$ -    | \$ -    | \$ -                    | -       | -       |
|  |  |  |           |          |                         |         |         |             |         |         |                         |         |         |
|  |  | Total # of calls for TR, Billing & Non-Billing | 3,554     | 3,039    | 2,873                   |         |         |             |         |         |                         |         |         |
|  |  | Total # of call seconds to reach live agent    | 518,709   | 468,721  | 693,377                 |         |         |             |         |         |                         |         |         |
|  |  | %≤ 60 seconds                                  | 60.3%     | 54.5%    | 36.2%                   |         |         |             |         |         |                         |         |         |

Primary Utility Contact Information

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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)