

**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
Customers		Acct # for voice or bundle, res+bus											
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								
		Total # of trouble reports	339	193	253								
		% of trouble reports	0.01	0.01	0.01								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	22627	22,510	22,338								
		Total # of trouble reports	285	241	300								
		% of trouble reports	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								
		Total # of trouble reports	158	175	139								
		% of trouble reports	0.01	0.02	0.01								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	469	347	435									
	Total # of repair tickets restored in ≤ 24hrs	286	194	249									
	% of repair tickets restored ≤ 24 Hours	60.98%	55.91%	57.24%									
	Sum of the duration of all outages (hh:mm)	14,844.72	14,604.04	22,879.23									
	Avg. outage duration (hh:mm)	31.65	42.09	52.60									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	652	514	549									
	Total # of repair tickets restored in ≤ 24hrs	240	163	234									
	% of repair tickets restored ≤ 24 Hours	36.81%	31.71%	42.62%									
	Sum of the duration of all outages (hh:mm)	33,363.60	38,950.08	37,684.15									
	Avg. outage duration (hh:mm)	51.17	75.78	68.64									
Refunds	Number of customers who received refunds	6	10	9									
	Monthly amount of refunds	\$36.54	\$109.95	\$217.25									
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									
	Total # of call seconds to reach live agent	129,358	124,476	135,317									
	% within 60 seconds	50.6%	51.1%	62.4%									

Primary Utility Contact Information

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