

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/18)		
		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	580,866	571,666	563,001	554,247	545,950	538,943						
Customer Trouble Report													
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	790,876	779,452	769,062	758,493	748,171	738,570					
		Total # of trouble reports	8592	4724	6676	4449	4394	3849					
		% of trouble reports	1.09	0.61	0.87	0.59	0.59	0.52					
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	53,718	53,028	52,292	51,593	50,912	50,428					
		Total # of trouble reports	474	281	422	299	290	212					
		% of trouble reports	0.88	0.53	0.81	0.58	0.57	0.42					
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	27,200	26,911	26,666	26,401	26,146	25,982					
		Total # of trouble reports	576	355	519	365	324	302					
		% of trouble reports	2.12	1.32	1.95	1.38	1.24	1.16					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3,486	2,091	3,912	2,408	2,290	2,058						
	Total # of repair tickets restored in ≤ 24hrs	2231	1588	2855	1828	1982	1731						
	% of repair tickets restored ≤ 24 Hours	64.00	75.94	72.98	75.9	86.6	84.1						
	Sum of the duration of all outages (hh:mm)	110,569.44	65,776.26	107,749.20	60,685.32	41244.19	38664.90						
	Avg. outage duration (hh:mm)	31.72	31.46	27.54	25.20	18.01	18.79						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	4079	2276	4421	2931	2755	2298						
	Total # of repair tickets restored in ≤ 24hrs	2117	1518	2677	1828	1982	1856						
	% of repair tickets restored ≤ 24 Hours	51.9	66.7	60.6	62.4	71.9	80.8						
	Sum of the duration of all outages (hh:mm)	362,681.03	109,388.69	570,393.94	310,970.40	184,505.00	61,272.70						
	Avg. outage duration (hh:mm)	88.91	48.06	129.02	106.10	66.97	26.66						
Refunds	Number of customers who received refunds	17	15	18	12	23	13						
	Monthly amount of refunds	\$214.65	\$502.87	\$317.12	\$610.54	\$549.50	\$184.54						
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	292,828	233,392	209,500	194,932	185,016	192,258						
	Total # of call seconds to reach live agent	227,889	199,756	187,732	180,824	176,348	183,921						
	% within 60 seconds	33.2%	49.0%	56.4%	67.1%	79.8%	77.6%						

Primary Utility Contact Information

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