

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2026

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/20/26) 1st Quarter			Date filed (08/20/26) 2nd Quarter			Date filed (11/20/26) 3rd Quarter			Date filed (02/20/27) 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												
Customers													
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)												
	Total # of working lines	7,008	6,680	6,527	6,378	6,350	6,199						
	Total # of trouble reports	18	29	23	11	8	17						
	% of trouble reports	0.26%	0.43%	0.35%	0.17%	0.13%	0.27%						
	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)												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	#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						
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!						
	Total # of outage report tickets	5	2	0	1	1	0						
	Total # of repair tickets restored in < 24hrs	0	0	0	0	3	0						
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	#DIV/0!	0.0%	299.7%	#DIV/0!						
	Sum of the duration of all outages (hh:mm)	348:50:29	235:30:44	506:40:53	1154:38:37	0:00:00	0:00:00						
Unadjusted Out of Service Report	Avg. outage duration (hh:mm)	69:46:06	117:45:22	#DIV/0!	1154:38:37	0:00:00	#DIV/0!						
	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0	0	0	0	0	0						
Refunds													
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	1,309	1,422	1,555	1,662	1,532	1,662						
	Total # of call seconds to reach live agent	66,958	74,628	106,577	68,272	77,176	197,004						
	% < 60 seconds	80.3%	71.8%	71.8%	77.6%	67.3%	69.5%						

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)