

**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		
Customers	Acct # for voice or bundle, res+bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	12,870	12,860	12,542	12,428	12,287	12,145					
		Total # of trouble reports	124	95	108	83	48	75					
		% of trouble reports	0.01	0.01	0.01	0.01	0.00	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	21,729	21,613	20,430					
		Total # of trouble reports	243	278	244	181	176	193					
		% of trouble reports	0.01	0.01	0.01	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	14,479	14,418	15,313					
		Total # of trouble reports	272	239	248	185	210	195					
		% of trouble reports	0.02	0.02	0.02	0.01	0.01	0.01					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	228	219	161	172	157	197						
	Total # of repair tickets restored in < 24hrs	206	186	152	164	142	184						
	% of repair tickets restored ≤ 24 Hours	90.35%	84.93%	94.41%	95.35%	90.45%	93.40%						
	Sum of the duration of all outages (hh:mm)	3,181.67	3,174.43	2,004.60	1917.52	2444.08	2783.05						
	Avg. outage duration (hh:mm)	13.95	14.50	12.45	11.15	15.57	14.13						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	293	271	198	223	192	263						
	Total # of repair tickets restored in ≤ 24hrs	174	173	144	164	126	166						
	% of repair tickets restored ≤ 24 Hours	59.39%	63.84%	72.73%	73.54%	65.63%	63.12%						
	Sum of the duration of all outages (hh:mm)	7,718.10	14,415.92	5,433.83	4,772.79	5,234.01	7,602.70						
Refunds	Avg. outage duration (hh:mm)	26.34	53.20	27.44	21.40	27.26	28.91						
	Number of customers who received refunds	6	1	3	0	1	15						
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)	Monthly amount of refunds	\$92.23	\$41.99	\$144.27	\$0.00	\$100.00	\$131.97						
	Total # of calls for TR, Billing & Non-billing	105,117	97,600	110,229	96,921	89,007	93,382						
	Total # of call seconds to reach live agent	1,404,605	3,860,292	4,751,905	3,690,763	2,203,102	1,927,176						
	% within 60 seconds	94.2%	86.9%	84.7%	87.3%	90.6%	92.3%						

**Primary Utility Contact Information**

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