

MAINE SERVICE QUALITY PERFORMANCE INDEX

Reporting company:

Report Period 4th Qtr (Oct - Dec 2020)

Consolidated Communications of Northern New England Company, LLC

Performance Area	October	November	December	Current Quarter 2020	3rd Quarter 2020	2nd Quarter 2020	1st Quarter 2020	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	34	66	26	126	249	55	9	110	less than 9
B: Total # missed appointments	6	2	2	10	14	8	1	8	
C: (A/B)	5.67	33.00	13.00	12.60	17.79	7	9	13.30	

Person filling out this form: [REDACTED]

Phone: [REDACTED]

[REDACTED]