

**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 (05/15/18)			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	
Customers	Acct # for voice or bundle, res+bus	3,262	3,382	3,361	3,332	3,307	3,295	3,266	3,234	3,229	
Customer Trouble Report											
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,408	3,391	3,363	3,340	3,327	3,306	3,279	3,256	2,690
		Total # of trouble reports	18	16	26	23	10	6	10	23	9
		% of trouble reports	0.01	0.00	0.01	0.01	0.00	0.00	0.00	0.01	0.00
	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	1,706	1,910	1,903	1,890	1,879	1,870	1,859	1,859	1,771
		Total # of trouble reports	12	8	24	20	19	13	11	17	13
		% of trouble reports	0.01	0.00	0.01	0.01	0.01	0.01	0.01	0.01	0.01
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	23	14	41	30	25	14	16	37	21	
	Total # of repair tickets restored in ≤ 24hrs	21	13	35	21	22	14	13	30	20	
	% of repair tickets restored ≤ 24 Hours	91.30%	92.86%	85.37%	70.00%	88.00%	100.00%	81.25%	81.08%	95.24%	
	Sum of the duration of all outages (hh:mm)	345.56	249.77	539.88	837.65	391.30	192.98	366.80	685.79	179.86	
	Avg. outage duration (hh:mm)	15.02	17.84	13.17	27.92	15.65	13.78	22.93	18.53	8.56	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	25	15	43	31	26	16	16	37	21	
	Total # of repair tickets restored in ≤ 24hrs	17	11	32	19	21	13	11	30	16	
	% of repair tickets restored ≤ 24 Hours	68.00%	73.33%	74.42%	61.29%	80.77%	81.25%	68.75%	81.08%	76.19%	
	Sum of the duration of all outages (hh:mm)	733.49	348.67	1,021.33	1,005.65	463.30	355.21	486.80	877.79	531.01	
	Avg. outage duration (hh:mm)	29.34	23.24	23.75	32.44	17.82	22.20	30.43	23.72	25.29	
Refunds	Number of customers who received refunds	0	0	0	0	0	2	2	0	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.94	\$8.24	\$0.00	\$0.00	
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	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

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