

**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:

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) | | | |
|---|---|----------------------------|-----------|-----------|--------------------------|-----------|-----------|--------------------------|-----------|------------|--------|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | |
| Customers | Acct # for voice or bundle, res+bus | 37,854 | 37,361 | 36,974 | 36,355 | 36,422 | 36,004 | 35,647 | 35,211 | 34,855 | |
| Customer Trouble Report | | | | | | | | | | | |
| 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 | 11,972 | 11,846 | 8,636 |
| | | Total # of trouble reports | 124 | 95 | 108 | 83 | 48 | 75 | 72 | 75 | 51 |
| | | % of trouble reports | 0.01 | 0.01 | 0.01 | 0.01 | 0.00 | 0.01 | 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 | 21,729 | 21,613 | 20,430 | 20,073 | 19,873 | 22,737 |
| | | Total # of trouble reports | 243 | 278 | 244 | 181 | 176 | 193 | 285 | 189 | 220 |
| | | % of trouble reports | 0.01 | 0.01 | 0.01 | 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 | 15,017 | 14,817 | 14,631 |
| | | Total # of trouble reports | 272 | 239 | 248 | 185 | 210 | 195 | 272 | 240 | 176 |
| | | % of trouble reports | 0.02 | 0.02 | 0.02 | 0.01 | 0.01 | 0.01 | 0.02 | 0.02 | 0.01 |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 228 | 219 | 161 | 172 | 157 | 197 | 211 | 149 | 138 | |
| | Total # of repair tickets restored in ≤ 24hrs | 206 | 186 | 152 | 164 | 142 | 184 | 187 | 138 | 127 | |
| | % of repair tickets restored ≤ 24 Hours | 90.35% | 84.93% | 94.41% | 95.35% | 90.45% | 93.40% | 88.63% | 92.62% | 92.03% | |
| | Sum of the duration of all outages (hh:mm) | 3,181.67 | 3,174.43 | 2,004.60 | 1917.52 | 2444.08 | 2783.05 | 3,234.48 | 2,341.81 | 3,234.56 | |
| | Avg. outage duration (hh:mm) | 13.95 | 14.50 | 12.45 | 11.15 | 15.57 | 14.13 | 15.33 | 15.72 | 23.44 | |
| | Indicate if catastrophic event is in month | No | No | No | No | No | No | Yes | Yes | No | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 293 | 271 | 198 | 223 | 192 | 263 | 307 | 196 | 192 | |
| | Total # of repair tickets restored in ≤ 24hrs | 174 | 173 | 144 | 164 | 126 | 166 | 168 | 118 | 118 | |
| | % of repair tickets restored ≤ 24 Hours | 59.39% | 63.84% | 72.73% | 73.54% | 65.63% | 63.12% | 54.72% | 60.20% | 61.46% | |
| | 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 | 10,940.77 | 5,446.79 | 8,096.52 | |
| | Avg. outage duration (hh:mm) | 26.34 | 53.20 | 27.44 | 21.40 | 27.26 | 28.91 | 35.64 | 27.79 | 42.17 | |
| Refunds | Number of customers who received refunds | 6 | 1 | 3 | 0 | 1 | 15 | 6 | 12 | 18 | |
| | Monthly amount of refunds | \$92.23 | \$41.99 | \$144.27 | \$0.00 | \$100.00 | \$131.97 | \$15.31 | \$110.06 | \$1,270.18 | |
| 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 | 96,921 | 89,007 | 93,382 | 95,867 | 102,563 | 112,032 | |
| | 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 | 1,829,820 | 3,482,414 | 4,663,897 | |
| | % within 60 seconds | 94.2% | 86.9% | 84.7% | 87.3% | 90.6% | 92.3% | 91.9% | 86.8% | 85.9% | |

Primary Utility Contact Information

Name: Cassandra Guinness

Phone: 585-777-4557

Email: cassandra.guinness@ftr.com