

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Frontier Communications of the Southwest Inc.

U#: 1026-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FC of the Southwest Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
Customers	Acct # for voice or bundle, res+bus	3,596	3,564	3,542	3,527	3,489	3,452						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,720	3,682	3,643	3,628	3,602	3,579					
		Total # of trouble reports	62	51	58	23	34	24					
		% of trouble reports	0.02	0.01	0.02	0.01	0.01	0.01					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	0	0	0	0	0	0					
		Total # of trouble reports	0	0	0	0	0	0					
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,851	1,835	1,827	1,816	1,804	1,784					
		Total # of trouble reports	39	46	18	19	18	10					
		% of trouble reports	0.02	0.03	0.01	0.01	0.01	0.01					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	71	68	49	28	41	25						
	Total # of repair tickets restored in ≤ 24hrs	44	51	38	20	34	17						
	% of repair tickets restored ≤ 24 Hours	61.97%	75.00%	77.55%	71.43	82.93	68.00						
	Sum of the duration of all outages (hh:mm)	2,014.13	1,207.38	711.43	782.97	791.32	857.34						
	Avg. outage duration (hh:mm)	28.37	17.76	14.52	27.96	19.30	34.29						
	Indicate if catastrophic event is in month	Yes	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	71	68	52	29	43	25						
	Total # of repair tickets restored in ≤ 24hrs	44	0	0	18	33	15						
	% of repair tickets restored ≤ 24 Hours	61.97%	0.00%	0.00%	62.07%	76.74%	60.00%						
	Sum of the duration of all outages (hh:mm)	2,719.21	1,495.38	937.55	951.12	1,293.17	1,049.34						
	Avg. outage duration (hh:mm)	38.30	21.99	18.03	32.80	30.07	41.97						
Refunds	Number of customers who received refunds	0	0	1	0	0	0						
	Monthly amount of refunds	\$0.00	\$0.00	\$3.23	\$0.00	\$0.00	\$0.00						
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	304,568	352,336	355,135	259,494	251,080	223,046						
	Total # of call seconds to reach live agent	261,873	324,971	338,901	251,307	244,755	216,801						
	% within 60 seconds	71.6%	55.5%	73.0%	85.5%	90.7%	90.3%						

Primary Utility Contact Information

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