

**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: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/24)			Date filed (08/15/24)			Date filed (11/15/24)			Date filed (02/14/25)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Customers		Acct # for voice or bundle, res+bus												
		24,760	24,482	24,142	23,870	23,464	23,136	22,804	22,374	21,946	21,377	20,996	20,626	
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,952	3,906	3,870	3,837	3,693	3,649	3,448	3,563	3,524	3,471	3,436	3,401
		Total # of trouble reports	41	60	41	30	19	20	20	24	21	28	31	39
		% of trouble reports	1.04	1.54	1.06	0.78	0.51	0.55	0.58	0.67	0.60	0.81	0.90	1.15
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	15,468	15,287	15,084	14,909	13,682	13,460	12,007	12,059	11,884	10,632	10,463	11,610
		Total # of trouble reports	181	144	136	183	105	129	123	118	142	204	120	131
		% of trouble reports	1.17	0.94	0.90	1.23	0.77	0.96	1.02	0.98	1.19	1.92	1.15	1.13
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	13,773	13,638	13,433	13,274	14,093	13,914	14,304	14,356	14,058	14,644	14,362	13,227
		Total # of trouble reports	393	389	343	249	232	184	294	205	225	238	290	358
		% of trouble reports	2.85	2.85	2.55	1.88	1.65	1.32	2.06	1.43	1.60	1.63	2.02	2.71
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	274	229	219	196	125	175	190	169	206	212	262	285
		Total # of repair tickets restored in ≤ 24hrs	163	144	122	127	85	136	142	139	187	193	243	257
		% of repair tickets restored ≤ 24 Hours	59.49%	62.88%	55.71%	64.80%	68.00%	77.71%	74.74%	82.25%	90.78%	91.04%	92.75%	90.18%
Sum of the duration of all outages (hh:mm)		8,802.51	7,502.79	11,384.60	5698.90	3478.25	3060.08	4,914.96	3,977.37	3,352.57	3472.99	3427.39	3770.23	
Avg. outage duration (hh:mm)		32.13	32.76	51.98	29.08	27.83	17.49	25.87	23.53	16.27	16.38	13.08	13.23	
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	375	339	331	297	221	235	288	228	271	342	298	340	
	Total # of repair tickets restored in ≤ 24hrs	140	135	114	103	81	111	131	125	157	190	228	234	
	% of repair tickets restored ≤ 24 Hours	37.33%	39.82%	34.44%	34.68%	36.65%	47.23%	45.49%	54.82%	57.93%	55.56%	76.51%	68.82%	
	Sum of the duration of all outages (hh:mm)	19,382.46	19,704.54	27,729.76	16,662.76	12,622.77	12,374.44	12,680.84	8,988.71	17,946.56	12,569.28	6,137.31	9,922.53	
	Avg. outage duration (hh:mm)	51.69	58.13	83.78	56.10	57.12	52.66	44.03	39.42	66.22	36.75	20.60	29.18	
Refunds	Number of customers who received refunds	5	2	7	5	11	6	3	9	2	2	0	1	
	Monthly amount of refunds	\$165.28	\$31.73	\$55.65	\$76.82	\$173.67	\$35.58	\$14.59	\$143.65	\$151.66	\$35.57	\$0.00	\$11.09	
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	98,269	95,984	103,453	104,744	93,808	85,051	96,829	93,389	80,917	84,624	71,376	78,246	
	Total # of call seconds to reach live agent	38,019,691	41,233,147	45,735,646	49,952,436	17,532,387	8,789,511	17,290,714	18,156,174	16,971,952	13,650,766	5,606,651	3,351,671	
	% within 60 seconds	60.5%	62.3%	52.6%	57.8%	60.9%	69.7%	61.4%	59.4%	63.2%	69.0%	80.5%	86.3%	

Primary Utility Contact Information

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