

**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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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											
		51,637	51,203	50,847	50,217	49,705	49,238						
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	34,594	34,255	33,925	33,389	32,767	32,332					
		Total # of trouble reports	339	193	253	256	224	195					
		% of trouble reports	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	22,627	22,510	22,338	22,163	21,995	21,857					
		Total # of trouble reports	285	241	300	224	235	196					
		% 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	11,007	10,932	10,878	10,795	10,702	10,638					
		Total # of trouble reports	158	175	139	126	143	115					
		% of trouble reports	0.01	0.02	0.01	0.01	0.01	0.01					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	469	347	435	301	317	289						
	Total # of repair tickets restored in ≤ 24hrs	286	194	249	185	196	187						
	% of repair tickets restored ≤ 24 Hours	60.98%	55.91%	57.24%	61.46%	61.83%	64.71%						
	Sum of the duration of all outages (hh:mm)	14,844.72	14,604.04	22,879.23	12725.39	12900.82	11670.81						
	Avg. outage duration (hh:mm)	31.65	42.09	52.60	42.28	40.70	40.38						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	652	514	549	446	463	407						
	Total # of repair tickets restored in ≤ 24hrs	240	163	234	171	178	175						
	% of repair tickets restored ≤ 24 Hours	36.81%	31.71%	42.62%	38.34%	38.44%	43.00%						
	Sum of the duration of all outages (hh:mm)	33,363.60	38,950.08	37,684.15	19,098.88	30,351.16	26,153.70						
	Avg. outage duration (hh:mm)	51.17	75.78	68.64	42.82	65.55	64.26						
Refunds	Number of customers who received refunds	6	10	9	4	4	3						
	Monthly amount of refunds	\$36.54	\$109.95	\$217.25	\$7.82	\$30.64	\$39.64						
<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	144,259	140,381	151,607	97,851	83,794	75,534						
	Total # of call seconds to reach live agent	129,358	124,476	135,317	93,944	80,725	73,923						
	% within 60 seconds	50.6%	51.1%	62.4%	81.0%	83.0%	88.9%						

**Primary Utility Contact Information**

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