

**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: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			Date filed (08/15/23)			Date filed (11/15/23)			Date filed (02/15/24)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
Customers		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Acct # for voice or bundle, res+bus		29,307	28,928	28,384	28,039	27,653	27,314	26,934	26,548	26,216	25,874	25,614	25,042	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4,606	4,549	4,506	4,465	4,423	4,311	4,211	4,165	4,120	4,085	4,035	3,988
		Total # of trouble reports	59	64	46	40	32	39	31	29	17	45	31	48
		% of trouble reports	1.28	1.41	1.02	0.90	0.72	0.90	0.74	0.70	0.41	1.10	0.77	1.20
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	20,171	19,918	19,568	18,345	17,093	17,892	16,651	16,424	16,243	16,047	15,863	15,641
		Total # of trouble reports	379	283	350	149	176	204	156	257	229	108	162	191
		% of trouble reports	1.88	1.42	1.79	0.81	1.03	1.14	0.94	1.56	1.41	0.67	1.02	1.22
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	14,183	14,016	13,722	14,501	15,319	14,158	14,973	14,722	14,500	14,318	14,172	13,938
		Total # of trouble reports	439	320	455	319	327	255	242	246	189	169	205	247
		% of trouble reports	3.10	2.28	3.32	2.20	2.13	1.80	1.62	1.67	1.30	1.18	1.45	1.77
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	168	209	229	167	185	170	133	190	233	176	247	206
		Total # of repair tickets restored in ≤ 24hrs	110	60	76	58	91	71	64	115	137	125	152	104
		% of repair tickets restored ≤ 24 Hours	65.48%	28.71%	33.19%	34.73%	49.19%	41.76%	48.12%	60.53%	58.80%	71.02%	61.54%	50.49%
Sum of the duration of all outages (hh:mm)		7,849.50	43,045.79	22,457.17	12867.74	14444.35	7541.15	10,538.20	7,207.58	10,618.21	4521.64	7312.70	6806.30	
Avg. outage duration (hh:mm)		46.72	205.96	98.07	77.05	78.08	44.36	79.23	37.93	45.57	25.69	29.61	33.04	
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	427	317	432	256	270	254	204	284	307	198	262	324	
	Total # of repair tickets restored in ≤ 24hrs	51	53	68	58	82	71	59	112	128	127	137	103	
	% of repair tickets restored ≤ 24 Hours	11.94%	16.72%	15.74%	22.66%	30.37%	27.95%	28.92%	39.44%	41.69%	64.14%	52.29%	31.79%	
	Sum of the duration of all outages (hh:mm)	65,164.64	82,241.81	57,245.38	29,047.00	33,033.88	18,893.61	21,099.60	20,250.71	20,828.53	6,406.58	10,948.21	17,861.03	
	Avg. outage duration (hh:mm)	152.61	259.44	132.51	113.46	122.35	74.38	103.43	71.31	67.85	32.36	41.79	55.13	
Refunds	Number of customers who received refunds	2	27	10	24	37	3	5	2	4	3	4	8	
	Monthly amount of refunds	\$20.25	\$697.72	\$387.22	\$436.82	\$1,288.47	\$16.46	\$88.95	\$12.43	\$15.45	\$8.85	\$104.78	\$75.67	
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	101,952	75,840	88,110	75,046	81,190	74,770	75,688	89,642	80,513	80,123	72,404	67,647	
	Total # of call seconds to reach live agent	25,949,438	11,486,718	17,186,380	13,204,848	8,660,738	3,593,271	3,037,861	1,949,467	5,414,420	7,897,492	7,897,492	8,895,968	
	% within 60 seconds	63.7%	72.7%	67.7%	65.0%	72.1%	86.9%	86.9%	92.9%	83.9%	84.2%	74.7%	74.3%	

Primary Utility Contact Information

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