

MAINE SERVICE QUALITY PERFORMANCE INDEX

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

Report Period 4th Qtr (Oct - Dec 2018)

Performance Area	Oct	Nov	Dec	Current Quarter 2018	3rd Quarter 2018	2nd Quarter 2018	1st 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	563	942	610	2,115	4,518	1,473	1,534	2,410	less than 20%
B: Total # Troubles	2,403	2,463	1,660	6,526	8,259	6,547	6,314	6,912	
C: (A/B) * 100	23.43	38.25	36.75	32.41	54.70	22.50	24.30	34.87	
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	50	30	18	98	193	75	60	107	less than 9
B: Total # missed appointments	5	8	1	14	9	11	11	11	
C: (A/B)	10.00	3.75	18.00	7.00	21.44	7	5	9.47	

Person filling out this form: Beth Westman

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