

**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		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customers		Acct # for voice or bundle, res+bus	20,132	19,709	19,212	18,730	18,380	17,962						
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						
		Total # of trouble reports	31	42	20	26	21	20						
		% of trouble reports	0.93	1.28	0.62	0.82	0.67	0.65						
	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						
		Total # of trouble reports	139	132	122	89	83	89						
		% of trouble reports	1.38	1.33	1.40	1.05	1.00	1.10						
	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						
		Total # of trouble reports	263	284	266	314	193	213						
		% of trouble reports	1.91	2.12	1.90	2.29	1.44	1.62						
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	221	257	228	218	164	182						
		Total # of repair tickets restored in ≤ 24hrs	203	236	213	204	160	158						
		% of repair tickets restored ≤ 24 Hours	91.86%	91.83%	93.42%	93.58%	97.56%	86.81%						
		Sum of the duration of all outages (hh:mm)	5,120.99	4,028.76	3,064.32	2758.57	1980.21	3181.48						
		Avg. outage duration (hh:mm)	23.17	15.68	13.44	12.65	12.07	17.48						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report		Total # of outage report tickets	250	296	260	295	180	205						
		Total # of repair tickets restored in ≤ 24hrs	198	230	210	217	152	146						
		% of repair tickets restored ≤ 24 Hours	79.20%	77.70%	80.77%	73.56%	84.44%	71.22%						
		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						
		Avg. outage duration (hh:mm)	32.79	25.61	21.01	63.96	17.92	27.12						
Refunds		Number of customers who received refunds	21	17	25	18	9	12						
		Monthly amount of refunds	\$435.82	\$374.08	\$355.54	\$453.39	\$320.43	\$1,006.77						
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						
		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						
		% within 60 seconds	87.7%	96.9%	95.5%	92.8%	88.9%	86.8%						

Primary Utility Contact Information

Name: Cassandra Knight

Phone: 585-777-4557

Email: cassandra.knight@ftr.com