

**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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Customers</b>	<b>Acct # for voice or bundle, res+bus</b>	37,854	37,361	36,974	36,355	36,422	36,004	35,647	35,211	34,855	34,462	34,105	33,793	
<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	12,870	12,860	12,542	12,428	12,287	12,145	11,972	11,846	8,636	8,553	8,480	8,400
		Total # of trouble reports	124	95	108	83	48	75	72	75	51	97	131	92
		% of trouble reports	0.01	0.01	0.01	0.01	0.00	0.01	0.01	0.01	0.01	0.01	0.01	0.02
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	22157	22,936	21,861	21,729	21,613	20,430	20,073	19,873	22,737	22,535	21,308	21,105
		Total # of trouble reports	243	278	244	181	176	193	285	189	220	317	274	336
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	14,653	13,590	14,545	14,479	14,418	15,313	15,017	14,817	14,631	14,432	15,296	15,164
		Total # of trouble reports	272	239	248	185	210	195	272	240	176	285	433	404
		% of trouble reports	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.02	0.01	0.02	0.03	0.03
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	228	219	161	172	157	197	211	149	138	230	235	269	
	Total # of repair tickets restored in ≤ 24hrs	206	186	152	164	142	184	187	138	127	208	214	243	
	% of repair tickets restored ≤ 24 Hours	90.35%	84.93%	94.41%	95.35%	90.45%	93.40%	88.63%	92.62%	92.03%	90.43%	91.06%	90.33%	
	Sum of the duration of all outages (hh:mm)	3,181.67	3,174.43	2,004.60	1917.52	2444.08	2783.05	3,234.48	2,341.81	3,234.56	3550.97	3648.97	4051.81	
	Avg. outage duration (hh:mm)	13.95	14.50	12.45	11.15	15.57	14.13	15.33	15.72	23.44	15.44	15.53	15.06	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	Yes	Yes	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	293	271	198	223	192	263	307	196	192	349	376	429	
	Total # of repair tickets restored in ≤ 24hrs	174	173	144	164	126	166	168	118	118	196	198	225	
	% of repair tickets restored ≤ 24 Hours	59.39%	63.84%	72.73%	73.54%	65.63%	63.12%	54.72%	60.20%	61.46%	56.16%	52.66%	52.45%	
	Sum of the duration of all outages (hh:mm)	7,718.10	14,415.92	5,433.83	4,772.79	5,234.01	7,602.70	10,940.77	5,446.79	8,096.52	10,221.13	18,133.97	161,720.27	
	Avg. outage duration (hh:mm)	26.34	53.20	27.44	21.40	27.26	28.91	35.64	27.79	42.17	29.29	48.23	376.97	
<b>Refunds</b>	Number of customers who received refunds	6	1	3	0	1	15	6	12	18	10	10	22	
	Monthly amount of refunds	\$92.23	\$41.99	\$144.27	\$0.00	\$100.00	\$131.97	\$15.31	\$110.06	\$1,270.18	\$45.44	\$141.70	\$354.05	
<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	105,117	97,600	110,229	96,921	89,007	93,382	95,867	102,563	112,032	110,188	91,086	92,549	
	Total # of call seconds to reach live agent	1,404,605	3,860,292	4,751,905	3,690,763	2,203,102	1,927,176	1,829,820	3,482,414	4,663,897	2,260,782	1,092,218	1,542,805	
	% within 60 seconds	94.2%	86.9%	84.7%	87.3%	90.6%	92.3%	91.9%	86.8%	85.9%	92.6%	96.0%	93.5%	

**Primary Utility Contact Information**

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