

**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: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: FC of the Southwest Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		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											
		3,262	3,382	3,361	3,332	3,307	3,295						
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,408	3,391	3,363	3,340	3,327	3,306					
		Total # of trouble reports	18	16	26	23	10	6					
		% of trouble reports	0.01	0.00	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					
		Total # of trouble reports	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	1,706	1,910	1,903	1,890	1,879	1,870					
		Total # of trouble reports	12	8	24	20	19	13					
		% of trouble reports	0.01	0.00	0.01	0.01	0.01	0.01					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs													
		Total # of outage report tickets	23	14	41	30	25	14					
		Total # of repair tickets restored in ≤ 24hrs	21	13	35	21	22	14					
		% of repair tickets restored ≤ 24 Hours	91.30%	92.86%	85.37%	70.00%	88.00%	100.00%					
		Sum of the duration of all outages (hh:mm)	345.56	249.77	539.88	837.65	391.30	192.98					
		Avg. outage duration (hh:mm)	15.02	17.84	13.17	27.92	15.65	13.78					
		Indicate if catastrophic event is in month	No	No	No	No	No	No					
<b>Unadjusted Out of Service Report</b>													
		Total # of outage report tickets	25	15	43	31	26	16					
		Total # of repair tickets restored in ≤ 24hrs	17	11	32	19	21	13					
		% of repair tickets restored ≤ 24 Hours	68.00%	73.33%	74.42%	61.29%	80.77%	81.25%					
		Sum of the duration of all outages (hh:mm)	733.49	348.67	1,021.33	1,005.65	463.30	355.21					
		Avg. outage duration (hh:mm)	29.34	23.24	23.75	32.44	17.82	22.20					
<b>Refunds</b>													
		Number of customers who received refunds	0	0	0	0	0	2					
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.94					
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	292,828	233,392	209,500	194,932	185,016	192,258					
		Total # of call seconds to reach live agent	227,889	199,756	187,732	180,824	176,348	183,921					
		% within 60 seconds	33.2%	49.0%	56.4%	67.1%	79.8%	77.6%					

**Primary Utility Contact Information**

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