

MAINE SERVICE QUALITY PERFORMANCE INDEX

Reporting comp  
Northern New E  
Communication

3rd  
Report Period 2nd Qtr (Jul - Sep 2019)

Performance Area	July	August	September
Network Trouble Report Rate			
A: # Troubles			
B: # Lines			
C: (A/B) * 100			
Troubles Not Cleared in 48 Hrs			
A: # Troubles Not Cleared in 48 hrs	635	606	348
B: Total # Troubles	2,633	2,457	1,773
C: (A/B) * 100	24.12	24.66	19.63
Installation Appointments Not Met			
A: # Install Appts Not Met			
B: Total # Install Appts			
C: (A/B) * 100			
Average delay days for missed appts			
A: Total # delay days			
B: Total # missed appointments			
C: (A/B)			

Person filling out this form: [REDACTED]

Phone: [REDACTED]

E-mail: [REDACTED]

pany:

England Telephone Operations LLC d/b/a Consolidated

is-NNE

Current Quarter 2019	2nd Quarter 2019	1st Quarter 2019	4th Quarter 2018	Annual Rolling Average	Baseline
					less than 3/100
					less than 20%
1,589	1,035	685	2,115	1,356	
6,863	6,031	4,065	6,526	5,871	
23.15	17.16	16.85	32.41	23.10	
					less than 12%
					less than 9