

**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: Total Company - Consolidated Communications

Report Year: 2022

Measurement (Compile monthly, file quarterly)	Date filed (05/10/2022)						Date filed (08/2022)						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 business days						Total # of business days			
	Total # of service orders						Total # of service orders						Total # of service orders			
	Avg. # of business days						Avg. # of business days						Avg. # of business days			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments						Total # of installation commitments						Total # of installation commitments			
	Total # of installation commitment met						Total # of installation commitment met						Total # of installation commitment met			
	Total # of installation commitment missed						Total # of installation commitment missed						Total # of installation commitment missed			
	% of commitment met						% of commitment met						% of commitment met			
Customers	Acct # for voice or bundle, res+bus						Acct # for voice or bundle, res+bus						Acct # for voice or bundle, res+bus			sum 72G and 78G
Customer Trouble Report	Total # of working lines						Total # of working lines						Total # of working lines			
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)						6% (6 per 100 working lines for units w/ ≥ 3,000 lines)						6% (6 per 100 working lines for units w/ ≥ 3,000 lines)			sum 72G and 78G
	Total # of trouble reports						Total # of trouble reports						Total # of trouble reports			
	% of trouble reports						% of trouble reports						% of trouble reports			
Min. Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)						8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)						8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)			
	Total # of working lines						Total # of working lines						Total # of working lines			
	Total # of trouble reports						Total # of trouble reports						Total # of trouble reports			
Min. Standard	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)						10% (10 per 100 working lines for units w/ ≤ 1,000 lines)						10% (10 per 100 working lines for units w/ ≤ 1,000 lines)			
	Total # of working lines						Total # of working lines						Total # of working lines			
	Total # of trouble reports						Total # of trouble reports						Total # of trouble reports			
Adjusted	Total # of outage report tickets						Total # of outage report tickets						Total # of outage report tickets			
Out of Service Report Min. standard = 90% within 24 hrs	Total # of repair tickets restored in < 24hrs						Total # of repair tickets restored in < 24hrs						Total # of repair tickets restored in < 24hrs			
	% of repair tickets restored ≤ 24 Hours						% of repair tickets restored ≤ 24 Hours						% of repair tickets restored ≤ 24 Hours			
	Sum of the duration of all outages (hh:mm)						Sum of the duration of all outages (hh:mm)						Sum of the duration of all outages (hh:mm)			
	Avg. outage duration (hh:mm)						Avg. outage duration (hh:mm)						Avg. outage duration (hh:mm)			
Unadjusted	Total # of outage report tickets						Total # of outage report tickets						Total # of outage report tickets			
Out of Service Report	Total # of repair tickets restored in < 24hrs						Total # of repair tickets restored in < 24hrs						Total # of repair tickets restored in < 24hrs			
	% of repair tickets restored ≤ 24 Hours						% of repair tickets restored ≤ 24 Hours						% of repair tickets restored ≤ 24 Hours			
	Sum of the duration of all outages (hh:mm)						Sum of the duration of all outages (hh:mm)						Sum of the duration of all outages (hh:mm)			
	Avg. outage duration (hh:mm)						Avg. outage duration (hh:mm)						Avg. outage duration (hh:mm)			
Refunds	Number of customers who received refunds						Number of customers who received refunds						Number of customers who received refunds			sum 72G and 78G
	Monthly amount of refunds						Monthly amount of refunds						Monthly amount of refunds			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						Total # of calls for TR, Billing & Non-Billing						Total # of calls for TR, Billing & Non-Billing			WIIOPDGT06
	Total # of call seconds to reach live agent						Total # of call seconds to reach live agent						Total # of call seconds to reach live agent			WIIOPDGT06
	% ≤ 60 seconds						% ≤ 60 seconds						% ≤ 60 seconds			WIIOPDGT06

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 Q1 2022
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