

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

Company Name: CTC of California Inc

U#: _____

Report Year: 2017

Reporting Unit Type: _____

Reporting Unit Name: _____

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							
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								
		Total # of trouble reports	538	522	325								
		% of trouble reports	0.01	0.01	0.01	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	26,301	26,137	25,972								
		Total # of trouble reports	310	278	347								
		% of trouble reports	0.01	0.01	0.01	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	12,580	12,484	12,391								
		Total # of trouble reports	198	209	190								
		% of trouble reports	0.02	0.02	0.02	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	649	598	585									
	Total # of repair tickets restored in < 24hrs	321	220	420									
	% of repair tickets restored ≤ 24 Hours	49.46%	36.79%	71.79%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	22,956.04	28,483.00	12,274.87									
	Avg. outage duration (hh:mm)	35.37	47.63	20.98	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Indicate if catastrophic event is in mont	Yes	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	676	629	599									
	Total # of repair tickets restored in < 24hrs	291	200	385									
	% of repair tickets restored ≤ 24 Hours	43.05%	31.80%	64.27%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	29,531.33	37,125.48	17,169.37									
	Avg. outage duration (hh:mm)	43.69	59.02	28.66	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	1	6	2									
	Monthly amount of refunds	\$0.29	\$35.67	\$4.99									
	Total # of calls for TR, Billing & Non-billing	304,568	352,336	359,836									
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 call seconds to reach live agent	261,873	324,971	338,901									
	% within 60 seconds	71.6%	55.5%	73.2%									

Primary Utility Contact Information

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