

**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 (05/15/209)	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
Customers	Acct # for voice or bundle, res+bus	41,594	41,123	40,784	40,464	40,162	39,815						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	17,924	17,686	17,626	17,435	17,253	14,058					
		Total # of trouble reports	297	195	176	105	107	142					
		% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.01					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	23117	22,880	22,630	22,500	22,363	25,197					
		Total # of trouble reports	224	155	164	267	241	320					
		% of trouble reports	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	13,612	13,477	13,362	13,277	13,210	13,139					
		Total # of trouble reports	125	85	131	161	175	218					
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.02					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	331	246	275	207	199	257						
	Total # of repair tickets restored in ≤ 24hrs	190	194	234	187	180	221						
	% of repair tickets restored ≤ 24 Hours	57.40%	78.86%	85.09%	90.34%	90.45%	85.99%						
	Sum of the duration of all outages (hh:mm)	12,803.55	5,122.06	4,397.14	3314.66	2889.16	4278.04						
	Avg. outage duration (hh:mm)	38.68	20.82	15.99	16.01	14.52	16.65						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	497	319	360	262	233	331						
	Total # of repair tickets restored in ≤ 24hrs	155	176	220	172	158	203						
	% of repair tickets restored ≤ 24 Hours	31.19%	55.17%	61.11%	65.65%	67.81%	61.33%						
	Sum of the duration of all outages (hh:mm)	31,306.03	11,464.07	9,937.27	6,421.22	5,801.50	9,585.89						
	Avg. outage duration (hh:mm)	62.99	35.94	27.60	6421.22	24.90	28.96						
Refunds	Number of customers who received refunds	6	0	4	10	3	10						
	Monthly amount of refunds	\$40.78	\$0.00	\$24.26	\$80.69	\$33.00	\$59.31						
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	192,989	150,838	158,058	153,165	140,824	136,201						
	Total # of call seconds to reach live agent	14,409,386	11,412,676	10,947,739	899,320	1,867,133	1,572,778						
	% within 60 seconds	86.4%	80.2%	81.0%	98.4%	96.2%	96.7%						

Primary Utility Contact Information

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