

MAINE SERVICE QUALITY PERFORMANCE INDEX

Reporting company:
Northern New England Telephone Operations LLC d/b/a Consolidated
Communications-NNE

Report Period 1st Qtr (Jan - Mar 2019)

Performance Area	Jan	Feb	Mar	Current Quarter 2019	4th Quarter 2018	3rd Quarter 2018	2nd Quarter 2018	Annual Rolling Average	Baseline
Network Trouble Report Rate									
A: # Troubles									less than 3/100
B: # Lines									
C: (A/B) * 100									
Troubles Not Cleared in 48 Hrs									
A: # Troubles Not Cleared in 48 hrs	398	131	156	685	2,115	4,518	1,473	2,198	less than 20%
B: Total # Troubles	1,626	1,143	1,296	4,065	6,526	8,259	6,547	6,349	
C: (A/B) * 100	24.48	11.46	12.04	16.85	32.41	54.70	22.50	34.61	
Installation Appointments Not Met									
A: # Install Appnts Not Met									less than 12%
B: Total # Install Appnts									
C: (A/B) * 100									
Average delay days for missed appnts									
A: Total # delay days	53	13	28	94	98	193	75	115	less than 9
B: Total # missed appointments	4	3	3	10	14	9	11	11	
C: (A/B)	13.25	4.33	9.33	9.40	7.00	21	7	10.45	

Person filling out this form: Beth Westman

Phone: 949-444-4444

E-mail: bwestman@nne.com