

**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)			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
Customers	Acct # for voice or bundle, res+bus	51,637	51,203	50,847	50,217	49,705	49,238	48,760	48,267	47,835	47,347	46,956	46,545	
Customer Trouble Report														
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	31,887	31,493	31,073	30,663	30,433	30,104
		Total # of trouble reports	339	193	253	256	224	195	183	157	200	167	154	335
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.00	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	21,685	21,535	21,422	21,225	21,070	20,759
		Total # of trouble reports	285	241	300	224	235	196	177	147	171	197	148	261
		% 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	0.01
	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	10,589	10,559	10,458	10,378	10,301	10,202
		Total # of trouble reports	158	175	139	126	143	115	108	103	97	105	52	181
		% of trouble reports	0.01	0.02	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	469	347	435	301	317	289	242	197	207	279	219	426
		Total # of repair tickets restored in ≤ 24hrs	286	194	249	185	196	187	149	115	111	168	155	162
		% of repair tickets restored ≤ 24 Hours	60.98%	55.91%	57.24%	61.46%	61.83%	64.71%	61.57%	58.38%	53.62%	60.22%	70.78%	38.03%
Sum of the duration of all outages (hh:mm)		14,844.72	14,604.04	22,879.23	12,725.39	12,900.82	11,670.81	10,209.96	9,405.95	9,714.99	8,081.92	4,328.45	19,014.44	
Avg. outage duration (hh:mm)		31.65	42.09	52.60	42.28	40.70	40.38	42.19	47.75	46.93	28.97	19.76	44.63	
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of outage report tickets	652	514	549	446	463	407	364	324	365	392	221	605	
	Total # of repair tickets restored in ≤ 24hrs	240	163	234	171	178	175	133	108	99	148	65	129	
	% of repair tickets restored ≤ 24 Hours	36.81%	31.71%	42.62%	38.34%	38.44%	43.00%	36.54%	33.33%	27.12%	37.76%	29.41%	21.32%	
	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	24,636.47	26,714.35	30,464.11	19,129.54	7,345.85	40,936.99	
	Avg. outage duration (hh:mm)	51.17	75.78	68.64	42.82	65.55	64.26	67.68	82.45	83.46	48.80	33.24	67.66	
Refunds	Number of customers who received refunds	6	10	9	4	4	3	1	4	7	8	3	9	
	Monthly amount of refunds	\$36.54	\$109.95	\$217.25	\$7.82	\$30.64	\$39.64	\$31.50	\$115.74	\$56.14	\$210.69	\$111.99	\$144.47	
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	144,259	140,381	151,607	97,851	83,794	75,534	83,808	89,244	94,873	104,263	85,904	97,742	
	Total # of call seconds to reach live agent	129,358	124,476	135,317	93,944	80,725	73,923	79,669	86,621	91,888	101,692	84,084	93,859	
	% within 60 seconds	50.6%	51.1%	62.4%	81.0%	83.0%	88.9%	84.4%	83.1%	83.2%	85.7%	86.7%	77.0%	

Primary Utility Contact Information

Name: Cassandra Guinness

Phone: 585-777-4557

Email: cassandra.guinness@ftr.com