

**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		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
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				
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	3,448	3,563	3,524			
		Total # of trouble reports	41	60	41	30	19	20	20	24	21			
		% of trouble reports	1.04	1.54	1.06	0.78	0.51	0.55	0.58	0.67	0.60			
	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			
		Total # of trouble reports	181	144	136	183	105	129	123	118	142			
		% of trouble reports	1.17	0.94	0.90	1.23	0.77	0.96	1.02	0.98	1.19			
	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			
		Total # of trouble reports	393	389	343	249	232	184	294	205	225			
		% of trouble reports	2.85	2.85	2.55	1.88	1.65	1.32	2.06	1.43	1.60			
	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		
			Total # of repair tickets restored in ≤ 24hrs	163	144	122	127	85	136	142	139	187		
			% of repair tickets restored ≤ 24 Hours	59.49%	62.88%	55.71%	64.80%	68.00%	77.71%	74.74%	82.25%	90.78%		
		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			
		Avg. outage duration (hh:mm)	32.13	32.76	51.98	29.08	27.83	17.49	25.87	23.53	16.27			
		Indicate if catastrophic event is in month	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			
		Total # of repair tickets restored in ≤ 24hrs	140	135	114	103	81	111	131	125	157			
		% of repair tickets restored ≤ 24 Hours	37.33%	39.82%	34.44%	34.68%	36.65%	47.23%	45.49%	54.82%	57.93%			
		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			
		Avg. outage duration (hh:mm)	51.69	58.13	83.78	56.10	57.12	52.66	44.03	39.42	66.22			
Refunds		Number of customers who received refunds	5	2	7	5	11	6	3	9	2			
		Monthly amount of refunds	\$165.28	\$31.73	\$55.65	\$76.82	\$173.67	\$35.58	\$14.59	\$143.65	\$151.66			
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	99,043	96,225	84,254			
		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	17,702,478	18,755,905	17,797,182			
		% within 60 seconds	62.6%	64.9%	55.5%	58.4%	62.0%	70.1%	62.4%	60.7%	64.8%			

Primary Utility Contact Information

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