

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 (05/2025)			Date filed (08/2025)			Date filed			Date filed (02/2026)		
			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	6,035	5,925	5,590	5,171	5,348	5,209					
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9,189	9,019	8,577	7,765	8,157	7,920						
		Total # of trouble reports	81	103	96	131	91	124						
		% of trouble reports	0.88%	1.14%	1.12%	1.69%	1.12%	1.57%						
	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	0	0	0	0	0	0					
			Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0					
			% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!					
Sum of the duration of all outages (hh:mm)			0:00:00	0:00:00	0:00:00	0:00:00		0:00:00						
Avg. outage duration (hh:mm)			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!						
Unadjusted Out of Service Report		Total # of outage report tickets	4	1	1	3	3	2						
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%						
		Sum of the duration of all outages (hh:mm)	237:33:09	26:26:07	138:12:30	2207:19:06	825:31:15	752:30:05						
		Avg. outage duration (hh:mm)	59:23:17	26:26:07	138:12:30	735:46:22	275:10:25	376:15:02						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
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	3,554	3,039	2,873	2,167	1,914	2,233					
			Total # of call seconds to reach live agent	518,709	468,721	693,377	744,752	856,991	768,709					
			%≤ 60 seconds	60.3%	54.5%	36.2%	39.4%	43.6%	43.9%					

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)