

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

Company Name: Consolidated Communications

UF#: 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) 1st Quarter			Date filed (08/2025) 2nd Quarter			Date filed			Date filed (02/2026) 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		6,035	5,925	5,590	5,171	5,348	5,209	5,132	5,056	4,573	4,862	4,759	4,592
Acct # for voice or bundle, res+bus													
Customer Trouble Report													
Min. Standard	Total # of working lines	9,189	9,019	8,577	7,765	8,157	7,920	7,812	7,710	6,777	7,441	7,290	6,855
	Total # of trouble reports	81	103	96	131	91	124	137	143	121	104	158	73
	% of trouble reports	0.88%	1.14%	1.12%	1.69%	1.12%	1.57%	1.75%	1.85%	1.79%	1.40%	2.17%	1.06%
	Total # of working lines for units w/ ≥ 3,000 lines												
	Total # of trouble reports												
	% of trouble reports												
	Total # of working lines for units w/ 1,001 - 2,999 lines												
	Total # of trouble reports												
	% of trouble reports												
Total # of working lines for units w/ ≤ 1,000 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	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!	#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	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!	#DIV/0!	#DIV/0!	#DIV/0!
Unadjusted Out of Service Report													
Total # of outage report tickets		4	1	1	3	3	2	1	14	14	8	10	10
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		0.0%	0.0%	0.0%	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	434:11:04	3967:54:29	636:34:27
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	54:16:23	396:47:27	63:39:27
Refunds													
Number of customers who received refunds		0	0	0	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	1,240	1,157	1,314
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	69,373	78,888	70,977
% ≤ 60 seconds		60.3%	54.5%	36.2%	39.4%	43.6%	43.9%	66.6%	83.7%	86.0%	81.9%	81.9%	84.3%

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)