

VERMONT SERVICE QUALITY PERFORMANCE INDEX
Report Period 2nd Qtr (Apr-Jun 2019)

Reporting company:
Consolidated Communications of Vermont Company, d/b/a Consolidated Communications

	Performance Area	April	May	June	Current Quarter 2019	1st Quarter 2019	4th Quarter 2018	3rd Quarter 2018	Annual Rolling Average	Baseline	Action Level
1	Network Trouble Report Rate									4.0	6.0
	A: # Troubles	1,687	1,794	2,052	5,533	4,282	7,100	6,910	23,825		
	B: # Lines	95,037	95,483	95,483	286,003	287,234	294,095	304,775	1,172,107		
	C: (A/B) X 100	1.8	1.9	2.1	1.9	1.5	2.4	2.3	2.0		
2	Out of Service Troubles Cleared w/in 24 Hrs: Residential									70%	60%
	A: # Residential Troubles Cleared w/in 24 Hrs.	651	799	875	2,325	1,093	910	819	5,147		
	B: Total # Residential Troubles	976	1,072	1,257	3,305	2,565	4,576	4,279	14,725		
	C: (A/B)	67%	75%	70%	70%	43%	20%	19%	35%		
2	Out of Service Troubles Cleared w/in 24 Hrs: Business									70%	60%
	A: # Business Troubles Cleared w/in 24 Hrs.	98	95	129	322	206	269	248	1,045		
	B: Total # Business Troubles	116	115	157	388	283	495	402	1,568		
	C: (A/B)	84%	83%	82%	83%	73%	54%	62%	67%		
2	Out of Service Troubles Cleared w/in 24 Hrs.: Total									70%	60%
	A: Total # Troubles Cleared w/in 24 Hrs.	749	894	1,004	2,647	1,299	1,179	1,067	6,192		
	B: Total # Troubles	1,092	1,187	1,414	3,693	2,848	5,071	4,681	16,293		
	C: (A/B)	69%	75%	71%	72%	46%	23%	23%	38%		
3	Calls Answered w/in 20 Seconds, Residence									75%	60%
	A: # calls answered w/in 20 seconds	12,996	12,546	11,030	36,572	33,371	37,264	26,375	133,582		
	B: Total # calls answered	13,894	14,430	15,154	43,478	37,611	57,048	65,200	203,337		
	C: (A/B)	94%	87%	73%	84%	89%	65%	40%	66%		
4	Installation appointments met - Residence									90%	75%
	A: # installation appointments met (res.)	805	979	811	2,595	1,850	2,799	1,885	9,129		
	B: Total # installation appointments (res.)	820	990	825	2,635	1,914	2,924	2,026	9,499		
	C: (A/B)	98%	99%	98%	98%	97%	96%	93%	96%		
5	Installation appointments met - Business									90%	75%
	A: # installation appointments met (bus.)	128	108	86	322	266	323	333	1,244		
	B: Total # installation appointments (bus.)	137	114	88	339	277	351	369	1,336		
	C: (A/B)	93%	95%	98%	95%	96%	92%	90%	93%		
6*	Average delay days for missed appts. - Residence									10	15
	A: Total # delay days (res.)	0	0	0	-	-	-	-	-		
	B: Total # missed appointments (res.)	0	0	0	-	-	-	-	-		
	C: (A/B)										
7*	Average delay days for missed appts. - Business									10	15
	A: Total # delay days (bus.)	-	-	-	-	-	-	-	-		
	B: Total # missed appointments (bus.)	-	-	-	-	-	-	-	-		
	C: (A/B)										
8	Network reliability										
	(1) Service outage: # of events	0	0	0	0	0	0	0			
	(2) Interoffice facility failure: # of events	0	0	0	0	0	0	0			

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	(3) Signaling system failure: # of events	0	0	0	0	0	0	0		N/A	N/A
9	Special services: On-time provisioning									N/A	N/A
	A: # on-time dated special service orders										
	B: Total dated special service orders										
	C: (A/B)										
9	Special services: Mean time to repair									N/A	N/A
	A: Mean time to restore service										
Please explain the reason any performance area has been left blank:											
Performance Area #9: Companies are required to track these measurements and report them annually to the Department of Public Service and the Public Service Board, per the Stipulation and Agreement filed with the Public Service Board on December 23, 1997 regarding service quality in Docket No. 5903 and approved in the Board's Order dated July 2, 1999.											
* Results reported only if Performance Areas No. 4 and 5 are missed.											
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