

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 2020)

Performance Area	July	August	September	Current Quarter 2020	2nd Quarter 2020	1st Quarter 2020	4th Quarter 2019	Annual Rolling Average	Baseline
Network Trouble Report Rate									
A: # Troubles	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	less than 3/100
B: # Lines	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
C: (A/B) * 100	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
Troubles Not Cleared in 48 Hrs									
A: # Troubles Not Cleared in 48 hrs	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	less than 20%
B: Total # Troubles	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
C: (A/B) * 100	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
Installation Appointments Not Met									
A: # Install Appts Not Met	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	less than 12%
B: Total # Install Appts	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
C: (A/B) * 100	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
Average delay days for missed appts									
A: Total # delay days	12	180	57	249	55	9	14	82	less than 9
B: Total # missed appointments	2	8	4	14	8	1	6	7	
C: (A/B)	6.00	22.50	14.25	17.79	6.88	9	2	11.28	

Person filling out this form: [REDACTED]
Phone: [REDACTED]
E-mail: [REDACTED]