

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:

2020

Reporting Unit Type:

☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name:

CTC of CA Inc

Measurement (Compile monthly, file quarterly)			Date filed (05/15/209)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
Customers		Acct # for voice or bundle, res+bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	17,924	17,686	17,626	17,435	17,253	14,058	13,917	13,740	13,574	13,384	13,263	13,140
		Total # of trouble reports	297	195	176	105	107	142	102	97	101	202	113	124
		% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	23117	22,880	22,630	22,500	22,363	25,197	24,013	23,893	23,764	23,548	23,263	23,162
		Total # of trouble reports	224	155	164	267	241	320	350	319	275	217	218	226
		% 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	13,612	13,477	13,362	13,277	13,210	13,139	14,121	14,062	13,948	13,771	13,692	13,619
		Total # of trouble reports	125	85	131	161	175	218	261	241	176	181	237	245
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.02	0.02	0.02	0.01	0.01	0.02	0.02
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	331	246	275	207	199	257	254	239	190	195	243
Total # of repair tickets restored in ≤ 24hrs			190	194	234	187	180	221	220	196	177	183	214	199
% of repair tickets restored ≤ 24 Hours			57.40%	78.86%	85.09%	90.34%	90.45%	85.99%	86.61%	82.01%	93.16%	93.85%	88.07%	87.67%
Sum of the duration of all outages (hh:mm)			12,803.55	5,122.06	4,397.14	3314.66	2889.16	4278.04	4,329.02	4,729.09	2,680.65	2873.75	3658.06	3804.28
Avg. outage duration (hh:mm)			38.68	20.82	15.99	16.01	14.52	16.65	17.04	19.79	14.11	14.74	15.05	16.76
Indicate if catastrophic event is in month			No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report		Total # of outage report tickets	497	319	360	262	233	331	329	311	242	236	313	283
		Total # of repair tickets restored in ≤ 24hrs	155	176	220	172	158	203	195	180	162	165	182	179
		% of repair tickets restored ≤ 24 Hours	31.19%	55.17%	61.11%	65.65%	67.81%	61.33%	59.27%	57.88%	66.94%	69.92%	58.15%	63.25%
		Sum of the duration of all outages (hh:mm)	31,306.03	11,464.07	9,937.27	6,421.22	5,801.50	9,585.89	9,378.67	9,568.93	6,788.83	5,701.12	57,425.50	7,917.64
		Avg. outage duration (hh:mm)	62.99	35.94	27.60	6421.22	24.90	28.96	28.51	30.77	28.05	24.16	183.47	27.98
Refunds		Number of customers who received refunds	5	0	4	10	3	10	7	5	8	2	2	40
		Monthly amount of refunds	\$40.78	\$0.00	\$24.26	\$80.69	\$33.00	\$59.31	\$34.45	\$26.45	\$30.63	\$6.39	\$18.45	\$4,798.12
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	192,989	150,838	158,058	153,165	140,824	136,201	140,356	130,764	122,067	113,467	103,158	109,194
		Total # of call seconds to reach live agent	14,409,386	11,412,676	10,947,739	899,320	1,867,133	1,572,778	3,106,545	2,221,199	930,293	642,411	939,640	488,453
		% within 60 seconds	86.4%	80.2%	81.0%	98.4%	96.2%	96.7%	94.6%	95.3%	97.8%	98.3%	96.6%	98.1%

Primary Utility Contact Information

Name: Cassandra Guinness

Phone: 585-777-4557

Email: cassandra.guinness@ftr.com