

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Frontier California Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Customers</b>	Acct # for voice or bundle, res+bus	696,568	684,003	670,269	658,447	657,766	646,625						
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	936,604	921,042	904,588	890,574	875,479	871,599					
		Total # of trouble reports	13527	12088	9602	5856	6145	5170					
		% of trouble reports	1.44	1.31	1.06	0.66	0.70	0.59					
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	61,116	60,360	59,343	58,502	57,725	58,910					
		Total # of trouble reports	870	727	557	355	382	349					
		% of trouble reports	1.42	1.20	0.94	0.61	0.66	0.59					
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	30,576	30,314	30,011	29,727	29,357	29,029					
		Total # of trouble reports	1240	854	579	454	448	381					
		% of trouble reports	4.06	2.82	1.93	1.53	1.53	1.31					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5,313	4,916	3,967	2,315	2,387	1,882						
	Total # of repair tickets restored in ≤ 24hrs	1181	2116	2547	1689	1854	1515						
	% of repair tickets restored ≤ 24 Hours	22.23%	43.04%	64.20%	73.0	77.7	80.5						
	Sum of the duration of all outages (hh:mm)	384,283.66	253,099.60	168,876.30	60,288.31	52661.31	35085.94						
	Avg. outage duration (hh:mm)	72.33	51.48	42.57	26.04	22.06	18.64						
Indicate if catastrophic event is in month	Yes	No	No	No	No	No							
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5708	5157	4184	2457	2516	2173						
	Total # of repair tickets restored in ≤ 24hrs	865	2111	2585	1689	1854	1515						
	% of repair tickets restored ≤ 24 Hours	15.2	40.9	61.8	68.7	73.7	69.7						
	Sum of the duration of all outages (hh:mm)	512,908.42	426,701.86	619,175.97	83,323.89	63,869.31	1425070:48						
	Avg. outage duration (hh:mm)	89.86	82.74	147.99	33.91	25.39	27.33						
Refunds	Number of customers who received refunds	42	41	34	0	10	9						
	Monthly amount of refunds	\$1,032.94	\$1,149.22	\$791.94	\$0.00	\$124.50	\$570.46						
<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	304,568	352,336	355,135	259,494	251,080	232,338						
	Total # of call seconds to reach live agent	261,873	324,971	338,901	251,307	244,755	216,801						
	% within 60 seconds	71.6%	55.5%	73.0%	85.5%	90.7%	94.6%						

**Primary Utility Contact Information**

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