

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Citizens Telecommunications of CA Inc

U#: (1024-C)

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier Communications of CA

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (11/15/16)			Date filed (02/15/17)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
Customers	Acct # for voice or bundle, res+bus							86,380	85,675	85,102	84,626	84,064	83,545	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	49778	49431	48988	48,654	48,169	47,795	47425	46943	46898	46589	46360	45959
		Total # of trouble reports	413	293	380	303	256	307	284	306	206	337	348	323
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.00	0.01	0.01
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	28074	27924	27770	27,553	27,416	27,289	27153	26994	26844	26721	26553	26461
		Total # of trouble reports	250	226	206	228	172	257	232	206	206	239	263	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	13560	13471	13394	12,623	13,258	13,176	13119	13075	12959	12892	12746	12717
		Total # of trouble reports	136	134	148	90	123	134	160	148	134	153	163	191
		% 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
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	595	333	400	278	253	390	210	285	282	396	420	455	
	Total # of repair tickets restored in ≤ 24hrs	515	295	324	246	208	327	173	225	239	320	351	361	
	% of repair tickets restored ≤ 24 Hours	86.55	88.59	81.00	88.49	82.21	83.85	82.38	78.95	84.75	80.81	83.57	79.34	
	Sum of the duration of all outages (hh:mm)	238619:31	147818:09	187684:48	0.00	4903.75	8445.29	82997:45	132019:55	120635:45	159526:33	175710:57	9805.31	
	Avg. outage duration (hh:mm)	401:02	443:53	469:12	0.00	19.38	21.65	16.47	19.30	17.82	16.79	17.43	21.55	
	Indicate if catastrophic even is in month	N/A	N/A	N/A	N/A	N/A	N/A	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of outage report tickets	N/A	N/A	N/A	N/A	N/A	N/A	229	291	364	441	481	519	
	Total # of repair tickets restored in ≤ 24hrs	N/A	N/A	N/A	N/A	N/A	N/A	160	211	223	300	321	305	
	% of repair tickets restored ≤ 24 Hours	N/A	N/A	N/A	N/A	N/A	N/A	69.87%	72.51%	61.26%	68.03%	66.74%	58.77%	
	Sum of the duration of all outages (hh:mm)	N/A	N/A	N/A	N/A	N/A	N/A	5,510.98	6,660.45	9,951.16	10,964.12	12,588.75	15,627.62	
	Avg. outage duration (hh:mm)	N/A	N/A	N/A	N/A	N/A	N/A	24.07	22.89	27.34	24.86	26.17	30.11	
	Refunds	Number of customers who received refunds	N/A	N/A	N/A	N/A	N/A	N/A	7	1	1	2	0	0
Monthly amount of refunds		N/A	N/A	N/A	N/A	N/A	N/A	60.84	100.00	14.29	7.63	0.00	0.00	
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	N/A	N/A	N/A	N/A	N/A	N/A	411,198	421,787	346,158	287,888	281,060	241,969	
	Total # of call seconds to reach live agent	N/A	N/A	N/A	N/A	N/A	N/A	358,650	331,438	285,949	260,282	269,091	212,570	
	% within 60 seconds	N/A	N/A	N/A	N/A	N/A	N/A	59.0%	56.9%	69.1%	80.5%	83.6%	71.2%	

Primary Utility Contact Information

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