

☒ Total ☐ Exchange ☐ WireReport Year: 2026

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2026)			Date filed (08/15/2026)			Date filed (11/15/2026)			Date filed (02/15/2026)		
			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	5.74	11.58	13.77	11.17	9.11	26.51						
		Total # of service orders	15	17	28	25	18	18						
		Avg. # of business days	0.38	0.68	0.49	0.45	0.51	1.47						
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	18	19	32	25	19	23						
		Total # of installation commitment met	18	19	32	25	19	23						
		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	9825	9702	9567	9428	9310	9186						
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9652	9511	9376	9256	9147	9027						
		Total # of trouble reports	48	47	34	69	27	24						
		% of trouble reports	0.50	0.49	0.36	0.75	0.30	0.27	#DIV/0!	#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	10	13	19	26	6	8						
Total # of repair tickets restored in ≤ 24hrs		10	13	19	26	6	8							
% of repair tickets restored ≤ 24 Hours		100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Sum of the duration of all outages (hh:mm)		166:32	343:27	152:39	531:49	43:3	258:4							
Avg. outage duration (hh:mm)		16:39	26:25	8:2	20:27	7:10	32:15							
Indicate if catastrophic event is in month														
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	41	36	29	56	23	17							
	Total # of all repair tickets restored in ≤ 24hrs	30	28	26	46	13	15							
	% of repair tickets restored ≤ 24 Hours	73.17	77.78	89.66	82.14	56.52	88.24	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	1636:18	1051:40	363:28	1177:15	642:10	367:34							
	Avg. unadjusted outage duration (hh:mm)	39:54	29:12	12:32	21:1	27:55	21:37							
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	0	0	0				
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option)		Total # of calls for TR, Billing & Non-Billing	2462	2330	2573	2415	2008	2408						
		Total # of call seconds to reach live agent	2304	2228	2427	2350	1970	2297						

seconds to reach live agent (w/ a menu option to reach live agent)	% ≤ 60 seconds	93.58%	95.62%	94.33%	97.31%	98.11%	95.39%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

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