

MAINE SERVICE QUALITY PERFORMANCE INDEX

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

Report Period 3rd Qtr (Jul - Sep 2018)

Performance Area	Jul	Aug	Sep	Current Quarter 2018	2nd Quarter 2018	1st Quarter 2018	4th Quarter 2017	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	1,511	1,667	1,340	4,518	1,473	1,534	2,829	2,589	less than 20%
B: Total # Troubles	2,783	2,894	2,582	8,259	6,547	6,314	9,495	7,654	
C: (A/B) * 100	54.29	57.60	51.90	54.70	22.50	24.30	29.79	33.82	
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	31	27	135	193	75	60	97	106	less than 5
B: Total # missed appointments	3	4	2	9	11	11	10	10	
C: (A/B)	10.33	6.75	67.50	21.44	7	5	10	10.37	

Person filling out this form: Beth Westman

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