

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2016

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (02/17/2017) Rev- 03/03/1 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
		<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						14,519			14,359				
<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		19,108	19,195	21,499	18,839	18,675	18,465	18,291	18,234	18,039	17,989	17,765	17,634
		Total # of trouble reports		171	96	110	82	85	104	183	174	178	250	198	246
		% of trouble reports		0.89%	0.50%	0.51%	0.44%	0.46%	0.56%	1.00%	0.95%	0.99%	1.39%	1.11%	1.40%
	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		26	4	9	5	3	6	5	2	7	8	6	13
		Total # of repair tickets restored in ≤ 24hrs		24	4	5	4	2	5	5	2	6	7	6	12
		% of repair tickets restored ≤ 24 Hours		92%	100%	56%	80%	67%	83%	100%	100%	86%	88%	100%	92%
		Sum of the duration of all outages (hh:mm)		386:52	46:14	225:16	68:52	83:15	75:17	64:38	31:40	112:25	166:40	65:49	149:23
		Avg. outage duration (hh:mm)		14:50	11:34	25:02	13:46	27:45	12:33	12:56	15:50	16:04	20:50	10:58	11:29
		Indicate if catastrophic event is in month								No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets								28	23	29	57	38	62
		Total # of repair tickets restored in ≤ 24hrs								17	17	23	31	20	31
		% of repair tickets restored ≤ 24 Hours								61%	74%	79%	54%	53%	50%
		Sum of the duration of all outages (hh:mm)								884:32	686:30	543:02	1536:27	814:13	1586:15
		Avg. outage duration (hh:mm)								31:35	29:51	18:44	26:57	21:26	25:35
<b>Refunds</b>		Number of customers who received refunds								0	3	3	3	1	3
		Monthly amount of refunds								\$ -	\$ (105.26)	\$ (152.69)	\$ (70.00)	\$ (36.18)	\$ (46.05)
<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		23,807	18,501	18,741	17,104	17,287	18,094	21,640	24,131	23,842	22,177	20,524	23,944
		Total # of call seconds to reach live agent		4,303,203	1,344,709	460,864	593,147	959,156	1,034,383	2,040,465	2,789,294	3,958,891	1,249,510	7,491,307	4,717,630
		% ≤ 60 seconds		56.30%	76.47%	88.98%	84.17%	76.90%	74.25%	64.14%	67.89%	61.61%	74.97%	73.75%	53.98%

**Primary Utility Contact Information**

Name: Nita Brashear

Phone: (936) 637-4277

Email: Nita.Brashear@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: 09/15/16 (Added new rows to reflect requirements of G.O. 133-D)  
 Date Revised: 03/03/16 (Added row for Catastrophic Event to Adjusted OOS)

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2016

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Citrus Heights - 72G

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (02/17/2017) Rev- 03/03/1 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
		<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						5,355			5,286				
<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		6,463	6,472	7,343	6,334	6,271	6,181	6,124	6,076	6,001	5,964	5,909	5,860
		Total # of trouble reports		56	30	29	34	29	32	54	55	59	87	87	106
		% of trouble reports		0.87%	0.46%	0.39%	0.54%	0.46%	0.52%	0.88%	0.91%	0.98%	1.46%	1.47%	1.81%
	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		9	3	2	2	1	3	2	1	4	3	3	5
		Total # of repair tickets restored in ≤ 24hrs		8	3	2	2	0	2	2	1	3	3	3	5
		% of repair tickets restored ≤ 24 Hours		89%	100%	100%	100%	1%	67%	100%	100%	75%	100.0%	100.0%	100.0%
		Sum of the duration of all outages (hh:mm)		145:38	28:08	23:00	1:54	51:16	62:08	27:04	14:43	80:29	50:01	42:45	44:47
		Avg. outage duration (hh:mm)		16:11	9:22	11:26	00:57	51:16	20:43	13:32	14:43	20:07	16:40	14:15	8:57
		Indicate if catastrophic event is in month									No	No	No	No	No
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets								13	9	12	19	16	27
		Total # of repair tickets restored in ≤ 24hrs								7	7	10	7	6	12
		% of repair tickets restored ≤ 24 Hours								54%	78%	83%	37%	38%	44%
		Sum of the duration of all outages (hh:mm)								488:17	241:18	230:51	736:45	391:14	762:23
		Avg. outage duration (hh:mm)								37:34	26:49	19:14	38:47	24:27	28:14
<b>Refunds</b>		Number of customers who received refunds								0	0	2	0	0	1
		Monthly amount of refunds								\$ -	\$ -	\$ (147.64)	\$ -	\$ -	\$ (18.78)
<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		*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			*NOTE: Answer Time is not available at switch level		
		Total # of call seconds to reach live agent		*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			*NOTE: Answer Time is not available at switch level		
		% ≤ 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			*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: 2016

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Roseville - 78G

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (02/17/2017) Rev- 03/03/1 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
		<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						9,164			9,073				
<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		12,645	12,722	14,156	12,505	12,404	12,284	12,167	12,158	12,038	12,025	11,856	11,774
		Total # of trouble reports		115	66	81	48	56	72	129	119	119	163	111	140
		% of trouble reports		0.91%	0.52%	0.57%	0.38%	0.45%	0.59%	1.06%	0.98%	0.99%	1.36%	0.94%	1.19%
	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		17	1	7	3	2	3	3	1	3	5	3	8
		Total # of repair tickets restored in ≤ 24hrs		16	1	3	2	2	3	3	1	3	4	3	7
		% of repair tickets restored ≤ 24 Hours		94%	100%	43%	67%	100%	100%	100%	100%	100%	80%	100%	88%
		Sum of the duration of all outages (hh:mm)		240:13	18:06	202:23	66:58	31:59	13:09	37:34	16:56	31:56	116:40	23:04	104:36
		Avg. outage duration (hh:mm)		14:08	18:06	29:00	22:19	16:00	4:23	12:31	16:56	10:39	23:20	7:41	13:05
		Indicate if catastrophic event is in month									No	No	No	No	No
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets								15	14	17	38	22	35
		Total # of repair tickets restored in ≤ 24hrs								10	10	13	24	14	19
		% of repair tickets restored ≤ 24 Hours								67%	71%	76%	63%	64%	54%
		Sum of the duration of all outages (hh:mm)								396:15	445:12	312:11	799:41	422:59	823:53
		Avg. outage duration (hh:mm)								26:25	31:48	18:22	21:03	19:14	23:32
<b>Refunds</b>		Number of customers who received refunds								0	3	1	3	1	2
		Monthly amount of refunds								\$ -	\$ (155.26)	\$ (5.05)	\$ (70.00)	\$ (36.18)	\$ (27.27)
<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		*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			*NOTE: Answer Time is not available at switch level		
		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			*NOTE: Answer Time is not available at switch level		

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