

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

Company Name: Citizens Telecommunications Company of CA Inc

U#: 1024-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
Customers		Acct # for voice or bundle, res+bus	63,275	62,661	62,092	61,481	60,957	60,408					
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	45,550	44,969	44,555	43,892	43,271	42,627					
		Total # of trouble reports	538	522	325	284	221	203					
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.00					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	26,301	26,137	25,972	25,836	25,712	25,522					
		Total # of trouble reports	310	278	347	235	193	189					
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	12,580	12,484	12,391	12,288	12,224	12,156					
		Total # of trouble reports	198	209	190	155	138	111					
		% of trouble reports	0.02	0.02	0.02	0.01	0.01	0.01					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	649	598	585	467	314	297						
	Total # of repair tickets restored in ≤ 24hrs	321	220	420	354	219	179						
	% of repair tickets restored ≤ 24 Hours	49.46%	36.79%	71.79%	75.80	69.75	60.27						
	Sum of the duration of all outages (hh:mm)	22,956.04	28,483.00	12,274.87	9582.69	7520.10	9403.10						
	Avg. outage duration (hh:mm)	35.37	47.63	20.98	20.52	23.95	31.66						
	Indicate if catastrophic event is in month	Yes	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	676	629	599	487	345	316						
	Total # of repair tickets restored in ≤ 24hrs	291	200	385	344	207	170						
	% of repair tickets restored ≤ 24 Hours	43.05%	31.80%	64.27%	70.64%	60.00%	53.80%						
	Sum of the duration of all outages (hh:mm)	29,531.33	37,125.48	17,169.37	12,633.91	11,699.56	13,555.33						
	Avg. outage duration (hh:mm)	43.69	59.02	28.66	25.94	33.91	42.90						
Refunds	Number of customers who received refunds	1	6	2	8	4	4						
	Monthly amount of refunds	\$0.29	\$35.67	\$4.99	\$49.86	\$35.55	\$3.78						
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	304,568	352,336	359,836	259,494	251,080	223,046						
	Total # of call seconds to reach live agent	261,873	324,971	338,901	251,307	244,755	216,801						
	% within 60 seconds	71.6%	55.5%	73.2%	85.5%	90.7%	90.3%						

Primary Utility Contact Information

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