

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year:

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) |            |           |         |
|---|---|----------------------------|------------|------------|-----------------------|------------|-----------|-----------------------|------------|-----------|---------|
|   |   | 1st Quarter                |            |            | 2nd Quarter           |            |           | 3rd Quarter           |            |           |         |
|   |   | Jan                        | Feb        | Mar        | Apr                   | May        | Jun       | Jul                   | Aug        | Sep       |         |
| <b>Customers</b>  | Acct # for voice or bundle, res+bus                   | 580,866                    | 571,666    | 563,001    | 554,247               | 545,950    | 538,943   | 531,670               | 524,610    | 514,458   |         |
| <b>Customer Trouble Report</b>  |   |                            |            |            |                       |            |           |                       |            |           |         |
| 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               | 729,436    | 720,293   | 705,422 |
|   |   | Total # of trouble reports | 8592       | 4724       | 6676                  | 4449       | 4394      | 3849                  | 3937       | 4355      | 3388    |
|   |   | % of trouble reports       | 1.09       | 0.61       | 0.87                  | 0.59       | 0.59      | 0.52                  | 0.54       | 0.60      | 0.48    |
|   | 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                | 49,812     | 49,100    | 48,160  |
|   |   | Total # of trouble reports | 474        | 281        | 422                   | 299        | 290       | 212                   | 272        | 265       | 192     |
|   |   | % of trouble reports       | 0.88       | 0.53       | 0.81                  | 0.58       | 0.57      | 0.42                  | 0.55       | 0.54      | 0.40    |
|   | 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                | 25,738     | 25,493    | 25,313  |
|   |   | Total # of trouble reports | 576        | 355        | 519                   | 365        | 324       | 302                   | 307        | 364       | 225     |
|   |   | % of trouble reports       | 2.12       | 1.32       | 1.95                  | 1.38       | 1.24      | 1.16                  | 1.19       | 1.43      | 0.89    |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs  | Total # of outage report tickets                      | 3,486                      | 2,091      | 3,912      | 2,408                 | 2,290      | 2,058     | 2,223                 | 2,290      | 1,724     |         |
|   | Total # of repair tickets restored in ≤ 24hrs         | 2231                       | 1588       | 2855       | 1828                  | 1982       | 1731      | 1774                  | 1900       | 1467      |         |
|   | % of repair tickets restored ≤ 24 Hours               | 64.0                       | 75.9       | 73.0       | 75.9                  | 86.6       | 84.1      | 79.8                  | 83.0       | 85.1      |         |
|   | 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  | 39,220.49             | 47,153.41  | 32,739.94 |         |
|   | Avg. outage duration (hh:mm)                          | 31.72                      | 31.46      | 27.54      | 25.20                 | 18.01      | 18.79     | 17.64                 | 20.59      | 18.99     |         |
| Indicate if catastrophic event is in month  | No  | No                         | No         | No         | No                    | No         | No        | No                    | No         | No        |         |
| <b>Unadjusted Out of Service Report</b>   | Total # of outage report tickets                      | 4079                       | 2276       | 4421       | 2931                  | 2755       | 2298      | 2493                  | 2620       | 2027      |         |
|   | Total # of repair tickets restored in ≤ 24hrs         | 2117                       | 1518       | 2677       | 1828                  | 1982       | 1856      | 1615                  | 1800       | 1353      |         |
|   | % of repair tickets restored ≤ 24 Hours               | 51.9                       | 66.7       | 60.6       | 62.4                  | 71.9       | 80.8      | 64.8                  | 68.7       | 66.7      |         |
|   | 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 | 175,430.32            | 290,979.45 | 60,407.91 |         |
|   | Avg. outage duration (hh:mm)                          | 88.91                      | 48.06      | 129.02     | 106.10                | 66.97      | 26.66     | 70.37                 | 111.06     | 29.80     |         |
| Refunds   | Number of customers who received refunds              | 17                         | 15         | 18         | 12                    | 23         | 13        | 20                    | 18         | 30        |         |
|   | Monthly amount of refunds                             | \$214.65                   | \$502.87   | \$317.12   | \$610.54              | \$549.50   | \$184.54  | \$425.51              | \$596.85   | \$616.84  |         |
| <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        | 292,828                    | 233,392    | 209,500    | 194,932               | 185,016    | 192,258   | 184,224               | 177,591    | 146,010   |         |
|   | Total # of call seconds to reach live agent           | 227,889                    | 199,756    | 187,732    | 180,824               | 176,348    | 183,921   | 173,087               | 173,723    | 137,704   |         |
|   | % within 60 seconds                                   | 33.2%                      | 49.0%      | 56.4%      | 67.1%                 | 79.8%      | 77.6%     | 66.4%                 | 63.4%      | 61.0%     |         |

**Primary Utility Contact Information**

Name: Cassandra Guinness

Phone: 585-777-4557

Email: [cassandra.guinness@ftr.com](mailto:cassandra.guinness@ftr.com)