

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

Company Name: PAETEC Communications, LLC

U#: 6097-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: PAETEC Communications, LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			DATE Filed (08/15/21)			DATE Filed (11/15/21)			DATE Filed (02/15/21)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> 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	
<b>Installation Commitment</b> 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	
<b>Customers</b>	% 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	
	Acct # for voice or bundle, res+bus	917	911	907	1,191	1,161	1,312	819	816	827	801	804	801	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,877	1,847	1,827	2,152	2,090	2,396	1,385	1,367	1,377	1,295	1,295	2,569
		Total # of trouble reports	5	2	8	-	-	1	3	1	4	7	1	-
		% of trouble reports	0.27%	0.11%	0.44%	0.00%	0.00%	0.04%	0.22%	0.07%	0.29%	0.54%	0.08%	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/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	-	1	0	0	1	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	1	-	1	0	0	1	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	0	0.00	5.85	0.00	0.00	0.43	0.00	0.00	0.00	0.00	0	0	0
	Avg. outage duration (hh:mm)	22.78	-	5.85	0	0	0.43	0	0	0	0	0	0	0
	Indicate if catastrophic event is in month	0	-	-	0	0	1	1	5	3	1	-	-	0
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	-	1	0	0	1	1	-	1.00	-	-	-	
	Total # of all repair tickets restored in ≤ 24hrs	1	-	1	0	0	1	1	-	1.00	-	-	-	
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	22.78	-	5.85	0.00	0.00	0.43	0.23	-	0.42	0.00	0.00	0.00	
	Avg. unadjusted outage duration (hh:mm)	22.78	-	5.85	0	0	0.43	0.23	-	0.42	0.00	0.00	0.00	
	Indicate if catastrophic event is in month	0	-	-	0	0	1	1	5	3	1	-	-	0
<b>Refunds</b>	Number of customers who received refunds	6	6	9	32	3	10	4	30	3	10	8	18	
	Monthly amount of refunds	1,232	5,320	19,579	38,760	18,978	15,349	5,985	55,464	17,911	8,234	134,702	10,955	
<b>Q</b>														
<b>Answer Time</b> (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	Note 1	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	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	

**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)