

**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 (02/15/25)		
			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			24,760	24,482	24,142									
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,952	3,906	3,870									
		Total # of trouble reports	41	60	41									
		% of trouble reports	1.04	1.54	1.06									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	15,468	15,287	15,084									
		Total # of trouble reports	181	144	136									
		% of trouble reports	1.17	0.94	0.90									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	13,773	13,638	13,433									
		Total # of trouble reports	393	389	343									
		% of trouble reports	2.85	2.85	2.55									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	274	229	219									
		Total # of repair tickets restored in ≤ 24hrs	163	144	122									
		% of repair tickets restored ≤ 24 Hours	59.49%	62.88%	55.71%									
		Sum of the duration of all outages (hh:mm)	8,802.51	7,502.79	11,384.60									
		Avg. outage duration (hh:mm)	32.13	32.76	51.98									
Unadjusted Out of Service Report		Indicate if catastrophic event is in month	No	No	No									
		Total # of outage report tickets	375	339	331									
		Total # of repair tickets restored in ≤ 24hrs	140	135	114									
		% of repair tickets restored ≤ 24 Hours	37.33%	39.82%	34.44%									
		Sum of the duration of all outages (hh:mm)	19,382.46	19,704.54	27,729.76									
Refunds		Avg. outage duration (hh:mm)	51.69	58.13	83.78									
		Number of customers who received refunds	5	2	7									
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	\$165.28	\$31.73	\$55.65									
		Total # of calls for TR, Billing & Non-billing	150,353	148,299	155,965									
		Total # of call seconds to reach live agent	51,121,587	53,022,192	54,203,209									
		% within 60 seconds	62.1%	69.3%	64.3%									

Primary Utility Contact Information

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