

**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: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/22)			Date filed (08/15/22)			Date filed (11/15/22)			Date filed (02/15/23)			
		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	8,321	8,255	8,164									
		Total # of trouble reports	70	42	42									
		% of trouble reports	0.84	0.51	0.51									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	20,891	20,738	20,557									
		Total # of trouble reports	335	188	160									
		% of trouble reports	1.60	0.91	0.78									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	15,016	14,894	14,753									
		Total # of trouble reports	362	214	184									
		% of trouble reports	2.41	1.44	1.25									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	181	154	132										
	Total # of repair tickets restored in ≤ 24hrs	166	143	127										
	% of repair tickets restored ≤ 24 Hours	91.71%	92.86%	96.21%										
	Sum of the duration of all outages (hh:mm)	2,799.44	2,371.90	1,754.00										
	Avg. outage duration (hh:mm)	15.47	15.40	13.29										
	Indicate if catastrophic event is in month	No	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	361	221	171										
	Total # of repair tickets restored in ≤ 24hrs	152	135	122										
	% of repair tickets restored ≤ 24 Hours	42.11%	61.09%	71.35%										
	Sum of the duration of all outages (hh:mm)	27,926.22	11,829.75	5,776.55										
	Avg. outage duration (hh:mm)	77.36	53.53	33.78										
Refunds	Number of customers who received refunds	13	12	2										
	Monthly amount of refunds	\$80.91	\$116.40	\$59.85										
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	94,107	75,320	95,947										
	Total # of call seconds to reach live agent	3,599,096	1,400,564	8,044,738										
	% within 60 seconds	84.4%	91.6%	66.7%										

Primary Utility Contact Information

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