

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

Company Name: Frontier Communications Southwest Inc.

U#: U-1026-C

Report Year:

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) |         |           |       |
|---|---|----------------------------|-------------------------------------|---------|-----------------------|----------|----------|-----------------------|---------|-----------|-------|
|   |   | 1st Quarter                |                                     |         | 2nd Quarter           |          |          | 3rd Quarter           |         |           |       |
|   |   | Customers                  | Acct # for voice or bundle, res+bus | 3,596   | 3,564                 | 3,542    | 3,527    | 3,489                 | 3,452   | 3,425     | 3,395 |
| <b>Customer Trouble Report</b>  |   |                            |                                     |         |                       |          |          |                       |         |           |       |
| 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                 | 3,551   | 3,534     | 3,538 |
|   |   | Total # of trouble reports | 62                                  | 51      | 58                    | 23       | 34       | 24                    | 15      | 19        | 34    |
|   |   | % of trouble reports       | 0.02                                | 0.01    | 0.02                  | 0.01     | 0.01     | 0.01                  | 0.00    | 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                     | 0       | 0         | 0     |
|   |   | Total # of trouble reports | 0                                   | 0       | 0                     | 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                 | 1,778   | 1,759     | 1,748 |
|   |   | Total # of trouble reports | 39                                  | 46      | 18                    | 19       | 18       | 10                    | 11      | 28        | 90    |
|   |   | % of trouble reports       | 0.02                                | 0.03    | 0.01                  | 0.01     | 0.01     | 0.01                  | 0.01    | 0.02      | 0.05  |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs  | Total # of outage report tickets                              | 71                         | 68                                  | 49      | 28                    | 41       | 25       | 19                    | 30      | 58        |       |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 44                         | 51                                  | 38      | 20                    | 34       | 17       | 12                    | 23      | 49        |       |
|   | % of repair tickets restored 24 Hours                         | 61.97%                     | 75.00%                              | 77.55%  | 71.43                 | 82.93    | 68.00    | 63.16                 | 76.67   | 84.48     |       |
|   | Sum of the duration of all outages (hh:mm)                    | 2,014.13                   | 1,207.38                            | 711.43  | 782.97                | 791.32   | 857.34   | 492.24                | 562.50  | 1045.01   |       |
|   | Avg. outage duration (hh:mm)                                  | 28.37                      | 17.76                               | 14.52   | 27.96                 | 19.30    | 34.29    | 25.91                 | 18.75   | 18.02     |       |
| Indicate if catastrophic event is in month  | Yes   | No                         | No                                  | No      | No                    | No       | No       | No                    | No      | No        |       |
| <b>Unadjusted Out of Service Report</b>   | Total # of outage report tickets                              | 71                         | 68                                  | 52      | 29                    | 43       | 25       | 21                    | 30      | 112       |       |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 44                         | 0                                   | 0       | 18                    | 33       | 15       | 12                    | 23      | 47        |       |
|   | % of repair tickets restored 24 Hours                         | 61.97%                     | 0.00%                               | 0.00%   | 62.07%                | 76.74%   | 60.00%   | 57.14%                | 76.67%  | 41.96%    |       |
|   | 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 | 895.96                | 586.50  | 20,173.66 |       |
|   | Avg. outage duration (hh:mm)                                  | 38.30                      | 21.99                               | 18.03   | 32.80                 | 30.07    | 41.97    | 42.66                 | 19.55   | 180.12    |       |
| Refunds   | Number of customers who received refunds                      | 0                          | 0                                   | 1       | 0                     | 0        | 0        | 0                     | 1       | 0         |       |
|   | Monthly amount of refunds                                     | \$0.00                     | \$0.00                              | \$3.23  | \$0.00                | \$0.00   | \$0.00   | \$0.00                | \$0.70  | \$0.00    |       |
| <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                | 304,568                    | 352,336                             | 355,135 | 259,494               | 251,080  | 223,046  | 234,305               | 197,297 | 183,306   |       |
|   | Total # of call seconds to reach live agent                   | 261,873                    | 324,971                             | 338,901 | 251,307               | 244,755  | 216,801  | 224,870               | 186,938 | 166,638   |       |
|   | % within 60 seconds   | 71.6%                      | 55.5%                               | 73.0%   | 85.5%                 | 90.7%    | 90.3%    | 81.1%                 | 68.5%   | 62.5%     |       |

**Primary Utility Contact Information**

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