

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year:

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			(11/2020) 3rd Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days Total # of service orders Avg. # of business days							
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met									
<b>Customers</b>		Acct # for voice or bundle, res+bus	14,237	12,506	12,369	13,751	13,570	14,512	11,893	11,803	11,698
<b>Customer Trouble Report</b>											
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	21,002	18,601	18,422	20,283	20,003	22,043	17,742	17,639	17,481
		Total # of trouble reports	240	158	232	244	290	180	268	261	287
		% of trouble reports	1.14%	0.85%	1.26%	1.20%	1.45%	0.82%	1.51%	1.48%	1.64%
	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									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)									
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)									
<b>Refunds</b>		Number of customers who received refunds Monthly amount of refunds									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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 Total # of call seconds to reach live agent % ≤ 60 seconds									

**Primary Utility Contact Information**

Name: Julie Poon

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Email: julie.poon@consolidated.com

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)

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: \_\_\_\_\_

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Citrus Heights - 72G

Q3 2020 Links updated 8/12/2020 (need to update worksheet in Nov)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/2020)			
		1st Quarter			2nd Quarter			3rd Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days										
	Total # of service orders										
	Avg. # of business days										
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments										
	Total # of installation commitment met										
	Total # of installation commitment missed										
<b>Customers</b>	Acct # for voice or bundle, res+bus	4,573	3,938	3,888	3,840	3,805	3,779	3,734	3,697	3,659	
<b>Customer Trouble Report</b>											
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	5,946	5,175	5,116	5,056	5,013	4,982	4,921	4,881	4,832
		Total # of trouble reports	109	53	60	60	81	58	59	71	89
		% of trouble reports	1.83%	1.02%	1.17%	1.19%	1.62%	1.16%	1.20%	1.45%	1.84%
	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									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	1	2	2	3	4	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	#DIV/0!	100%	0%	100%	100%	0%	0%	100%	
	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	12:52:40	0:00:00	28:02:55	0:00:00	0:00:00	46:06:15	0:00:00	
	Avg. outage duration (hh:mm)	#DIV/0!	0:00:00	12:52:40	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	16	3	4	8	7	3	4	5	8	
	Total # of repair tickets restored in ≤ 24hrs	6	5	2	2	1	0	1	1	2	
	% of repair tickets restored ≤ 24 Hours	37.5%	166.7%	50%	25%	14%	0%	25%	20%	25%	
	Sum of the duration of all outages (hh:mm)	608:10:48	385:51:10	227:02:43	437:20:49	770:37:15	175:51:23	314:23:17	1284:21:14	572:05:40	
	Avg. outage duration (hh:mm)	38:00:40	128:37:03	56:45:41	54:40:06	110:05:19	58:37:08	78:35:49	256:52:15	71:30:42	
<b>Refunds</b>	Number of customers who received refunds	4	1	0				0	0	0	
	Monthly amount of refunds	\$ (48.68)	\$ (26.28)	\$ -				\$ -	\$ -	\$ -	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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										
	Total # of call seconds to reach live agent										
	% ≤ 60 seconds										
		*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level			

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year:

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Roseville - 78G

Q3 2020 Links updated 8/12/2020 (need to update worksheet in Nov)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/2020) 3rd Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days							
		Total # of service orders									
		Avg. # of business days									
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments									
		Total # of installation commitment met									
		Total # of installation commitment missed									
		% of commitment met									
<b>Customers</b>		Acct # for voice or bundle, res+bus	9,664	8,567	8,481	8,396	8,396	8,396	8,396	8,396	
<b>Customer Trouble Report</b>											
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15,056	13,426	13,305	13,173	13,074	13,074	13,173	13,173	
		Total # of trouble reports	131	105	172	184	209	122	209	190	
		% of trouble reports	0.87%	0.78%	1.29%	1.40%	1.60%	0.93%	1.59%	1.44%	
	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									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	0	0	0	0	3	0	0	2	
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	3	0	0	2	
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	
		Sum of the duration of all outages (hh:mm)	0:00:00					0:00:00		32:51:57	
		Avg. outage duration (hh:mm)	#DIV/0!					#DIV/0!		16:25:58	
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	5	1	8	2	12	10	10	15	
		Total # of repair tickets restored in ≤ 24hrs	4	3	4	2	5	2	1	2	
		% of repair tickets restored ≤ 24 Hours	80.0%	300.0%	50.0%	100%	42%	20%	10.0%	33.3%	
		Sum of the duration of all outages (hh:mm)	129:40:25	1170:34:00	385:45:38	211:24:10	454:07:19	680:45:31	892:21:16	1047:11:23	
		Avg. outage duration (hh:mm)	25:56:05	1170:34:00	48:13:12	105:42:05	37:50:37	68:04:33	89:14:08	104:43:08	
<b>Refunds</b>		Number of customers who received refunds	0	0	0	0		0	0	0	
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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									
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