

**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)			Date filed (08/2022)			Date filed			Date filed (01/2023)		
		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												
Customers	Acct # for voice or bundle, res+bus	10,116	10,071	9,882	0	0	0	0	0	0	-	-	-
Customer Trouble Report	Total # of working lines	15,220	15,195	14,893	0	0	0	0	0	0	-	-	-
	Total # of trouble reports	244	162	127	0	7	0	0	0	4	-	-	-
	% of trouble reports	1.60%	1.07%	0.85%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0	0	0	0	0	0	0	-	-	-
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	0	0	0	-	-	-
	% of repair tickets restored ≤ 24 Hours	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Unadjusted Out of Service Report	Sum of the duration of all outages (hh:mm)	14:54:31	74:21:37	0:00:00	0:00:00		0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
	Avg. outage duration (hh:mm)	14:54:31	74:21:37	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Total # of outage report tickets	15	5	6	0	#N/A	0	0	0	#N/A	-	#N/A	#N/A
Refunds	Total # of repair tickets restored in ≤ 24hrs	3	0	5	0	0	0	0	0	0	-	-	-
	% of repair tickets restored ≤ 24 Hours	20.0%	0.0%	83.3%	#DIV/0!	#N/A	#DIV/0!	#DIV/0!	#DIV/0!	#N/A	#DIV/0!	#N/A	#N/A
	Sum of the duration of all outages (hh:mm)	870:27:55	537:05:33	256:39:20	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
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).	Avg. outage duration (hh:mm)	58:01:52	107:25:07	42:46:33	#DIV/0!	#N/A	#DIV/0!	#DIV/0!	#DIV/0!	#N/A	#DIV/0!	#N/A	#N/A
	Number of customers who received refunds	1	1	1	0	0	0	0	0	0	-	-	-
	Monthly amount of refunds	-50	-20	-120	0	0	0	\$ -	\$ -	\$ -	-	-	-
Refunds	Total # of calls for TR, Billing & Non-Billing	10,130	8,232	8,707									
	Total # of call seconds to reach live agent	944,061	550,224	407,695									
	% ≤ 60 seconds	69.6%	77.6%	83.6%									

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)