

**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: 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			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Customers	Acct # for voice or bundle, res+bus	63,275	62,661	62,092	61,481	60,957	60,408	59,964	59,443	58,927	58,438	57,896	57,419	
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	42,319	41,950	41,492	41,132	40,792	40,522
		Total # of trouble reports	538	522	325	284	221	203	314	272	302	244	264	206
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.00	0.01	0.01	0.01	0.01	0.01	0.01
	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	25,387	25,250	25,051	24,855	24,672	24,545
		Total # of trouble reports	310	278	347	235	193	189	169	171	144	159	214	100
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.00
	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	12,075	12,055	11,961	11,914	11,843	11,781
		Total # of trouble reports	198	209	190	155	138	111	135	101	95	143	118	86
		% of trouble reports	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.01	0.01	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	308	286	327	369	380	257
		Total # of repair tickets restored in ≤ 24hrs	321	220	420	354	219	179	181	176	267	280	323	216
		% of repair tickets restored ≤ 24 Hours	49.46%	36.79%	71.79%	75.80	69.75	60.27	58.77	61.54	81.65	75.88	85.00	84.05
Sum of the duration of all outages (hh:mm)		22,956.04	28,483.00	12,274.87	9582.69	7520.10	9403.10	10,177.62	7,585.84	5,514.16	6270.02	5662.51	4379.21	
Avg. outage duration (hh:mm)		35.37	47.63	20.98	20.52	23.95	31.66	33.04	26.52	16.86	16.99	14.90	17.04	
Indicate if catastrophic event is in month		Yes	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of outage report tickets	676	629	599	487	345	316	317	307	347	403	401	283	
	Total # of repair tickets restored in ≤ 24hrs	291	200	385	344	207	170	170	159	280	298	309	202	
	% of repair tickets restored ≤ 24 Hours	43.05%	31.80%	64.27%	70.64%	60.00%	53.80%	53.63%	51.79%	80.69%	73.95%	77.06%	71.38%	
	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	12,816.31	10,388.36	7,748.17	10,807.11	9,116.16	6,760.26	
	Avg. outage duration (hh:mm)	43.69	59.02	28.66	25.94	33.91	42.90	40.43	33.84	22.33	26.82	22.73	23.89	
Refunds	Number of customers who received refunds	1	6	2	8	4	4	2	4	2	4	4	3	
	Monthly amount of refunds	\$0.29	\$35.67	\$4.99	\$49.86	\$35.55	\$3.78	\$3.60	\$38.41	\$28.49	\$39.58	\$13.45	\$3.02	
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	234,305	197,297	183,306	270,896	245,766	223,559	
	Total # of call seconds to reach live agent	261,873	324,971	338,901	251,307	244,755	216,833	224,870	186,938	166,638	231,492	203,051	198,506	
	% within 60 seconds	71.6%	55.5%	73.2%	85.5%	90.7%	90.3%	81.1%	68.5%	62.5%	45.0%	53.1%	70.9%	

Primary Utility Contact Information

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