

**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: 2023

Measurement (Compile monthly, file quarterly)		Date filed (05/2023)			Date filed (06/2023)			Date filed			Date filed (01/2024)				
		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														
	% of commitment met														
<b>Customers</b>	Acct # for voice or bundle, res+bus	8,669	8,558	8,456	9,732	9,663	9,544	8,048	7,754	7,716	7,292	7,261	7,201	sum 72G and 78G	
<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	13,054	12,903	12,758	14,652	14,566	14,410	11,102	10,707	10,640	10,087	10,035	9,998	sum 72G and 78G
		Total # of trouble reports	134	94	88	0	7	0	0	0	4	-	-	-	
		% of trouble reports	1.03%	0.73%	0.69%	0.00%	0.05%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%	
	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</b>	Total # of outage report tickets	9	1	0	0	0	0	0	0	0	0	-	-	-	
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of repair tickets restored in < 24hrs	1	0	0	0	0	0	0	0	0	0	-	-	-	
	% of repair tickets restored ≤ 24 Hours	11%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#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	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	0:00:00	
	Avg. outage duration (hh:mm)	90:36:37	83:20:46	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Total # of outage report tickets	44	19	6	0	#N/A	0	0	0	0	#N/A	-	#N/A	#N/A	
<b>Unadjusted</b>	Total # of repair tickets restored in < 24hrs	1	5	5	0	0	0	0	0	0	0	-	-	-	
<b>Out of Service Report</b>	% of repair tickets restored ≤ 24 Hours	2.3%	26.3%	83.3%	#DIV/0!	#N/A	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#N/A	#N/A	#N/A	
	Sum of the duration of all outages (hh:mm)	3146:46:17	1322:06:32	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	0:00:00	
	Avg. outage duration (hh:mm)	71:31:03	69:35:05	42:46:33	#DIV/0!	#N/A	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#N/A	#N/A	#N/A	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	-	-	-	sum 72G and 78G	
	Monthly amount of refunds	0	0	0	0	0	0	\$ -	\$ -	\$ -	\$ -	-	-	sum 72G and 78G	
<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	10,314	7,695	8,903										WIIQPDGT06 Updated Q1 2022	
	Total # of call seconds to reach live agent	1,455,923	875,423	1,380,467										WIIQPDGT06 Updated Q1 2022	
	% ≤ 60 seconds	60.8%	72.1%	61.7%										WIIQPDGT06 Updated Q1 2022	

**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)