

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2022) 1st Quarter			Date filed (08/20/2022) 2nd Quarter			Date filed (11/01/2022) 3rd Quarter			Date filed (02/20/2023) 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		10,116	10,071	9,882	9,732	9,663	9,544	8,048	7,754	7,716	7,292	7,261	7,201	sum 72G and 78G
Customer Trouble Report		Total # of working lines		15,220	15,195	14,893	14,652	14,566	14,410	11,102	10,707	10,640	10,087	10,035	9,998	sum 72G and 78G
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports		244	162	127	201	167	215	164	173	200	39	37	80	
		% of trouble reports		1.60%	1.07%	0.85%	1.37%	1.15%	1.49%	1.48%	1.62%	1.88%	0.39%	0.37%	0.80%	
	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		Total # of outage report tickets		1	1	0	2	1	1	0	0	1	1	2	-	
Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in < 24hrs		1	0	0	0	0	1	0	0	1	1	2	-	
		% of repair tickets restored ≤ 24 Hours		100%	0%	#DIV/0!	0%	0%	100%	#DIV/0!	#DIV/0!	100%	100%	100%	#DIV/0!	
		Sum of the duration of all outages (hh:mm)		14:54:31	74:21:37	0:00:00	0:00:00	25:34:18	20:59:26	0:00:00	0:00:00	17:18:13	34:59:20	26:19:43	0:00:00	
		Avg. outage duration (hh:mm)		14:54:31	74:21:37	#DIV/0!	0:00:00	25:34:18	20:59:26	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Unadjusted		Total # of outage report tickets		15	5	6	14	12	11	4	15	10	9	21	39	
Out of Service Report		Total # of repair tickets restored in < 24hrs		3	0	5	8	6	5	1	1	6	3	4	5	
		% of repair tickets restored ≤ 24 Hours		20.0%	0.0%	83.3%	57.1%	50.0%	45.5%	25.0%	6.7%	60.0%	33.3%	19.0%	12.8%	
		Sum of the duration of all outages (hh:mm)		870:27:55	537:05:33	256:39:20	331:31:07	299:13:29	354:14:21	324:28:05	615:08:17	530:21:31	946:27:53	357:06:50	2046:57:09	
		Avg. outage duration (hh:mm)		58:01:52	107:25:07	42:46:33	23:40:48	24:56:07	32:12:13	81:07:01	41:00:33	53:02:09	105:09:46	17:00:20	52:29:09	
Refunds		Number of customers who received refunds		1	1	1	0	5	0	0	2	5	-	-	4	sum 72G and 78G
		Monthly amount of refunds		-50	-20	-120	0	-106	0	\$ -	\$ (18.14)	\$ (446.00)	-	-	55.26	sum 72G and 78G
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		10,130	8,232	8,707	8,683	8,189	8,325	8,218	9,430	9,101	8,329	7,738	8,618	WIIQPDGT06
		Total # of call seconds to reach live agent		944,061	550,224	407,695	359,239	519,360	396,745	1,415,489	908,564	3,483,076	708,861	990,783	1,502,922	WIIQPDGT06
		% ≤ 60 seconds		69.6%	77.6%	83.6%	83.5%	78.3%	80.3%	56.6%	63.9%	56.9%	70.92%	64.94%	53.25%	WIIQPDGT06

Primary Utility Contact Information

Name: Julie Poon

Phone: 916-786-1034

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)

Updated Q4 2022
Updated Q4 2022
Updated Q4 2022