

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

Company Name: Consolidated Communications U#: U-1015-C

Reporting Unit Type: Total Company Exchange Wire Center

Report Year: 2025

Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/2025)			Date filed (08/2025)			Date filed			Date filed (02/2026)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval	Total # of business days												
Min. standard = 5 bus. days	Total # of service orders												
	Avg. # of business days												
Installation Commitment	Total # of installation commitments												
Min. standard = 95% commitment met	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	6,035	5,925	5,590	5,171	5,348	5,209	1,445	1,428	1,329	-	-	-
Customer Trouble Report													
Min. Standard	Total # of working lines	9,189	9,019	8,577	7,765	8,157	7,920	1,989	1,967	1,776	-	-	-
	Total # of trouble reports	81	103	96	131	91	124	63	39	32	-	-	-
	% of trouble reports	0.88%	1.14%	1.12%	1.69%	1.12%	1.57%	3.17%	1.98%	1.80%			
	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
Adjusted	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	-	-	-
Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	-	-	-
Min. standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	#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)	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)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Unadjusted	Total # of outage report tickets	4	1	1	3	3	2	1	14	14	-	-	-
Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	-	-	-
Min. standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
	Sum of the duration of all outages (hh:mm)	237:33:09	26:26:07	138:12:30	2207:19:06	825:31:15	752:30:05	2142:27:08	971:56:41	853:06:20			
	Avg. outage duration (hh:mm)	59:23:17	26:26:07	138:12:30	735:46:22	275:10:25	376:15:02	2142:27:08	69:25:29	60:56:10			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	-	-	-
	Monthly amount of refunds	0	0	0	0	0	0	\$ -	\$ -	\$ -			
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	3,554	3,039	2,873	2,167	1,914	2,233	1,229	1,352	1,126			
	Total # of call seconds to reach live agent	518,709	468,721	693,377	744,752	856,991	768,709	232,557	90,112	54,820			
	% ≤ 60 seconds	60.3%	54.5%	36.2%	39.4%	43.6%	43.9%	66.6%	83.7%	86.0%			

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)