

**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: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)			
		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												
		3,596	3,564	3,542	3,527	3,489	3,452	3,425	3,395	3,375	3,348	3,332	3,300	
<b>Customer Trouble Report</b>														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,720	3,682	3,643	3,628	3,602	3,579	3,551	3,534	3,538	3,518	3,497	3,470
		Total # of trouble reports	62	51	58	23	34	24	15	19	34	24	17	15
		% of trouble reports	0.02	0.01	0.02	0.01	0.01	0.01	0.00	0.01	0.01	0.01	0.00	0.00
	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	1,851	1,835	1,827	1,816	1,804	1,784	1,778	1,759	1,748	1,736	1,736	1,729
		Total # of trouble reports	39	46	18	19	18	10	11	28	90	12	15	15
		% of trouble reports	0.02	0.03	0.01	0.01	0.01	0.01	0.01	0.02	0.05	0.01	0.01	0.01
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs													
	Total # of outage report tickets		71	68	49	28	41	25	19	30	58	28	20	20
	Total # of repair tickets restored in ≤ 24hrs		44	51	38	20	34	17	12	23	49	26	15	13
% of repair tickets restored ≤ 24 Hours		61.97%	75.00%	77.55%	71.43	82.93	68.00	63.16	76.67	84.48	92.86	75.00	65.00	
Sum of the duration of all outages (hh:mm)		2,014.13	1,207.38	711.43	782.97	791.32	857.34	492.24	562.50	1,045.01	363.62	413.50	514.12	
Avg. outage duration (hh:mm)		28.37	17.76	14.52	27.96	19.30	34.29	25.91	18.75	18.02	12.99	20.68	25.71	
Indicate if catastrophic event is in month		Yes	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>														
Total # of outage report tickets		71	68	52	29	43	25	21	30	112	30	20	21	
Total # of repair tickets restored in ≤ 24hrs		44	0	0	18	33	15	12	23	47	25	13	12	
% of repair tickets restored ≤ 24 Hours		61.97%	0.00%	0.00%	62.07%	76.74%	60.00%	57.14%	76.67%	41.96%	83.33%	65.00%	57.14%	
Sum of the duration of all outages (hh:mm)		2,719.21	1,495.38	937.55	951.12	1,293.17	1,049.34	895.96	586.50	20,173.66	405.50	605.50	681.22	
Avg. outage duration (hh:mm)		38.30	21.99	18.03	32.80	30.07	41.97	42.66	19.55	180.12	13.52	30.28	32.44	
<b>Refunds</b>														
Number of customers who received refunds		0	0	1	0	0	0	0	1	0	0	0	0	
Monthly amount of refunds		\$0.00	\$0.00	\$3.23	\$0.00	\$0.00	\$0.00	\$0.00	\$0.70	\$0.00	\$0.00	\$0.00	\$0.00	
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	
<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 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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