

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

Company Name:

Consolidated Communications

U#:

U-1015-C

Report Year:

2025

Reporting Unit Type:

☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name:

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 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	6,035	5,925	5,590	5,171	5,348	5,209	1,445	1,428	1,329	-	-	-	
Customer Trouble Report															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	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%				
	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	0	0	0	0	-	-	-
		Total # of repair tickets restored in ≤ 24hrs		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!	#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					
Unadjusted Out of Service Report	Avg. outage duration (hh:mm)		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!					
	Total # of outage report tickets		4	1	1	3	3	2	1	14	14	-	-	-	
	Total # of repair tickets restored in ≤ 24hrs		0	0	0	0	0	0	0	0	0	-	-	-	
	% 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)