

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

Company Name: Frontier Communications Southwest Inc.

U#: \_\_\_\_\_

Report Year: 2017

Reporting Unit Type: \_\_\_\_\_

Reporting Unit Name: \_\_\_\_\_

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		
<b>Customers</b>		Acct # for voice or bundle, res+bus		3,596	3,564	3,542							
<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								
		Total # of trouble reports	62	51	58								
		% of trouble reports	0.02	0.01	0.02	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	0	0	0								
		Total # of trouble reports	0	0	0								
		% of trouble reports				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,851	1,835	1,827								
		Total # of trouble reports	39	46	18								
		% of trouble reports	0.02	0.03	0.01	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b>													
Min. standard = 90% within 24 hrs													
Total # of outage report tickets		71	68	49									
Total # of repair tickets restored in < 24hrs		44	51	38									
% of repair tickets restored ≤ 24 Hours		61.97%	75.00%	77.55%	#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)		2,014.13	1,207.38	711.43									
Avg. outage duration (hh:mm)		28.37	17.76	14.52	#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									
<b>Unadjusted Out of Service Report</b>													
Total # of outage report tickets		73	68	52									
Total # of repair tickets restored in < 24hrs		38	48	38									
% of repair tickets restored ≤ 24 Hours		52.05%	70.59%	75.00%	#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)		2,739.73	1,495.38	937.55									
Avg. outage duration (hh:mm)		37.53	21.99	18.03	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>													
Number of customers who received refunds		0	0	1									
Monthly amount of refunds		\$0.00	\$0.00	\$3.23									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b>													
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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