

**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: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			Date filed (08/15/23)			Date filed (11/15/23)			Date filed (02/15/24)		
		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	4,606	4,549	4,506								
		Total # of trouble reports	59	64	46								
		% of trouble reports	1.28	1.41	1.02								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	20,171	19,918	19,568								
		Total # of trouble reports	379	283	350								
		% of trouble reports	1.88	1.42	1.79								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	14,183	14,016	13,722								
		Total # of trouble reports	439	320	455								
		% of trouble reports	3.10	2.28	3.32								
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	168	209	229							
			Total # of repair tickets restored in ≤ 24hrs	110	60	76							
			% of repair tickets restored ≤ 24 Hours	65.48%	28.71%	33.19%							
Sum of the duration of all outages (hh:mm)			7,849.50	43,045.79	22,457.17								
Avg. outage duration (hh:mm)			46.72	205.96	98.07								
Unadjusted Out of Service Report		Indicate if catastrophic event is in month	No	No	No								
		Total # of outage report tickets	427	317	432								
		Total # of repair tickets restored in ≤ 24hrs	51	53	68								
		% of repair tickets restored ≤ 24 Hours	11.94%	16.72%	15.74%								
		Sum of the duration of all outages (hh:mm)	65,164.64	82,241.81	57,245.38								
Refunds		Avg. outage duration (hh:mm)	152.61	259.44	132.51								
		Number of customers who received refunds	2	27	10								
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)		Monthly amount of refunds	\$20.25	\$697.72	\$387.22								
		Total # of calls for TR, Billing & Non-billing	101,952	75,840	87,053								
		Total # of call seconds to reach live agent	25,949,438	11,486,718	16,917,902								
		% within 60 seconds	63.7%	72.7%	67.3%								

Primary Utility Contact Information

Name: Cassandra Knight

Phone: 585-777-4557

Email: cassandra.knight@ftr.com