

MAINE SERVICE QUALITY PERFORMANCE INDEX

Report Period 1st Qtr (Jan - Mar 2021)

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

Performance Area	January	February	March	Current Quarter 2021	4th Quarter 2020	3rd Quarter 2020	2nd 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									less than 20%
C: (A/B) * 100									
Installation Appointments Not Met									
A: # Install Apppts Not Met									
B: Total # Install Apppts									less than 12%
C: (A/B) * 100									
Average delay days for missed apppts									
A: Total # delay days	21	12	0	33	126	249	55	116	
B: Total # missed appointments	5	4	0	9	10	14	8	10	less than 9
C: (A/B)	4.20	3.00	0.00	3.67	12.60	18	7	11.29	

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