

THE STATE OF NEW HAMPSHIRE



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March 25, 2019

Robert D. Meehan
Director – Government Affairs
Consolidated Communications – NNE
770 Elm Street
Manchester, NH 03101

Re: IR 19-023, Consolidated Communications of Northern New England Company,
LLC d/b/a Consolidated Communications – NNE
Investigation of Service Quality and Repair Response

Dear Mr. Meehan:

On January 29, 2019, the Commission issued an order of notice which opened the above-referenced docket to investigate Consolidated Communications' (Consolidated or the Company) service quality and response time with respect to basic service. The order of notice scheduled a technical session on February 21, 2019, during which Commission Staff (Staff) met with Consolidated representatives.

During the investigation, Staff identified issues with: mean time to repair; Consolidated's ability to link initial customer repair reports with later repair reports related to the same individual customer line in order to identify persistent customer issues; and customer interactions with Consolidated service technicians that result in the dissemination of misleading or unhelpful information. Consolidated and Staff identified significant issues which occurred last summer, peaking in August. Yet Consolidated indicated that the Company has implemented changes that have had a positive impact, and that service quality and mean time to repair will continue to improve and stabilize. Information Consolidated provided at the February 21st technical session supports those assertions.

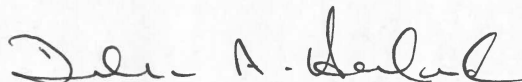
On March 8, 2019, Staff filed its report and recommendation (report). In its report, Staff noted that it had reviewed Consolidated's claims carefully and believes that the current trend is in the right direction. The report stated that Staff and Consolidated both acknowledge that there is seasonality to the volume of customer repair reports Consolidated receives.

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According to the report, Staff anticipates that data developed over the next few months will allow Consolidated and Staff to better evaluate the changes the Company has made and the effect of those changes on service quality and response time. Staff recommended that the Commission keep the docket open through October 2019, and that a second technical session be scheduled in September to evaluate whether the adjustments the Company has made continue to have a positive impact on service quality and repair response time.

The Commission has accepted Staff's report and approved its recommendation. The second technical session is scheduled for Monday, September 16, 2019, at 1:30 p.m., in the Livingston Conference Room at the Commission Offices. Staff shall file an updated report within 30 days following that second technical session.

Sincerely,

A handwritten signature in dark ink, appearing to read "Debra A. Howland". The signature is fluid and cursive, with the first name "Debra" being more prominent than the last name "Howland".

Debra A. Howland
Executive Director

cc: Service List (Electronically)
Docket File

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