

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/2024) 1st Quarter			Date filed (08/2024) 2nd Quarter			Date filed			Date filed (01/2024) 4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	3rd Quarter 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	7,411	7,302	7,147	8,260	8,124	8,007	8,048	7,754	7,716	5,354	5,271	5,184	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	11,216	11,058	10,790	13,174	12,972	12,802	11,102	10,707	10,640	7,577	7,501	7,429
		Total # of trouble reports	99	112	60	91	108	189	186	108	159	81	41	51
		% of trouble reports	0.88%	1.01%	0.56%	0.69%	0.83%	1.48%	1.68%	1.01%	1.49%	1.07%	0.55%	0.69%
	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	1	1	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00		144:04:52	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		144:04:52	0:00:00	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	
Unadjusted Out of Service Report	Total # of outage report tickets	1	0	0	0	0	0	6	1	3	3	3	2	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	-	-	-	
	% of repair tickets restored ≤ 24 Hours	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Sum of the duration of all outages (hh:mm)	606:49:50	0:00:00	0:00:00	70:17:09	0:00:00	117:02:18	520:42:21	0:00:00	350:50:43	194:37:01	1119:43:26	78:23:47	
	Avg. outage duration (hh:mm)	606:49:50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	86:47:04	0:00:00	116:56:54	64:52:20	373:14:29	39:11:54	
Refunds	Number of customers who received refunds	2	5	2	1	0	1	2	1	0	-	3	1	
	Monthly amount of refunds	61	90	21	36	0	10	\$ 118.23	\$ 50.00	\$ -	-	160.84	35.00	
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).	Total # of calls for TR, Billing & Non-Billing	9,799	8,912	8,990	8,759	7,288	8,609	6,075	4,194	3,266	3,472	2,842	3,053	
	Total # of call seconds to reach live agent	985,539	1,139,556	2,099,841	2,186,192	590,212	2,519,906	2,564,394	519,998	200,327	145,227	134,512	244,940	
	% ≤ 60 seconds	81.3%	77.6%	48.1%	80.8%	80.5%	36.7%	27.1%	65.7%	82.7%	0.86%	0.86%	0.74%	

Primary Utility Contact Information

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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)