

**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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
		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	46,157	45,687	45,688									
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	29,828	29,473	29,224								
		Total # of trouble reports	297	195	176								
		% of trouble reports	0.01	0.01	0.01								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	20613	20,445	20,371								
		Total # of trouble reports	224	155	164								
		% of trouble reports	0.01	0.01	0.01								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	10,145	10,052	9,974								
		Total # of trouble reports	125	85	131								
		% of trouble reports	0.01	0.01	0.01								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	331	246	275									
	Total # of repair tickets restored in ≤ 24hrs	190	194	234									
	% of repair tickets restored ≤ 24 Hours	57.40%	78.86%	85.09%									
	Sum of the duration of all outages (hh:mm)	12,803.55	5,122.06	4,397.14									
	Avg. outage duration (hh:mm)	38.68	20.82	15.99									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	497	319	360									
	Total # of repair tickets restored in ≤ 24hrs	155	176	220									
	% of repair tickets restored ≤ 24 Hours	31.19%	55.17%	61.11%									
	Sum of the duration of all outages (hh:mm)	31,306.03	11,464.07	9,937.27									
	Avg. outage duration (hh:mm)	62.99	35.94	27.60									
Refunds	Number of customers who received refunds	6	0	4									
	Monthly amount of refunds	\$40.78	\$0.00	\$24.26									
<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	195,705	150,759	158,038									
	Total # of call seconds to reach live agent	14,626,666	11,406,198	10,946,219									
	% within 60 seconds	86.6%	80.2%	81.0%									

**Primary Utility Contact Information**

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