

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

Company Name:	<u>PAETEC Communications, LLC</u>			U#:	<u>6097-C</u>		Report Year:	<u>2025</u>					
Reporting Unit Type:	<input checked="" type="checkbox"/> Total Company <input type="checkbox"/> Exchange <input type="checkbox"/> Wire Center			Reporting Unit Name:	<u>PAETEC Communications, LLC</u>								
Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			DATE Filed (08/15/25)		DATE Filed (11/15/25)			DATE Filed (02/15/26)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
	Total # of installation commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Customers	Acct # for voice or bundle, res+bus	903	925	939	955	952	949	954	947	945			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines	1,489	1,529	1,553	1,598	1,609	1,606	1,625	1,584	1,591		
		Total # of trouble reports											
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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/ \leq 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	-	-	-	-	-	-	-	-	-			
	Total # of repair tickets restored in < 24hrs	-	-	-	-	-	-	-	-	-			
	% of repair tickets restored \leq 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	Avg. outage duration (hh:mm)	0.00	-	-	0	0	0	0	0	0			
	Indicate if catastrophic event is in month	0	0	0	0	0	0	0	0	0			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	0	0	0	0	0	0			
	Total # of all repair tickets restored in \leq 24hrs	0	0	0	0	0	0	0	0	0			
	% of all repair tickets restored \leq 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	0	0	0	0.00	0.00	0.00	0	0	0			
	Avg. unadjusted outage duration (hh:mm)	0	0	0	0	0	0	0	0	0			
Refunds	Number of customers who received refunds	-	-	-	-	-	-	-	-	1			
	Monthly amount of refunds	-	-	-	-	-	-	-	-	832			
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls \leq 60 seconds to reach live agent (w/ a menu option to reach live agent)	Q												
	Total # of calls for TR, Billing & Non-Billing	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1		
	Total # of call seconds to reach live agent	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1		
	% \leq 60 seconds	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	Note 1		

Note 1: The "Answer Time" information is not included in the data since we have fewer than 5,000 customers and we are not a COLR.

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)

(End of Attachment C)