

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

Company Name: PAETEC Communications, LLC

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

U#: 6097-C Report Year: 2024

Reporting Unit Name: PAETEC Communications, LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			DATE Filed (08/15/25)			DATE Filed (11/15/25)			DATE Filed (02/15/26)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A									
	Total # of service orders	N/A	N/A	N/A									
	Avg. # of business days	N/A	N/A	N/A									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A									
	Total # of installation commitment met	N/A	N/A	N/A									
	Total # of installation commitment missed	N/A	N/A	N/A									
	% of commitment met	N/A	N/A	N/A									
Customers		Acct # for voice or bundle, res+bus	903	925	939								
Min. Standard	Customer Trouble Report												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,489	1,529	1,553								
		Total # of trouble reports											
		% of trouble reports	0.00%	0.00%	0.00%								
	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		-	-	-								
	Total # of repair tickets restored in < 24hrs		-	-	-								
	% of repair tickets restored ≤ 24 Hours		100%	100%	100%								
	Sum of the duration of all outages (hh:mm)		0.00	0.00	0.00								
	Avg. outage duration (hh:mm)		0.00	-	-								
Unadjusted Out of Service Report	Indicate if catastrophic event is in month		0	0	0								
	Total # of unadjusted outage report tickets		0	0	0								
	Total # of all repair tickets restored in ≤ 24hrs		0	0	0								
	% of all repair tickets restored ≤ 24 Hours		100%	100%	100%								
	Sum of the duration of all outages (hh:mm)		0	0	0								
Refunds	Avg. unadjusted outage duration (hh:mm)		0	0	0								
	Number of customers who received refunds		-	-	-								
	Monthly amount of refunds		-	-	-								
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)		Q											
		Total # of calls for TR, Billing & Non-Billing	Note 1	Note 1	Note 1								
		Total # of call seconds to reach live agent	Note 1	Note 1	Note 1								
		% ≤ 60 seconds	Note 1	Note 1	Note 1								

Note 1: The "Answer Time" information is not included in the data since we have fewer than 5,000 customers and we are not a COLR.

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)

(End of Attachment C)