

**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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)			
		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	3,165	3,143	3,134	3,111	3,077	3,045	3,015	2,983	2,969	2,939	2,912	2,877	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	2,659	2,634	2,630	2,614	2,583	2,562	2,535	2,499	2,496	2,490	2,478	2,458
		Total # of trouble reports	64	34	25	46	28	15	21	16	32	21	40	33
		% of trouble reports	0.02	0.01	0.01	0.02	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02
	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	1,727	1,719	1,713	1,702	1,689	1,679	1,674	1,669	1,659	1,639	1,628	1,613
		Total # of trouble reports	47	24	26	18	18	12	20	47	16	18	22	30
		% of trouble reports	0.03	0.01	0.02	0.01	0.01	0.01	0.01	0.03	0.01	0.01	0.01	0.02
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	85	48	35	43	28	20	29	43	27	25	50	39	
	Total # of repair tickets restored in ≤ 24hrs	73	40	26	36	16	13	22	28	17	21	38	28	
	% of repair tickets restored ≤ 24 Hours	85.88%	83.33%	74.29%	83.72%	57.14%	65.00%	75.86%	65.12%	62.96%	84.00%	76.00%	71.79%	
	Sum of the duration of all outages (hh:mm)	1,016.33	535.50	829.52	749.59	819.53	390.33	478.58	895.79	953.07	496.63	768.06	1009.60	
	Avg. outage duration (hh:mm)	11.96	11.16	23.70	17.43	29.27	19.52	16.50	20.83	35.30	19.87	15.36	25.89	
Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	92	50	45	53	38	24	34	57	41	32	57	53	
	Total # of repair tickets restored in < 24hrs	69	37	26	29	14	12	18	22	11	20	36	24	
	% of repair tickets restored ≤ 24 Hours	75.00%	74.00%	57.78%	54.72%	36.84%	50.00%	52.94%	38.60%	26.83%	62.50%	63.16%	45.28%	
	Sum of the duration of all outages (hh:mm)	1,396.31	908.30	1,690.31	1,804.84	1,720.43	747.02	1,066.70	1,746.60	2,256.53	943.00	957.93	2,090.30	
	Avg. outage duration (hh:mm)	15.18	18.17	37.56	34.05	45.27	31.13	31.37	30.64	55.04	29.47	16.81	39.44	
Refunds	Number of customers who received refunds	0	1	0	0	0	0	1	0	0	1	0	1	
	Monthly amount of refunds	\$0.00	\$0.83	\$0.00	\$0.00	\$0.00	\$0.00	\$1.01	\$0.00	\$0.00	\$2.52	\$0.00	\$3.37	
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	144,259	140,381	151,607	97,851	83,794	75,534	83,808	89,244	94,873	104,263	85,904	97,742	
	Total # of call seconds to reach live agent	129,358	124,476	135,317	93,944	80,725	73,923	79,669	86,621	91,823	101,692	84,084	93,859	
	% within 60 seconds	50.6%	51.1%	62.4%	81.0%	83.0%	88.9%	84.4%	83.1%	83.2%	85.7%	86.7%	77.0%	

Primary Utility Contact Information

Name: Cassandra Guinness

Phone: 585-777-4557

Email: cassandra.guinness@ftr.com