

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

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/2024)			Date filed (08/2024)			Date filed (01/2024)					
		1st Quarter			2nd Quarter			4th Quarter					
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	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												
Customers	Acct # for voice or bundle, res+bus	7,411	7,302	7,147	8,260	8,124	8,007	2,677	2,558	2,546	2,382	2,375	2,349
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	11,216	11,058	10,790	13,174	12,972	12,802	3,297	3,157	3,139	2,949	2,949	2,949
	Total # of trouble reports	99	112	60	91	108	189	0	0	0	-	-	-
	% of trouble reports	0.88%	1.01%	0.56%	0.69%	0.83%	1.48%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 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	1	0	0	0	-	-	-
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	-	-	-
	% of repair tickets restored ≤ 24 Hours		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	144:04:52	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	144:04:52	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Unadjusted Out of Service Report	Total # of outage report tickets	1	0	0	0	0	0	0	0	#N/A	-	#N/A	#N/A
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	-	-	-
	% of repair tickets restored ≤ 24 Hours	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#N/A	#N/A	#N/A
Sum of the duration of all outages (hh:mm)	606:49:50	0:00:00	0:00:00	70:17:09	0:00:00	117:02:18	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Avg. outage duration (hh:mm)	606:49:50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#N/A	#DIV/0!	#N/A	#N/A
Refunds	Number of customers who received refunds	2	5	2	1	0	1	0	0	0	-	-	-
	Monthly amount of refunds	61	90	21	36	0	10	\$ -	\$ -	\$ -	-	-	-
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	9,799	8,912	8,990	8,759	7,288	10,124						
	Total # of call seconds to reach live agent	985,539	1,139,556	2,099,841	2,186,192	590,212	3,779,922						
	% ≤ 60 seconds	81.3%	77.6%	73.5%	80.8%	80.5%	35.7%						

sum 72G and 78G

sum 72G and 78G

sum 72G and 78G

sum 72G and 78G

WIIQPDGT06

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Updated Q1 2022

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Primary Utility Contact Information

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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)