

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

Company Name: **PAETEC Communications, LLC**U#: **6097-C**Report Year: **2026**Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire CenterReporting Unit Name: **PAETEC Communications, LLC**

Measurement (Compile monthly, file quarterly)		Date filed (05/15/26)			DATE Filed (08/15/26)			DATE Filed (11/15/26)			DATE Filed (02/15/27)		
		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	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	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	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	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	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	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	N/A	N/A
Customers		Acct # for voice or bundle, res+bus	687	675	675	515	512	507					
Customer Trouble Report Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,449	1,426	1,418	1,353	1,349	1,427					
		Total # of trouble reports	1	-	2	-	1	-					
		% of trouble reports	0.07%	0.00%	0.14%	0.00%	0.07%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	-	-	-	-	-	-	-	-	-	-	-
		Total # of repair tickets restored in < 24hrs	-	-	-	-	-	-	-	-	-	-	-
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Unadjusted Out of Service Report		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	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	-	-	0	0	0	0	0	0	0	0
		Indicate if catastrophic event is in month	0	0	0	0	0	0	0	0	0	0	0
		Total # of unadjusted outage report tickets	0	0	0	0	0	0	0	0	0	0	0
		Total # of all repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0
Refunds		% of all repair tickets restored ≤ 24 Hours	100%	100%	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	0.00	0.00	0.00
		Avg. unadjusted outage duration (hh:mm)	0	0	0	0	0	0	0	0	0.00	0.00	0.00
		Number of customers who received refunds	-	-	-			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)		Monthly amount of refunds	-	-	-		-	-	-	-			-
		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	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	Note 1
		% ≤ 60 seconds	Note 1	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

Name: Susanne BardsleyPhone: 501-745-5488Email: susanne.bardsley@uniti.com

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)