

MAINE SERVICE QUALITY PERFORMANCE INDEX

Reporting company:

Northern New England Telephone Operations LLC d/b/a Consolidated

Report Period 2nd Qtr (Apr - Jun 2021)

Communications-NNE

Performance Area	April	May	June	Current Quarter 2021	1st Quarter 2021	4th Quarter 2020	3rd Quarter 2020	Annual Rolling Average	Baseline
Network Trouble Report Rate									Baseline
A: # Troubles									
B: # Lines									less than 3/100
C: (A/B) * 100									
Troubles Not Cleared in 48 Hrs									
A: # Troubles Not Cleared in 48 hrs									less than 20%
B: Total # Troubles									
C: (A/B) * 100									
Installation Appointments Not Met									
A: # Install Appts Not Met									less than 12%
B: Total # Install Appts									
C: (A/B) * 100									
Average delay days for missed appnts									
A: Total # delay days	64	29	12	105	33	126	249	128	less than 9
B: Total # missed appointments	3	4	3	10	9	10	14	11	
C: (A/B)	21.33	7.25	4.00	10.50	3.67	12.60	18	11.93	

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