

**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:

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	
<b>Customers</b>	Acct # for voice or bundle, res+bus	56,861	56,352	55,879	55,335	54,910	54,550	54,106	53,613	53,262	52,782	52,395	52,000	
<b>Customer Trouble Report</b>														
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	37,734	37,371	35,814	36,396	35,183	34,871
		Total # of trouble reports	328	195	208	285	162	194	164	160	134	181	217	256
		% of trouble reports	0.01	0.00	0.01	0.01	0.00	0.01	0.00	0.00	0.00	0.00	0.01	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	23,592	23,519	23,180	23,646	22,834	22,727
		Total # of trouble reports	252	100	156	235	135	124	149	115	117	150	158	230
		% of trouble reports	0.01	0.00	0.01	0.01	0.01	0.01	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	11,305	11,312	11,236	11,555	11,112	11,070
		Total # of trouble reports	160	88	102	155	119	109	87	80	48	89	110	142
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.00	0.01	0.01	0.01
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	443	235	356	468	238	314	312	264	233	329	298	401	
	Total # of repair tickets restored in ≤ 24hrs	356	198	321	355	209	273	273	241	210	259	244	285	
	% of repair tickets restored ≤ 24 Hours	80.36%	84.26%	90.17%	75.85%	87.82%	86.94%	87.50%	91.29%	90.13%	78.72%	81.88%	71.07%	
	Sum of the duration of all outages (hh:mm)	8,113.66	3,916.17	5,992.22	9564.56	2671.81	4626.69	4,410.20	3,884.40	4,374.30	6424.27	5548.71	9281.21	
	Avg. outage duration (hh:mm)	18.32	16.66	16.83	20.44	11.23	14.73	14.14	14.71	18.77	19.53	18.62	23.15	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	464	242	374	488	302	336	330	285	250	355	392	515	
	Total # of repair tickets restored in ≤ 24hrs	360	187	303	345	223	259	243	225	196	240	217	254	
	% of repair tickets restored ≤ 24 Hours	77.59%	77.27%	81.02%	70.70%	73.84%	77.08%	73.64%	78.95%	78.40%	67.61%	55.36%	49.32%	
	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	4,410.20	4,604.40	6,489.81	9,104.94	13,219.95	20,617.51	
	Avg. outage duration (hh:mm)	22.64	21.31	23.25	25.90	22.13	22.76	13.36	16.16	25.96	25.65	33.72	40.03	
Refunds	Number of customers who received refunds	2	0	0	0	2	6	8	4	4	3	2	4	
	Monthly amount of refunds	\$2.79	\$0.00	\$0.00	\$0.00	\$4.19	\$28.94	\$70.35	\$23.62	\$35.83	\$10.02	\$29.27	\$51.95	
<b>Answer Time</b> (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	184,224	177,591	146,010	136,206	117,627	83,478	
	Total # of call seconds to reach live agent	227,889	199,756	187,732	180,824	176,348	183,921	173,087	173,723	137,704	130,711	118,325	83,809	
	% within 60 seconds	33.2%	49.0%	56.4%	67.1%	79.8%	77.6%	66.4%	63.4%	61.0%	61.3%	65.1%	63.3%	

**Primary Utility Contact Information**

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