

**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
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	0	0	0								
		Total # of trouble reports	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								
		Total # of trouble reports	131	109	78								
		% of trouble reports	1.66	1.61	1.19								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	12,831	13,465	13,119								
		Total # of trouble reports	295	222	255								
		% of trouble reports	2.30	1.65	1.94								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	224	180	194									
	Total # of repair tickets restored in ≤ 24hrs	207	164	174									
	% of repair tickets restored ≤ 24 Hours	92.41%	91.11%	89.69%									
	Sum of the duration of all outages (hh:mm)	3,263.30	2,293.11	2,582.72									
	Avg. outage duration (hh:mm)	14.57	12.74	13.31									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	268	192	228									
	Total # of repair tickets restored in ≤ 24hrs	195	161	183									
	% of repair tickets restored ≤ 24 Hours	72.76%	83.85%	80.26%									
	Sum of the duration of all outages (hh:mm)	10,388.97	3,451.88	4,616.39									
	Avg. outage duration (hh:mm)	38.76	17.98	20.25									
<b>Refunds</b>	Number of customers who received refunds	4	7	2									
	Monthly amount of refunds	\$108.28	\$61.47	\$44.40									
<b>Answer Time</b> (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									
	Total # of call seconds to reach live agent	8,482,891	2,805,600	4,054,561									
	% within 60 seconds	79.0%	88.2%	88.9%									

**Primary Utility Contact Information**

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