

MAINE SERVICE QUALITY PERFORMANCE INDEX

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

Report Period 2nd Qtr (Apr - Jun 2019)

Performance Area	April	May	June	Current Quarter 2019	1st Quarter 2019	4th Quarter 2018	3rd 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	246	233	556	1,035	685	2,115	4,518	2,088	less than 20%
B: Total # Troubles	1,776	1,934	2,321	6,031	4,065	6,526	8,259	6,220	
C: (A/B) * 100	13.85	12.05	23.96	17.16	16.85	32.41	54.70	33.57	
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	1	2	73	76	94	98	193	115	less than 9
B: Total # missed appointments	1	1	6	8	10	14	9	10	
C: (A/B)	1.00	2.00	12.17	9.50	9.40	7	21	11.24	

Person filling out this form: Beth Westman

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