

California Public Utilities Commission
 Service Quality Standards Reporting
 General Order No. 133-D

Company Name: Citizens Telecommunications Co of CA Inc
 Total Company Exchange Wire Center

U#: U-1024-C

Report Year: 2025

Reporting Unit Type: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/25)			Date filed (02/15/26)		
		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	20,132	19,709	19,212	18,730	18,380	17,962	17,495	17,121	16,714			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,340	3,290	3,234	3,169	3,131	3,087	3,043	0	0		
		Total # of trouble reports	31	42	20	26	21	20	32	0	0		
		% of trouble reports	0.93	1.28	0.62	0.82	0.67	0.65	1.05				
Adjusted Out of Service Report	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	10,095	9,913	8,695	8,479	8,316	8,116	6,920	9,745	9,468		
		Total # of trouble reports	139	132	122	89	83	89	68	140	93		
		% of trouble reports	1.38	1.33	1.40	1.05	1.00	1.10	0.98	1.44	0.98		
Unadjusted Out of Service Report	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	13,761	13,408	14,035	13,710	13,439	13,127	13,733	13,421	13,081		
		Total # of trouble reports	263	284	266	314	193	213	206	214	240		
		% of trouble reports	1.91	2.12	1.90	2.29	1.44	1.62	1.50	1.59	1.83		
Adjusted Out of Service Report		Total # of outage report tickets	221	257	228	218	164	182	190	172	151		
Min. standard = 90% within 24 hrs		Total # of repair tickets restored in ≤ 24hrs	203	236	213	204	160	158	177	158	138		
		% of repair tickets restored ≤ 24 Hours	91.86%	91.83%	93.42%	93.58%	97.56%	86.81%	93.16%	91.86%	91.39%		
		Sum of the duration of all outages (hh:mm)	5,120.99	4,028.76	3,064.32	2758.57	1980.21	3181.48	2,907.49	3,640.95	1,855.96		
		Avg. outage duration (hh:mm)	23.17	15.68	13.44	12.65	12.07	17.48	15.30	21.17	12.29		
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No	No		
Unadjusted Out of Service Report		Total # of outage report tickets	250	296	260	295	180	205	203	232	196		
		Total # of repair tickets restored in ≤ 24hrs	198	230	210	217	152	146	164	149	131		
		% of repair tickets restored ≤ 24 Hours	79.20%	77.70%	80.77%	73.56%	84.44%	71.22%	80.79%	64.22%	66.84%		
		Sum of the duration of all outages (hh:mm)	8,197.18	7,581.74	5,463.28	18,868.46	3,226.16	5,559.48	4,588.36	16,064.67	6,809.80		
		Avg. outage duration (hh:mm)	32.79	25.61	21.01	63.96	17.92	27.12	22.60	69.24	34.74		
Refunds		Number of customers who received refunds	21	17	25	18	9	12	3	9	5		
		Monthly amount of refunds	\$435.82	\$374.08	\$355.54	\$453.39	\$320.43	\$1,006.77	\$204.36	\$224.00	\$121.11		
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	93,798	91,115	88,415	87,218	83,287	78,958	85,204	76,299	74,353		
		Total # of call seconds to reach live agent	4,222,192	926,284	1,447,392	2,268,488	3,569,325	4,709,599	5,520,685	2,335,225	3,948,297		
		% within 60 seconds	87.7%	96.9%	95.5%	92.8%	88.9%	86.8%	85.4%	90.9%	88.0%		

Primary Utility Contact Information

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