

**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: 2022

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/22)			Date filed (08/15/22)			Date filed (11/15/22)			Date filed (02/15/23)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Customers</b>		Acct # for voice or bundle, res+bus											
		33,450	33,179	32,841	32,541	32,231	31,885	31,478	31,067	30,638			
<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	8,321	8,255	8,164	8,097	8,038	7,920	4,861	4,797	4,752		
		Total # of trouble reports	70	42	42	43	47	22	16	17	26		
		% of trouble reports	0.84	0.51	0.51	0.53	0.58	0.28	0.33	0.35	0.55		
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	20,891	20,738	20,557	20,401	20,223	20,013	22,737	22,398	21,084		
		Total # of trouble reports	335	188	160	206	195	311	180	221	226		
		% of trouble reports	1.60	0.91	0.78	1.01	0.96	1.55	0.79	0.99	1.07		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	15,016	14,894	14,753	14,634	14,500	14,369	14,229	14,070	14,894		
		Total # of trouble reports	362	214	184	205	227	207	162	183	241		
		% of trouble reports	2.41	1.44	1.25	1.40	1.57	1.44	1.14	1.30	1.62		
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	181	154	132	145	145	169	87	49	99	
			Total # of repair tickets restored in ≤ 24hrs	166	143	127	139	133	137	79	44	78	
			% of repair tickets restored ≤ 24 Hours	91.71%	92.86%	96.21%	95.86%	91.72%	81.07%	90.80%	89.80%	78.79%	
		Sum of the duration of all outages (hh:mm)	2,799.44	2,371.90	1,754.00	2,137.07	1,899.22	1,0510.19	1,317.66	829.14	1,867.40		
		Avg. outage duration (hh:mm)	15.47	15.40	13.29	14.74	13.10	62.19	15.15	16.92	18.86		
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	361	221	171	200	201	263	170	125	195		
		Total # of repair tickets restored in ≤ 24hrs	152	135	122	128	117	122	74	39	65		
		% of repair tickets restored ≤ 24 Hours	42.11%	61.09%	71.35%	64.00%	58.21%	46.39%	43.53%	31.20%	33.33%		
		Sum of the duration of all outages (hh:mm)	27,926.22	11,829.75	5,776.55	6,005.01	6,404.98	21,846.13	9,045.63	8,587.00	39,943.75		
		Avg. outage duration (hh:mm)	77.36	53.53	33.78	30.03	31.87	83.07	53.21	68.70	204.84		
<b>Refunds</b>		Number of customers who received refunds	13	12	2	5	3	9	21	8	6		
		Monthly amount of refunds	\$80.91	\$116.40	\$59.85	\$128.55	\$8.26	\$92.98	\$515.87	\$68.13	\$39.80		
		Total # of calls for TR, Billing & Non-billing	94,107	75,320	95,947	82,862	90,600	95,052	86,507	120,040	115,250		
<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 call seconds to reach live agent	3,599,096	1,400,564	8,044,738	6,446,991	21,521,520	33,015,547	46,419,868	49,503,672	42,073,942		
		% within 60 seconds	84.4%	91.6%	66.7%	71.7%	57.8%	57.7%	58.3%	55.2%	56.5%		

**Primary Utility Contact Information**

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