

VERMONT SERVICE QUALITY PERFORMANCE INDEX
Report Period 3rd Qtr (Jul-Sep 2019)

Reporting company:

Consolidated Communications of Vermont Company, LLC, d/b/a Consolidated Communi

Performance Area		July	August	September	Current Quarter 2019	2nd Quarter 2019	1st Quarter 2019	4th Quarter 2018	Annual Rolling Average	Baseline	Action Level
1	Network Trouble Report Rate									4.0	6.0
	A: # Troubles	2,150	2,126	1,609	5,885	5,533	4,282	7,100	22,800		
	B: # Lines	94,881	94,194	93,327	282,402	286,003	287,234	294,095	1,149,734		
	C: (A/B) X 100	2.3	2.3	1.7	2.1	1.9	1.5	2.4	2.0		
2	Out of Service Troubles Cleared w/in 24 Hrs: Residential									70%	60%
	A: # Residential Troubles Cleared w/in 24 Hrs.	958	674	235	1,867	2,325	1,093	910	6,195		
	B: Total # Residential Troubles	1,508	1,511	1,073	4,092	3,305	2,565	4,576	14,538		
	C: (A/B)	64%	45%	22%	46%	70%	43%	20%	43%		
2	Out of ServiceTroubles Cleared w/in 24 Hrs: Business									70%	60%
	A: # Business Troubles Cleared w/in 24 Hrs.	129	103	68	300	322	206	269	1,097		
	B: Total # Business Troubles	167	145	104	416	388	283	495	1,582		
	C: (A/B)	77%	71%	65%	72%	83%	73%	54%	69%		
2	Out of Service Troubles Cleared w/in 24 Hrs.: Total									70%	60%
	A: Total # Troubles Cleared w/in 24 Hrs.	1,087	777	303	2,167	2,647	1,299	1,179	7,292		
	B: Total # Troubles	1,675	1,656	1,177	4,508	3,693	2,848	5,071	16,120		
	C: (A/B)	65%	47%	26%	48%	72%	46%	23%	45%		
3**	Calls Answered w/in 20 Seconds, Residence									75%	60%
	A: # calls answered w/in 20 seconds	9,425	11,170	10,045	30,640	36,572	33,371	37,264	137,847		
	B: Total # calls answered	15,331	14,895	13,911	44,137	43,478	37,611	57,048	182,274		
	C: (A/B)	61%	75%	72%	69%	84%	89%	65%	76%		
4	Installation appointments met - Residence									90%	75%
	A: # installation appointments met (res.)	686	561	609	1,856	2,595	1,850	2,799	9,100		
	B: Total # installation appointments (res.)	706	582	632	1,920	2,635	1,914	2,924	9,393		
	C: (A/B)	97%	96%	96%	97%	98%	97%	96%	97%		
5	Installation appointments met - Business									90%	75%
	A: # installation appointments met (bus.)	113	101	72	286	322	266	323	1,197		
	B: Total # installation appointments (bus.)	117	114	76	307	339	277	351	1,274		
	C: (A/B)	97%	89%	95%	93%	95%	96%	92%	94%		
6*	Average delay days for missed appts. - Residence									10	15
	A: Total # delay days (res.)	0	110	0	110	-	-	-	110		
	B: Total # missed appointments (res.)	0	20	0	20	-	-	-	20		
	C: (A/B)		6		5.50				6		
7*	Average delay days for missed appts. - Business									10	15
	A: Total # delay days (bus.)	-	27	-	27	-	-	-	27		
	B: Total # missed appointments (bus.)	-	13	-	13	-	-	-	13		
	C: (A/B)		2		2.08				2		
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 Utility Commission, per the Stipulation and Agreement filed with the Public utility Commission on December 23, 1997 regarding service quality in Docket No. 5903 and approved in the Commission's Order dated July 2, 1999.											
* Results reported only if Performance Areas No. 4 and 5 are missed.											
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