

**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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)		
		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											
Customer Trouble Report		37,854	37,361	36,974									
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	12,870	12,860	12,542								
		Total # of trouble reports	124	95	108								
		% of trouble reports	0.01	0.01	0.01								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	22157	22,936	21,861								
		Total # of trouble reports	243	278	244								
		% of trouble reports	0.01	0.01	0.01								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	14,653	13,590	14,545								
		Total # of trouble reports	272	239	248								
		% of trouble reports	0.02	0.02	0.02								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	228	219	161								
		Total # of repair tickets restored in ≤ 24hrs	206	186	152								
		% of repair tickets restored ≤ 24 Hours	90.35%	84.93%	94.41%								
		Sum of the duration of all outages (hh:mm)	3,181.67	3,174.43	2,004.60								
		Avg. outage duration (hh:mm)	13.95	14.50	12.45								
		Indicate if catastrophic event is in month	No	No	No								
Unadjusted Out of Service Report		Total # of outage report tickets	293	271	198								
		Total # of repair tickets restored in ≤ 24hrs	174	173	144								
		% of repair tickets restored ≤ 24 Hours	59.39%	63.84%	72.73%								
		Sum of the duration of all outages (hh:mm)	7,718.10	14,415.92	5,433.83								
		Avg. outage duration (hh:mm)	26.34	53.20	27.44								
Refunds		Number of customers who received refunds	6	1	3								
		Monthly amount of refunds	\$92.23	\$41.99	\$144.27								
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	105,117	97,600	110,229								
		Total # of call seconds to reach live agent	1,404,605	3,860,292	4,751,905								
		% within 60 seconds	94.2%	86.9%	84.7%								

Primary Utility Contact Information

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