

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

Company Name: **PAETEC Communications, LLC**

U#: **6097-C**

Report Year: **2023**

Reporting Unit Type: Total Company Exchange Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			DATE Filed (08/15/23)			DATE Filed (11/15/23)			DATE Filed (02/15/24)			
		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	
Customers	% 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	873	886	878	676	582	579	501	455	416	400	859	861	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,577	1,597	1,564	1,320	1,225	1,163	841	767	714	695	1,215	1,226
		Total # of trouble reports	1	1	1	1	1	-	1	1	2	2	1	2
		% of trouble reports	0.06%	0.06%	0.06%	0.08%	0.08%	0.00%	0.12%	0.13%	0.28%	0.29%	0.28%	0.28%
	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	-	-	-	-	-	-	-	-	-	-	-	-	
	Total # of repair tickets restored in < 24hrs	-	-	-	-	-	-	-	-	-	-	-	-	
	% 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)	0.00	0.00	0.00	0.00	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	0	0	0	0
	Indicate if catastrophic event is in month	0	0	0	0	0	0	0	0	0	0	0	0	0
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	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	0	0	0	
	% 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)	0	0	0	0.00	0.00	0.00	0	0	0	0.00	0.00	0.00	0.00
Refunds	Avg. unadjusted outage duration (hh:mm)	0	0	0	0	0	0	0	0	0	0.00	0.00	0.00	
	Number of customers who received refunds							1	5	0	0	48	0	
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)	Monthly amount of refunds	-	-	-	-	-	-	851	4,583	-	-	3,492	-	
	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)