

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2026

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/2026) 1st Quarter			Date filed (08/2026) 2nd Quarter			Date filed (11/2026) 3rd Quarter			Date filed (02/2027) 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 business days			Total # of business days			Total # of business days	
		Total # of service orders			Total # of service orders			Total # of service orders			Total # of service orders			
		Avg. # of business days			Avg. # of business days			Avg. # of business days			Avg. # of business days			
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments			Total # of installation commitments			Total # of installation commitments			Total # of installation commitments			
		Total # of installation commitment met			Total # of installation commitment met			Total # of installation commitment met			Total # of installation commitment met			
		Total # of installation commitment missed			Total # of installation commitment missed			Total # of installation commitment missed			Total # of installation commitment missed			
		% of commitment met			% of commitment met			% of commitment met			% of commitment met			
Customers		Acct # for voice or bundle, res+bus			Acct # for voice or bundle, res+bus			Acct # for voice or bundle, res+bus			Acct # for voice or bundle, res+bus			
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines		7,008	6,680	6,527	0	0	0	0	0	0	0	
		Total # of trouble reports		18	29	23	0	0	0	0	0	0	0	0
		% of trouble reports		0.26%	0.43%	0.35%	#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 Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets		0	0	0	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs		0	0	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!	
		Sum of the duration of all outages (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	
		Avg. outage duration (hh:mm)		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Unadjusted Out of Service Report		Total # of outage report tickets		5	2	0	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs		0	0	0	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours		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)		348:50:29	235:30:44	506:40:53	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
		Avg. outage duration (hh:mm)		69:46:06	117:45:22	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds		Number of customers who received refunds		0	0	0	0	0	0	0	0	0	0	
		Monthly amount of refunds		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		1,309	1,422	1,555								
		Total # of call seconds to reach live agent		66,958	74,789	91,556								
		% ≤ 60 seconds		80.8%	76.2%	85.4%								

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)