

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:

2026

Reporting Unit Type:

☒ Total Company

☐ Exchange

☐ Wire Center

Reporting Unit Name:

CTC of CA Inc

Measurement (Compile monthly, file quarterly)			Date filed (05/15/26)			Date filed (08/15/26)			Date filed (11/15/26)			Date filed (02/15/27)		
			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	0	0	0	0	0	0						
		Total # of trouble reports	0	0	0	0	0	0						
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	7,891	6,750	6,568	6,441	6,322	6,200						
		Total # of trouble reports	131	109	78	51	82	61						
		% of trouble reports	1.66	1.61	1.19	0.79	1.30	0.98						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	12,831	13,465	13,119	12,797	12,528	12,193						
		Total # of trouble reports	295	222	255	238	196	228						
		% of trouble reports	2.30	1.65	1.94	1.86	1.56	1.87						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	224	180	194	146	150	143							
	Total # of repair tickets restored in ≤ 24hrs	207	164	174	132	136	122							
	% of repair tickets restored ≤ 24 Hours	92.41%	91.11%	89.69%	90.41%	90.67%	85.31%							
	Sum of the duration of all outages (hh:mm)	3,263.30	2,293.11	2,582.72	2050.10	2224.70	2662.65							
	Avg. outage duration (hh:mm)	14.57	12.74	13.31	14.04	14.83	18.62							
	Indicate if catastrophic event is in month	No	No	No	No	No	No							
Unadjusted Out of Service Report	Total # of outage report tickets	268	192	228	182	167	166							
	Total # of repair tickets restored in ≤ 24hrs	195	161	183	128	130	114							
	% of repair tickets restored ≤ 24 Hours	72.76%	83.85%	80.26%	70.33%	77.84%	68.67%							
	Sum of the duration of all outages (hh:mm)	10,388.97	3,451.88	4,616.39	5,754.38	3,450.06	5,272.74							
	Avg. outage duration (hh:mm)	38.76	17.98	20.25	31.62	20.66	31.76							
Refunds	Number of customers who received refunds	4	7	2	9	1	3							
	Monthly amount of refunds	\$108.28	\$61.47	\$44.40	\$119.40	\$15.00	\$22.19							
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	86,031	74,331	79,279	70,710	65,899	71,462							
	Total # of call seconds to reach live agent	8,482,891	2,805,600	4,054,561	1,852,734	1,558,118	3,577,536							
	% within 60 seconds	79.0%	88.2%	88.9%	92.8%	93.3%	89.6%							

Primary Utility Contact Information

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