

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA 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	488,281	481,716	475,679									
Customer Trouble Report													
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	671,970	664,570	657,333								
		Total # of trouble reports	7660	8245	7313								
		% of trouble reports	1.14	1.24	1.11								
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	46,144	45,625	45,087								
		Total # of trouble reports	479	440	518								
		% of trouble reports	1.04	0.96	1.15								
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	24,722	24,488	24,291								
		Total # of trouble reports	636	654	630								
		% of trouble reports	2.57	2.67	2.59								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3,906	3,707	1,550									
	Total # of repair tickets restored in ≤ 24hrs	1,857	553	820									
	% of repair tickets restored ≤ 24 Hours	47.5	14.9	52.9									
	Sum of the duration of all outages (hh:mm)	206,176.86	445,711.99	108,026.59									
	Avg. outage duration (hh:mm)	52.78	120.24	69.69									
Indicate if catastrophic event is in month													
		No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	5,489	5710	4793									
	Total # of repair tickets restored in ≤ 24hrs	1,494	408	715									
	% of repair tickets restored ≤ 24 Hours	27.2	7.1	14.9									
	Sum of the duration of all outages (hh:mm)	466,017.33	900,945.81	831,620.91									
	Avg. outage duration (hh:mm)	84.90	157.78	173.51									
Refunds	Number of customers who received refunds	36	60	55									
	Monthly amount of refunds	\$650.74	\$1,331.11	\$1,823.16									
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									
	Total # of call seconds to reach live agent	129,358	124,476	135,317									
	% within 60 seconds	50.6%	51.1%	62.4%									

Primary Utility Contact Information

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