

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Citizens Telecommunications Co of CA Inc

U#: U-1024-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customers		Acct # for voice or bundle, res+bus											
		56,861	56,352	55,879									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	40,106	39,768	39,440								
		Total # of trouble reports	328	195	208								
		% of trouble reports	0.01	0.00	0.01								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	24,393	24,193	24,053								
		Total # of trouble reports	252	100	156								
		% of trouble reports	0.01	0.00	0.01								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	11,697	11,610	11,537								
		Total # of trouble reports	160	88	102								
		% of trouble reports	0.01	0.01	0.01								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs													
Total # of outage report tickets		443	235	356									
Total # of repair tickets restored in ≤ 24hrs		356	198	321									
% of repair tickets restored ≤ 24 Hours		80.36%	84.26%	90.17%									
Sum of the duration of all outages (hh:mm)		8,113.66	3,916.17	5,992.22									
Avg. outage duration (hh:mm)		18.32	16.66	16.83									
Indicate if catastrophic event is in month		No	No	No									
Unadjusted Out of Service Report													
Total # of outage report tickets		464	242	374									
Total # of repair tickets restored in ≤ 24hrs		360	187	303									
% of repair tickets restored ≤ 24 Hours		77.59%	77.27%	81.02%									
Sum of the duration of all outages (hh:mm)		10,504.26	5,156.30	8,694.84									
Avg. outage duration (hh:mm)		22.64	21.31	23.25									
Refunds													
Number of customers who received refunds		2	0	0									
Monthly amount of refunds		\$2.79	\$0.00	\$0.00									
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls within 60 seconds to reach live agent (w/ a menu option to reach live agent)													
Total # of calls for TR, Billing & Non-billing		292,828	233,392	209,500									
Total # of call seconds to reach live agent		227,889	199,756	187,732									
% within 60 seconds		33.2%	49.0%	56.4%									

Primary Utility Contact Information

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