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MAINE SERVICE QUALITY PERFORMANCE INDEX

Reporting company:

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

Report Period 1st Qtr (Oct - Dec 2021)

Communications-NNE

Performance Area	October	November	December	Current Quarter 2021	3rd Quarter 2021	2nd Quarter 2021	1st Quarter 2021	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	53	8	28	89	202	93	33	104	less than 9
B: Total # missed appointments	3	2	5	10	11	9	9	10	
C: (A/B)	17.67	4.00	5.60	8.90	18.36	10.33	4	10.69	

Person filling out this form: Sarah Davis

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