

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name:

Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/2023)						Date filed (08/2023)						Date filed (01/2024)			
		1st Quarter			2nd Quarter			3rd Quarter			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	8,669	8,558	8,456	8,308	8,156	8,050	8,048	7,754	7,716	7,292	7,261	7,201				sum 72G and 78G
Customer Trouble Report																	
Min. Standard	Total # of working lines	13,054	12,903	12,758	12,520	12,278	12,111	11,102	10,707	10,640	10,087	10,035	9,998				sum 72G and 78G
	Total # of trouble reports	134	94	88	191	155	199	0	0	4							
	% of trouble reports	1.03%	0.73%	0.69%	1.53%	1.26%	1.64%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%				
	Total # of working lines																
	Total # of trouble reports																
	% of trouble reports																
Adjusted	Total # of outage report tickets	9	1	0	7	2	1	0	0	0	-	-	-				
Out of Service Report Min. standard = 90% within 24 hrs	Total # of repair tickets restored in < 24hrs	1	0	0	0	1	1	0	0	0	-	-	-				
	% of repair tickets restored ≤ 24 Hours	11%	0%	#DIV/0!	0%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!				
	Sum of the duration of all outages (hh:mm)	815:29:29	83:20:46	0:00:00	173:09:16	21:30:41	21:30:41	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00				
	Avg. outage duration (hh:mm)	90:36:37	83:20:46	#DIV/0!	24:44:11	21:30:41	21:30:41	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!				
Unadjusted	Total # of outage report tickets	44	19	6	23	18	26	0	0	#N/A	-	#N/A	#N/A				
Out of Service Report	Total # of repair tickets restored in < 24hrs	1	5	5	2	3	1	0	0	0	-	-	-				
	% of repair tickets restored ≤ 24 Hours	2.3%	26.3%	83.3%	8.7%	16.7%	3.8%	#DIV/0!	#DIV/0!	#N/A	#DIV/0!	#N/A	#N/A				
	Sum of the duration of all outages (hh:mm)	3146:46:17	1322:06:32	256:39:20	857:58:14	662:28:25	587:19:49	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00				
	Avg. outage duration (hh:mm)	71:31:03	69:35:05	42:46:33	37:18:11	36:48:15	22:35:23	#DIV/0!	#DIV/0!	#N/A	#DIV/0!	#N/A	#N/A				
Refunds	Number of customers who received refunds	0	0	0	2	3	2	0	0	0	-	-	-				sum 72G and 78G
	Monthly amount of refunds	0	0	0	65	57	110	\$ -	\$ -	\$ -	-	-	-				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	16,298	13,731	15,024	7,297	7,288	22,339										WIIOPDGT06 Updated Q1 2022
	Total # of call seconds to reach live agent	3,380,555	2,133,824	1,279,167	1,259,634	590,212	2,945,870										WIIOPDGT06 Updated Q1 2022
	% ≤ 60 seconds	81.3%	60.9%	71.8%	73.4%	76.4%	68.8%										WIIOPDGT06 Updated Q1 2022

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)