

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

Company Name: **PAETEC Communications, LLC**

U#: **6097-C**

Report Year: **2022**

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: **PAETEC Communications, LLC**

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/22) | | | DATE Filed (08/15/22) | | | DATE Filed (11/15/22) | | | DATE Filed (02/15/23) | | |
|--|---|-----------------------|------------|------------|-----------------------|----------|-----------|-----------------------|--------|--------|-----------------------|--------|--------|
| | | 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 | 804 | 802 | 301 | 820 | 821 | 821 | 810 | 831 | 816 | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 1,280 | 1,274 | 1,282 | 1,321 | 1,310 | 1,309 | 1,288 | 1,278 | 1,252 | | | |
| | Total # of trouble reports | - | - | - | - | 2 | 2 | - | - | - | | | |
| | % of trouble reports | 0.00% | 0.00% | 0.00% | 0.00% | 0.15% | 0.15% | 0.00% | 0.00% | 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 | | | | | | | | | | | | |
| 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 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | |
| | 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 | | | |
| | Avg. outage duration (hh:mm) | 0:00 | - | - | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | Indicate if catastrophic event is in month | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 4 | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 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 | | | |
| | % of all repair tickets restored ≤ 24 Hours | 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 | | | |
| | Avg. unadjusted outage duration (hh:mm) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| Refunds | Number of customers who received refunds | 1 | 6 | 15 | 0 | 35 | 37 | 0 | 0 | 0 | | | |
| | Monthly amount of refunds | 52.15 | 113,906.42 | 185,465.80 | - | 5,118.25 | 84,389.85 | - | - | - | | | |
| 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 | 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)