

MAINE SERVICE QUALITY PERFORMANCE INDEX

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

Report Period 3rd Qtr (Jul - Sep 2021)

Communications-NNE

Performance Area	July	August	September	Current Quarter 2021	2nd Quarter 2021	1st Quarter 2021	4th Quarter 2020	Annual Rolling Average	Baseline
Network Trouble Report Rate									
A: # Troubles									
B: # Lines									
C: (A/B) * 100									less than 3/100
Troubles Not Cleared in 48 Hrs									
A: # Troubles Not Cleared in 48 hrs									
B: Total # Troubles									
C: (A/B) * 100									less than 20%
Installation Appointments Not Met									
A: # Install Appnts Not Met									
B: Total # Install Appnts									
C: (A/B) * 100									less than 12%
Average delay days for missed appnts									
A: Total # delay days	27	141	34	202	93	33	126	114	
B: Total # missed appointments	4	2	5	11	9	9	10	10	less than 9
C: (A/B)	6.75	70.50	6.80	18.36	10.33	3.67	12.60	11.64	

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