

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

Company Name:PAETEC Communications, LLC

U#:6097-C

Report Year:2025

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

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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Total # of installation commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Customers	Acct # for voice or bundle, res+bus	903	925	939	955	952	949						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,489	1,529	1,553	1,598	1,609	1,606					
		Total # of trouble reports											
		% of trouble reports	0.00%	0.00%	0.00%	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%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00						
	Avg. outage duration (hh:mm)	0.00	-	-	0	0	0						
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	0	0	0	0	0	0						
	Total # of unadjusted outage report tickets	0	0	0	0	0	0						
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0	0	0	0.00	0.00	0.00						
Refunds	Avg. unadjusted outage duration (hh:mm)	0	0	0	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	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1
	Total # of call seconds to reach live agent	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1
	% ≤ 60 seconds	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	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)