

**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: 2025

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: 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			
Customers		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
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	16,303	15,989	15,627	
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	0	0	0
		Total # of trouble reports	31	42	20	26	21	20	32	0	0	0	0	0
		% of trouble reports	0.93	1.28	0.62	0.82	0.67	0.65	1.05					
	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	8,280	8,161	8,017
		Total # of trouble reports	139	132	122	89	83	89	68	140	93	72	74	79
		% of trouble reports	1.38	1.33	1.40	1.05	1.00	1.10	0.98	1.44	0.98	0.87	0.91	0.99
	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	13,695	13,413	13,099
		Total # of trouble reports	263	284	266	314	193	213	206	214	240	287	252	271
		% of trouble reports	1.91	2.12	1.90	2.29	1.44	1.62	1.50	1.59	1.83	2.10	1.88	2.07
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	221	257	228	218	164	182	190	172	151	216	199	209
		Total # of repair tickets restored in ≤ 24hrs	203	236	213	204	160	158	177	158	138	198	183	193
		% of repair tickets restored ≤ 24 Hours	91.86%	91.83%	93.42%	93.58%	97.56%	86.81%	93.16%	91.86%	91.39%	91.67%	91.96%	92.34%
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	4610.54	2583.21	3224.27	
Avg. outage duration (hh:mm)		23.17	15.68	13.44	12.65	12.07	17.48	15.30	21.17	12.29	21.35	12.98	15.43	
Indicate if catastrophic event is in month		No	No	No	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	239	220	240
	Total # of repair tickets restored in ≤ 24hrs	198	230	210	217	152	146	164	149	131	191	173	181	
	% of repair tickets restored ≤ 24 Hours	79.20%	77.70%	80.77%	73.56%	84.44%	71.22%	80.79%	64.22%	66.84%	79.92%	78.64%	75.42%	
	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	7,147.69	4,974.42	5,977.26	
	Avg. outage duration (hh:mm)	32.79	25.61	21.01	63.96	17.92	27.12	22.60	69.24	34.74	29.91	22.61	24.91	
Refunds	Number of customers who received refunds	21	17	25	18	9	12	3	9	5	6	23	15	
	Monthly amount of refunds	\$435.82	\$374.08	\$355.54	\$453.39	\$320.43	\$1,006.77	\$204.36	\$224.00	\$121.11	\$361.46	\$1,228.96	\$265.57	
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	76,995	60,645	71,128	
	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	2,450,203	1,120,626	4,880,082	
	% within 60 seconds	87.7%	96.9%	95.5%	92.8%	88.9%	86.8%	85.4%	90.9%	88.0%	91.9%	94.6%	89.0%	

Primary Utility Contact Information

Name: Cassandra Knight

Phone: 585-777-4557

Email: cassandra.knight@ftr.com