

**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: 2018

Reporting Unit Type:

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)			Date filed (02/15/19)			
		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	3,262	3,382	3,361	3,332	3,307	3,295	3,266	3,247	3,234	3,229	3,204	3,185	
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	2,728	2,671	2,657
		Total # of trouble reports	18	16	26	23	10	6	10	23	9	46	34	31
		% of trouble reports	0.01	0.00	0.01	0.01	0.00	0.00	0.00	0.01	0.00	0.02	0.01	0.01
	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	0	0	0
		Total # of trouble reports	0	0	0	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	1,790	1,748	1,738
		Total # of trouble reports	12	8	24	20	19	13	11	17	13	28	19	27
		% of trouble reports	0.01	0.00	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.02
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	56	48	44	
Total # of repair tickets restored in ≤ 24hrs		21	13	35	21	22	14	13	30	20	50	45	42	
% of repair tickets restored ≤ 24 Hours		91.30%	92.86%	85.37%	70.00%	88.00%	100.00%	81.25%	81.08%	95.24%	89.29%	93.75%	95.45%	
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	811.08	390.87	517.63	
Avg. outage duration (hh:mm)		15.02	17.84	13.17	27.92	15.65	13.78	22.93	18.53	8.56	14.48	8.14	11.76	
Indicate if catastrophic event is in month		No	No	No	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	60	51	51	
Total # of repair tickets restored in ≤ 24hrs		17	11	32	19	21	13	11	30	16	47	41	35	
% of repair tickets restored ≤ 24 Hours		68.00%	73.33%	74.42%	61.29%	80.77%	81.25%	68.75%	81.08%	76.19%	78.33%	80.39%	68.63%	
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	1,164.43	964.30	1,179.45	
Avg. outage duration (hh:mm)		29.34	23.24	23.75	32.44	17.82	22.20	30.43	23.72	25.29	19.41	18.91	23.13	
Refunds														
Number of customers who received refunds		0	0	0	0	0	2	2	0	0	0	1	0	
Monthly amount of refunds		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.94	\$8.24	\$0.00	\$0.00	\$0.00	\$7.39	\$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	136,206	117,627	83,478	
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	130,711	118,325	83,809	
% within 60 seconds		33.2%	49.0%	56.4%	67.1%	79.8%	77.6%	66.4%	63.4%	61.0%	61.3%	65.1%	63.3%	

Primary Utility Contact Information

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