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

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:	2022
Reporting Unit Type:	☑ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit	Name:	Total Company - Consolidated Communications	

Measurement (Compile monthly, file quarterly)		Date filed   (05/10/2022)   1st Quarter   Jan   Feb   Mar			Date filed (08/2022) 2nd Quarter			Date filed  3rd Quarter  Jul Aug Sept			Date filed   (01/2023)   4th Quarter   Oct   Nov   Dec					
					Apr May Jun											
Installation Interval Min. standard = 5 bus. days		Total # of business days	Jan	reu	IVIAI	Арі	Iviay	Juli	Jui	Aug	Зері	OCI	NOV	Dec		
		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														
ustomers		Acct # for voice or bundle, res+bus	10,116	10.071	9.882	9,732	9.663	9,544	0	0	0			s s	um 72G and 78G	
ustomer Trouble	Report		10,110	10,071	3,002	7,752	2,003	2,211								
TITLE TOUBLE		Total # of working lines	15,220	15,195	14,893	14,652	14,566	14.410	0	0	0		-	s	um 72G and 78G	
	6% (6 per 100 working lines for	Total # of trouble reports	244	162	127	201	167	215	0	0	4					
p	units w/ ≥ 3,000 lines)	% of trouble reports	1.60%	1.07%	0.85%	1.37%	1.15%	1.49%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!		
dar			1.0076	1.0776	0.6376	1.57/0	1.13/0	1.49/0	#D1V/0:	#DIV/0:	#D1 V/U:					
Ë	8% (8 per 100 working lines for	Total # of working lines														
ಹ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports														
.⊆		% of trouble reports														
Σ	10% (10 per 100 working lines for	Total # of working lines														
	units w/ ≤ 1.000 lines)	Total # of trouble reports														
	, ,,,,,	% of trouble reports														
		Total # of outage report tickets	1	1	0	2	1	1	0	0	0	-		-		
djusted		Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	1	0	0	0	-		-		
out of Service Re		% of repair tickets restored ≤ 24 Hours	100%	0%	#DIV/0!	0%	0%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!		
fin. standard = 90°	% within 24 hrs	Sum of the duration of all outages (hh:mm)	14:54:31	74:21:37	0:00:00	0:00:00	25:34:18	20:59:26	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00		
		Avg. outage duration (hh:mm)	14:54:31	74:21:37	#DIV/0!	0:00:00	25:34:18	20:59:26	#DIV/0!	#DIV/0!		#DIV/0!		#DIV/0!		
Unadjusted		Total # of outage report tickets	15	5	6	14	12	11	0		#N/A	-	#N/A	#N/A		
		Total # of repair tickets restored in ≤ 24hrs	3	0	5	8	6	5			0	-		-		
Out of Service Report	% of repair tickets restored ≤ 24 Hours	20.0%	0.0%	83.3%	57.1%	50.0%	45.5%	#DIV/0!	#DIV/0!	#N/A	#DIV/0!		#N/A			
		Sum of the duration of all outages (hh:mm)	870:27:55	537:05:33	256:39:20	331:31:07	299:13:29	354:14:21	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00		
		Avg. outage duration (hh:mm)	58:01:52	107:25:07	42:46:33	23:40:48	24:56:07	32:12:13	#DIV/0!	#DIV/0!	#N/A	#DIV/0!	#N/A	#N/A		
Refunds		Number of customers who received refunds	1	1	1	0	5	0	0	0	0	-			um 72G and 78G	
		Monthly amount of refunds	-50	-20	-120	0	-106	0	S -	S - S	-			- s	um 72G and 78G	
	ble Reports, Billing & Non-Billing)															
Min. standard = 80% of calls ≤ 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing	10,130	8,232	8,707	8,683	8,189	8,325							VIIQPDGT06	Updated Q
ve agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent	944,061	550,224	407,695	359,239	519,360	396,745							VIIQPDGT06	Updated Q
		% <u>&lt;</u> 60 seconds	69.6%	77.6%	83.6%	83.5%	78.3%	80.3%						v	VIIQPDGT06	Updated Q

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)