

**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	4,465	4,423	4,311						
		Total # of trouble reports	59	64	46	40	32	39						
		% of trouble reports	1.28	1.41	1.02	0.90	0.72	0.90						
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	20,171	19,918	19,568	18,345	17,093	17,892						
		Total # of trouble reports	379	283	350	149	176	204						
		% of trouble reports	1.88	1.42	1.79	0.81	1.03	1.14						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	14,183	14,016	13,722	14,501	15,319	14,158						
		Total # of trouble reports	439	320	455	319	327	255						
		% of trouble reports	3.10	2.28	3.32	2.20	2.13	1.80						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	168	209	229	167	185	170						
		Total # of repair tickets restored in ≤ 24hrs	110	60	76	58	91	71						
		% of repair tickets restored ≤ 24 Hours	65.48%	28.71%	33.19%	34.73%	49.19%	41.76%						
		Sum of the duration of all outages (hh:mm)	7,849.50	43,045.79	22,457.17	12867.74	14444.35	7541.15						
		Avg. outage duration (hh:mm)	46.72	205.96	98.07	77.05	78.08	44.36						
Unadjusted Out of Service Report		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of outage report tickets	427	317	432	256	270	254						
		Total # of repair tickets restored in ≤ 24hrs	51	53	68	58	82	71						
		% of repair tickets restored ≤ 24 Hours	11.94%	16.72%	15.74%	22.66%	30.37%	27.95%						
		Sum of the duration of all outages (hh:mm)	65,164.64	82,241.81	57,245.38	29,047.00	33,033.88	18,893.61						
Refunds		Avg. outage duration (hh:mm)	152.61	259.44	132.51	113.46	122.35	74.38						
		Number of customers who received refunds	2	27	10	24	37	3						
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	\$436.82	\$1,288.47	\$16.46						
		Total # of calls for TR, Billing & Non-billing	101,952	75,840	88,110	75,046	81,190	74,770						
		Total # of call seconds to reach live agent	25,949,438	11,486,718	17,186,380	13,204,848	8,660,738	3,593,271						
		% within 60 seconds	63.7%	72.7%	67.7%	65.0%	72.1%	86.9%						

Primary Utility Contact Information

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