

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/17/2022)			Date filed (08/13/2021)			Date filed			Date filed(02/2022)			
		1st Quarter			2nd Quarter			3rd Quarter			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													
<b>Customers</b>	% of commitment met													
	Acct # for voice or bundle, res+bus	11,214	11,130	11,130	10,961	10,882	10,768	10,665	10,583	10,503	8,518	8,413	8,326	
<b>Customer Trouble Report</b>														
	Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	16,769	16,658	16,658	16,391	16,294	16,122	15,967	15,828	15,733	11,700	11,611	11,537
		Total # of trouble reports	298	217	223	227	285	280	214	277	184	262	233	224
% of trouble reports		1.78%	1.30%	1.34%	1.38%	1.75%	1.74%	1.34%	1.75%	1.17%	2.24%	2.01%	1.94%	
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	4	3	4	2	1	1	1	3	2	2	2	4	
	Total # of repair tickets restored in ≤ 24hrs	2	2	1	0	0	1	0	1	2	1	2	3	
	% of repair tickets restored ≤ 24 Hours	50%	67%	25%	0%	0%	100%	0%	33%	100%	50%	100%	75%	
<b>Unadjusted Out of Service Report</b>	Sum of the duration of all outages (hh:mm)	207:15:25	131:37:11	160:30:06	95:31:59	36:05:42	93:16:36	29:36:51	157:24:26	17:33:02	91:13:43	88:56:47	534:51:21	
	Avg. outage duration (hh:mm)	51:48:51	43:52:24	40:07:32	47:45:59	36:05:42	93:16:36	29:36:51	52:28:09		#DIV/0!	88:56:47	188:18:27	
	Total # of outage report tickets	27	19	8	9	11	20	15	33	11	32	26	33	
<b>Refunds</b>	Total # of repair tickets restored in ≤ 24hrs	5	4	2	0	5	2	0	6	1	4	7	9	
	% of repair tickets restored ≤ 24 Hours	18.5%	21.1%	25.0%	0.0%	45.5%	10.0%	0.0%	18.2%	9.1%	12.5%	26.9%	27.3%	
	Sum of the duration of all outages (hh:mm)	2639:06:00	2087:54:23	881:21:12	767:41:35	451:57:10	658:22:27	402:55:01	1593:20:02	476:02:13	1969:46:11	1545:14:08	2901:59:25	
Number of customers who received refunds	Avg. outage duration (hh:mm)	97:44:40	109:53:23	110:10:09	85:17:57	41:05:12	32:55:07	26:51:40	48:16:58	43:16:34	61:33:19	59:25:56	87:56:21	
	Monthly amount of refunds	-107	-457	-119	0	0	0	6	4	8	2	4	3	
								\$ (485.60)	\$ (635.16)	\$ (864.35)	(19.00)	(111.48)	(48.44)	
<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	16,298	13,731	15,024	12,913	11,691	13,316	11,444	10,676	10,667	9,707	9,537	9,643	
	Total # of call seconds to reach live agent	3,380,555	2,133,824	1,279,167	858,616	830,538	12,666,018	748,193	294,428	625,791	588,536	945,329	744,843	
	% ≤ 60 seconds	51.3%	60.9%	71.8%	76.7%	80.5%	75.2%	77.8%	89.7%	80.7%	79.27%	78.23%	76.44%	

**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)

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2021

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 (05/17/2021) 1st Quarter			Date filed (08/13/2021) 2nd Quarter			Date filed (11/2021) 3rd Quarter			Date filed (02/2022) 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	3,502	3,470	3,470	3,408	3,375	3,329	3,302	3,275	3,245	2,832	2,796	2,763							
<b>Customer Trouble Report</b>																				
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4,630	4,592	4,592	4,510	4,473	4,416	4,378	4,339	4,306	3,477	3,477	3,477						
		Total # of trouble reports	105	68	56	54	59	47	58	81	52	101	113	114						
		% of trouble reports	2.27%	1.48%	1.22%	1.20%	1.32%	1.06%	1.32%	1.87%	1.21%	2.90%	3.25%	3.28%						
	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																		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines																		
		Total # of trouble reports																		
		% of trouble reports																		
	Total # of outage report tickets	2	1	2	2	0	1	0	1	1	1	2	1	3						
	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	0	0	0	0	1	1	1	1	2						
	% of repair tickets restored ≤ 24 Hours	50.0%	100.0%	0%	0%	100%	100%	#DIV/0!	100%	100%	100%	50%	100%	67%						
Sum of the duration of all outages (hh:mm)	140:29:13	14:07:18	25:57:39	95:31:59	0:00:00	93:16:36	0:00:00	0:00:00	3:37:00	3:27:07	91:13:43	23:01:40	519:49:21							
Avg. outage duration (hh:mm)	70:14:36	14:07:18	12:58:49	47:45:59	0:00:00	0:00:00	#DIV/0!	0:00:00	3:37:00	3:27:07	45:36:51	23:01:40	173:16:27							
<b>Unadjusted Out of Service Report</b>																				
Total # of outage report tickets	11	10	2	6	0	5	2	9	3	13	18	18	18							
Total # of repair tickets restored in < 24hrs	2	3	0	0	0	1	0	1	1	1	1	2	6							
% of repair tickets restored ≤ 24 Hours	18.2%	30.0%	0%	0%	#DIV/0!	20%	0.0%	11.1%	33.3%	8%	11%	33%	33%							
Sum of the duration of all outages (hh:mm)	1199:17:44	642:35:39	295:35:19	500:20:54	0:00:00	351:36:35	95:27:24	518:00:32	169:20:11	1481:40:02	982:34:41	1781:15:15	1781:15:15							
Avg. outage duration (hh:mm)	109:01:37	64:15:34	147:47:39	83:23:29	#DIV/0!	70:19:19	47:43:42	57:33:24	56:26:44	113:58:28	54:35:16	98:57:31	98:57:31							
<b>Refunds</b>																				
Number of customers who received refunds	0	2	3					3	2	3	1	3	2							
Monthly amount of refunds	\$	(431.08)	\$	(71.25)				\$	(279.52)	\$	(317.58)	\$	(39.41)	\$	(10.00)	\$	(11.48)	\$	(22.00)	
<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			*NOTE: Answer Time is not available at switch level									

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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  
Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: U-1015-C  
Reporting Unit Name: Roseville - 78G

Report Year: 2021

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

Measurement (Compile monthly, file quarterly)		Date filed (05/17/2020) 1st Quarter			Date filed (08/13/2021) 2nd Quarter			Date filed (11/2021) 3rd Quarter			Date filed (02/2022) 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	7,711	7,660	7,660	7,553	7,507	7,438	7,363	7,308	7,259	5,686	5,618	5,563	
<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	12,139	12,066	12,066	11,882	11,821	11,706	11,589	11,489	11,427	8,223	8,133	8,060
		Total # of trouble reports	193	149	167	173	226	233	156	196	132	161	120	110
		% of trouble reports	1.59%	1.23%	1.38%	1.46%	1.91%	1.99%	1.35%	1.71%	1.16%	1.96%	1.48%	1.36%
	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	2	2	2	0	1	0	1	2	1	0	1	1	
	Total # of repair tickets restored in ≤ 24hrs	1	1	1	0	0	1	0	0	1	0	1	1	
	% of repair tickets restored ≤ 24 Hours	50%	50%	50%	#DIV/0!	0%	#DIV/0!	0%	0%	100%	#DIV/0!	100%	100%	
	Sum of the duration of all outages (hh:mm)	66:46:12	117:29:53	134:32:27	0:00:00	36:05:42	0:00:00	29:36:51	153:47:26	14:05:55	0:00:00	65:55:07	15:02:00	
	Avg. outage duration (hh:mm)	33:23:06	58:44:56	67:16:14	#DIV/0!	36:05:42	#DIV/0!	29:36:51	76:53:43	14:05:55	#DIV/0!	65:55:07	15:02:00	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	16	9	6	3	11	15	13	24	8	19	8	15	
	Total # of repair tickets restored in ≤ 24hrs	3	1	2	0	5	1	0	5	0	3	5	3	
	% of repair tickets restored ≤ 24 Hours	18.8%	11.1%	33.3%	0%	45%	7%	0.0%	20.8%	0.0%	16%	63%	20%	
	Sum of the duration of all outages (hh:mm)	1439:48:16	1445:18:44	585:45:53	267:20:41	451:57:10	306:45:52	307:27:37	1075:19:30	306:42:02	488:06:09	562:39:27	#####	
	Avg. outage duration (hh:mm)	89:59:16	160:35:25	97:37:39	89:06:54	41:05:12	20:27:03	23:39:03	44:48:19	38:20:15	25:41:23	70:19:56	74:42:57	
<b>Refunds</b>	Number of customers who received refunds	4	3	2		5		3	2	5	1	1	1	
	Monthly amount of refunds	\$ (106.83)	\$ (26.05)	\$ (48.21)				\$ (206.08)	\$ (317.58)	\$ (824.94)	\$ (9.00)	\$ (100.00)	\$ (26.44)	
<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			*NOTE: Answer Time is not available at switch level			

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