

**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 CA 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	
Customers	Acct # for voice or bundle, res+bus	696,568	684,003	670,269	658,447	657,766	646,625	636,825	625,932	615,930	606,468	597,655	589,974	
Customer Trouble Report														
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	859,317	846,087	833,674	822,795	811,528	802,212
		Total # of trouble reports	13527	12088	9602	5856	6145	5170	5117	5442	5308	5320	4829	3898
		% of trouble reports	1.44	1.31	1.06	0.66	0.70	0.59	0.60	0.64	0.64	0.65	0.60	0.49
	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	58,048	57,202	56,491	55,801	55,184	54,508
		Total # of trouble reports	870	727	557	355	382	349	399	363	364	421	311	254
		% of trouble reports	1.42	1.20	0.94	0.61	0.66	0.59	0.69	1.14	0.64	0.75	0.56	0.47
	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	28,766	28,511	28,230	27,941	27,696	27,491
		Total # of trouble reports	1240	854	579	454	448	381	393	574	298	394	421	309
		% of trouble reports	4.06	2.82	1.93	1.53	1.53	1.31	1.37	2.01	1.06	1.41	1.52	1.12
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5,313	4,916	3,967	2,315	2,387	1,882	2,121	2,188	2,029	2,114	2,197	1,547	
	Total # of repair tickets restored in 24hrs	1181	2116	2547	1689	1854	1515	1590	1684	1641	1676	1776	1350	
	% of repair tickets restored 24 Hours	22.23	43.04	64.20	73.0	77.7	80.5	75.0	77.0	80.9	79.3	80.8	87.3	
	Sum of the duration of all outages (hh:mm)	384,283.66	253,099.60	168,876.30	60,288.31	52,661.31	35,085.94	64,538.60	49,625.00	42,313.92	40,451.64	48,456.53	32,904.82	
	Avg. outage duration (hh:mm)	72.33	51.48	42.57	26.04	22.06	18.64	30.43	22.68	20.85	19.14	22.06	21.27	
Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	5708	5157	4184	2457	2516	2173	2327	2397	2365	2352	2364	1763	
	Total # of repair tickets restored in ≤ 24hrs	865	2111	2585	1689	1854	1515	1452	1617	1544	1580	1650	1283	
	% of repair tickets restored 24 Hours	15.2	40.9	61.8	68.7	73.7	69.7	62.4	67.5	65.3	67.2	69.8	72.8	
	Sum of the duration of all outages (hh:mm)	512,908.42	426,701.86	619,175.97	83,323.89	63,869.31	142,507.48	81,146.60	74,026.63	77,942.22	66,492.55	180,886.31	64,143.25	
	Avg. outage duration (hh:mm)	89.86	82.74	147.99	33.91	25.39	27.33	34.87	30.88	32.96	282.71	76.52	36.38	
Refunds	Number of customers who received refunds	42	41	34	0	10	9	7	8	11	0	8	9	
	Monthly amount of refunds	\$1,032.94	\$1,149.22	\$791.94	\$0.00	\$124.50	\$570.46	\$39.36	\$102.04	\$138.04	\$0.00	\$36.17	\$77.55	
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	304,568	352,336	355,135	259,494	251,080	223,046	234,305	197,297	183,306	270,896	245,766	223,559	
	Total # of call seconds to reach live agent	261,873	324,971	338,901	251,307	244,755	216,833	224,870	186,938	166,638	231,492	203,051	198,506	
	% within 60 seconds	71.6%	55.5%	73.0%	85.5%	90.7%	90.3%	81.1%	68.5%	62.5%	45.0%	53.1%	70.9%	

Primary Utility Contact Information

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