

**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														
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						
		Total # of trouble reports	41	60	41	30	19	20						
		% of trouble reports	1.04	1.54	1.06	0.78	0.51	0.55						
	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						
		Total # of trouble reports	181	144	136	183	105	129						
		% of trouble reports	1.17	0.94	0.90	1.23	0.77	0.96						
	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						
		Total # of trouble reports	393	389	343	249	232	184						
		% of trouble reports	2.85	2.85	2.55	1.88	1.65	1.32						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs			Total # of outage report tickets	274	229	219	196	125	175					
			Total # of repair tickets restored in ≤ 24hrs	163	144	122	127	85	136					
			% of repair tickets restored ≤ 24 Hours	59.49%	62.88%	55.71%	64.80%	68.00%	77.71%					
			Sum of the duration of all outages (hh:mm)	8,802.51	7,502.79	11,384.60	5698.90	3478.25	3060.08					
			Avg. outage duration (hh:mm)	32.13	32.76	51.98	29.08	27.83	17.49					
			Indicate if catastrophic event is in month	No	No	No	No	No	No					
Unadjusted Out of Service Report			Total # of outage report tickets	375	339	331	297	221	235					
			Total # of repair tickets restored in ≤ 24hrs	140	135	114	103	81	111					
			% of repair tickets restored ≤ 24 Hours	37.33%	39.82%	34.44%	34.68%	36.65%	47.23%					
			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					
			Avg. outage duration (hh:mm)	51.69	58.13	83.78	56.10	57.12	52.66					
Refunds			Number of customers who received refunds	5	2	7	5	11	6					
			Monthly amount of refunds	\$165.28	\$31.73	\$55.65	\$76.82	\$173.67	\$35.58					
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	102,905	101,854	108,826	106,025	96,291	86,221					
			Total # of call seconds to reach live agent	40,622,197	45,408,402	49,416,683	50,858,936	18,081,944	8,920,983					
			% within 60 seconds	62.6%	64.9%	55.5%	58.4%	62.0%	70.1%					

Primary Utility Contact Information

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