

**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	55,335	54,910	54,550						
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	38,975	38,469	38,085					
		Total # of trouble reports	328	195	208	285	162	194					
		% of trouble reports	0.01	0.00	0.01	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	23,926	23,856	23,718					
		Total # of trouble reports	252	100	156	235	135	124					
		% of trouble reports	0.01	0.00	0.01	0.01	0.01	0.01					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	11,697	11,610	11,537	11,444	11,402	11,349					
		Total # of trouble reports	160	88	102	155	119	109					
		% of trouble reports	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	443	235	356	468	238	314					
		Total # of repair tickets restored in ≤ 24hrs	356	198	321	355	209	273					
		% of repair tickets restored ≤ 24 Hours	80.36%	84.26%	90.17%	75.85%	87.82%	86.94%					
		Sum of the duration of all outages (hh:mm)	8,113.66	3,916.17	5,992.22	9564.56	2671.81	4626.69					
		Avg. outage duration (hh:mm)	18.32	16.66	16.83	20.44	11.23	14.73					
		Indicate if catastrophic event is in month	No	No	No	No	No	No					
Unadjusted Out of Service Report		Total # of outage report tickets	464	242	374	488	302	336					
		Total # of repair tickets restored in ≤ 24hrs	360	187	303	345	223	259					
		% of repair tickets restored ≤ 24 Hours	77.59%	77.27%	81.02%	70.70%	73.84%	77.08%					
		Sum of the duration of all outages (hh:mm)	10,504.26	5,156.30	8,694.84	12,639.78	6,683.68	7,648.30					
		Avg. outage duration (hh:mm)	22.64	21.31	23.25	25.90	22.13	22.76					
Refunds		Number of customers who received refunds	2	0	0	0	2	6					
		Monthly amount of refunds	\$2.79	\$0.00	\$0.00	\$0.00	\$4.19	\$28.94					
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	194,932	185,016	192,258					
		Total # of call seconds to reach live agent	227,889	199,756	187,732	180,824	176,348	183,921					
		% within 60 seconds	33.2%	49.0%	56.4%	67.1%	79.8%	77.6%					

Primary Utility Contact Information

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