

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

Company Name: Consolidated Communications  
 Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: U-1015-C  
 Reporting Unit Name: Total Company - Consolidated Communications

Report Year: 2023

**Total Company - Consolidated Communications**

Measurement (Compile monthly, file quarterly)		Date filed (05/2023)			Date filed (08/2023)			Date filed (11/2023)			Date filed (02/2024)				
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days														
	Total # of service orders														
	Avg. # of business days														
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments														
	Total # of installation commitment met														
	Total # of installation commitment missed														
	% of commitment met														
<b>Customers</b>	Acct # for voice or bundle, res+bus	8,669	8,558	8,456	8,308	8,156	8,050	7,981	7,889	7,147	7,705	7,585	7,537	sum 72G and 78G	
<b>Customer Trouble Report</b>															
<b>Min. Standard</b>	<b>6% (6 per 100 working lines for units w/ ≥ 3,000 lines)</b>	Total # of working lines	13,054	12,903	12,758	12,520	12,278	12,111	12,016	11,900	10,429	11,641	11,450	11,399	sum 72G and 78G
		Total # of trouble reports	134	94	88	191	155	199	130	122	94	87	93	150	
		% of trouble reports	1.03%	0.73%	0.69%	1.53%	1.26%	1.64%	1.08%	1.03%	0.90%	0.75%	0.81%	1.32%	
	<b>8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)</b>	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
<b>10% (10 per 100 working lines for units w/ ≤ 1,000 lines)</b>	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	9	1	0	7	2	1	1	0	0	-	-	-		
	Total # of repair tickets restored in < 24hrs	1	0	0	0	0	1	1	0	0	-	-	-		
	% of repair tickets restored ≤ 24 Hours	11%	0%	#DIV/0!	0%	0%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
	Sum of the duration of all outages (hh:mm)	815:29:29	83:20:46	0:00:00	173:09:16		21:30:41	23:56:04	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00		
	Avg. outage duration (hh:mm)	90:36:37	83:20:46	#DIV/0!	24:44:11		21:30:41	23:56:04	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
	% of outage report tickets	44	19	6	23	18	26	9	9	0	-	-	-		
<b>Unadjusted Out of Service Report</b>	Total # of repair tickets restored in < 24hrs	1	5	5	2	3	1	3	1	0	-	-	-		
	% of repair tickets restored ≤ 24 Hours	2.3%	76.3%	83.3%	8.7%	16.7%	3.8%	33.3%	11.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
	Sum of the duration of all outages (hh:mm)	3146:46:17	1322:06:32	256:39:20	857:58:14	662:28:25	587:19:49	654:27:59	151:26:15	0:00:00	0:00:00	0:00:00	0:00:00		
	Avg. outage duration (hh:mm)	71:31:03	69:35:05	42:46:33	37:18:11	36:48:15	22:35:23	72:43:07	16:49:33	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
	Number of customers who received refunds	0	0	0	2	3	2	2	2	1	-	-	-	2	sum 72G and 78G
	Monthly amount of refunds	0	0	0	65	57	110	\$ 31.99	\$ 51.09	\$ 25.37	-	-	-	28.95	sum 72G and 78G
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	16,298	13,731	15,024	7,297	7,288	22,339	7,859	8,498	7,800	8,821	8,615	8,602	WIIQPDGT06	
	Total # of call seconds to reach live agent	3,380,555	2,133,824	1,279,167	1,259,634	590,212	2,945,870	2,095,123	1,526,080	1,528,747	1,014,128	380,504	602,705	WIIQPDGT06	
	% ≤ 60 seconds	51.3%	60.9%	71.8%	73.4%	76.4%	68.8%	39.5%	48.5%	47.6%	68.76%	77.00%	73.25%	WIIQPDGT06	

**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)

Updated Q4 2023  
 Updated Q4 2023  
 Updated Q4 2023