

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2017

Reporting Unit Type:

Reporting Unit Name:

Frontier California Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/17)		
		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	696,568	684,003	670,269									
Customer Trouble Report													
Min. Standard	6% (6 per 100 lines for units w/ > 3,000 lines)	Total # of working lines	936,604	921,042	904,588								
		Total # of trouble reports	13527	12088	9602								
		% of trouble reports	1.44	1.31	1.06	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	61,116	60,360	59,343								
		Total # of trouble reports	870	727	557								
		% of trouble reports	1.42	1.20	0.94	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	10% (10 per 100 lines for units w/ < 1,000 lines)	Total # of working lines	30,576	30,314	30,011								
		Total # of trouble reports	1240	854	579								
		% of trouble reports	4.06	2.82	1.93	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5,313	4,916	3,967									
	Total # of repair tickets restored in ≤ 24hrs	1181	2116	2547									
	% of repair tickets restored ≤ 24 Hours	22.23%	43.04%	64.20%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	384,283.66	253,099.60	168,876.30									
Avg. outage duration (hh:mm)	72.33	51.48	42.57	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
Indicate if catastrophic event is in month	Yes	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	5708	5191	4184									
	Total # of repair tickets restored in < 24hrs	865	2111	2585									
	% of repair tickets restored ≤ 24 Hours	15.15%	40.67%	61.78%	N/A	N/A	N/A	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	512,908.42	426,701.86	619,175.97	N/A	N/A	N/A	0.00	0.00	0.00	0.00	0.00	
Avg. outage duration (hh:mm)	89.86	82.74	147.99	N/A	N/A	N/A	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
Refunds	Number of customers who received refunds	42	41	34									
	Monthly amount of refunds	\$1,032.94	\$1,149.22	\$791.94									
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									
	Total # of call seconds to reach live agent	261,873	324,971	338,901									
	% within 60 seconds	71.6%	55.5%	73.0%									

Primary Utility Contact Information

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