

**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 (08/2023) 2nd Quarter			Date filed (01/2024) 3rd Quarter			Date filed (01/2024) 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>	Acct # for voice or bundle, res+bus	7,411	7,302	7,147	9,732	9,663	9,544	8,048	7,754	7,716	7,292	7,261	7,201	
<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	11,216	11,058	10,790									
		Total # of trouble reports	99	112	60									
		% of trouble reports	0.88%	1.01%	0.56%									
	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	0	0	0										
	Total # of repair tickets restored in ≤ 24hrs	0	0	0										
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00										
	Avg. outage duration (hh:mm)													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	0	0										
	Total # of repair tickets restored in ≤ 24hrs	0	0	0										
	% of repair tickets restored ≤ 24 Hours	0.0%	100%	100%										
	Sum of the duration of all outages (hh:mm)	606:49:50	0:00:00	0:00:00										
	Avg. outage duration (hh:mm)	606:49:50												
<b>Refunds</b>	Number of customers who received refunds	2	5	2										
	Monthly amount of refunds	61	90	21										
<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	9,799	8,912	8,990										
	Total # of call seconds to reach live agent	985,539	1,139,556	2,099,841										
	% ≤ 60 seconds	81.3%	77.6%	73.5%										

**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)