

**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		
Customers	Acct # for voice or bundle, res+bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customer Trouble Report													
Min. Standard	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					
		Total # of trouble reports	70	42	42	43	47	22					
		% of trouble reports	0.84	0.51	0.51	0.53	0.58	0.28					
	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					
		Total # of trouble reports	335	188	160	206	195	311					
		% of trouble reports	1.60	0.91	0.78	1.01	0.96	1.55					
	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					
		Total # of trouble reports	362	214	184	205	227	207					
		% of trouble reports	2.41	1.44	1.25	1.40	1.57	1.44					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	181	154	132	145	145	169					
		Total # of repair tickets restored in ≤ 24hrs	166	143	127	139	133	137					
		% of repair tickets restored ≤ 24 Hours	91.71%	92.86%	96.21%	95.86%	91.72%	81.07%					
		Sum of the duration of all outages (hh:mm)	2,799.44	2,371.90	1,754.00	2137.07	1899.22	10510.19					
		Avg. outage duration (hh:mm)	15.47	15.40	13.29	14.74	13.10	62.19					
Unadjusted Out of Service Report		Indicate if catastrophic event is in month	No	No	No	No	No	No					
		Total # of outage report tickets	361	221	171	200	201	263					
		Total # of repair tickets restored in ≤ 24hrs	152	135	122	128	117	122					
		% of repair tickets restored ≤ 24 Hours	42.11%	61.09%	71.35%	64.00%	58.21%	46.39%					
		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					
Refunds		Avg. outage duration (hh:mm)	77.36	53.53	33.78	30.03	31.87	83.07					
		Number of customers who received refunds	13	12	2	5	3	9					
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	\$80.91	\$116.40	\$59.85	\$128.55	\$8.26	\$92.98					
		Total # of calls for TR, Billing & Non-billing	94,107	75,320	95,947	82,862	90,600	95,052					
		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					
		% within 60 seconds	84.4%	91.6%	66.7%	71.7%	57.8%	57.7%					

Primary Utility Contact Information

Name: Cassandra Guinness

Phone: 585-777-4557

Email: cassandra.guinness@ftr.com