

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2018

Reporting Unit Type:

Reporting Unit Name: Frontier CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/18)			
		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	580,866	571,666	563,001	554,247	545,950	538,943	531,670	524,610	514,458	507,197	501,111	495,343	
<b>Customer Trouble Report</b>														
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	790,876	779,452	769,062	758,493	748,171	738,570	729,436	720,293	705,422	711,828	687,515	680,432
		Total # of trouble reports	8592	4724	6676	4449	4394	3849	3937	4355	3388	5757	4656	6765
		% of trouble reports	1.09	0.61	0.87	0.59	0.59	0.52	0.54	0.60	0.48	0.81	<b>0.68</b>	<b>0.99</b>
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	53,718	53,028	52,292	51,593	50,912	50,428	49,812	49,100	48,160	48,369	47,144	46,686
		Total # of trouble reports	474	281	422	299	290	212	272	265	192	343	330	583
		% of trouble reports	0.88	0.53	0.81	0.58	0.57	0.42	0.55	0.54	0.40	0.71	<b>0.70</b>	<b>1.25</b>
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	27,200	26,911	26,666	26,401	26,146	25,982	25,738	25,493	25,313	25,675	24,993	24,870
		Total # of trouble reports	576	355	519	365	324	302	307	364	225	392	407	609
		% of trouble reports	2.12	1.32	1.95	1.38	1.24	1.16	1.19	1.43	0.89	1.53	<b>1.63</b>	<b>2.45</b>
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3,486	2,091	3,912	2,408	2,290	2,058	2,223	2,290	1,724	3,438	3,112	3,215	
	Total # of repair tickets restored in ≤ 24hrs	2231	1588	2855	1828	1982	1731	1774	1900	1467	2480	2765	2312	
	% of repair tickets restored ≤ 24 Hours	<b>64.0</b>	<b>75.9</b>	<b>73.0</b>	<b>75.9</b>	<b>86.6</b>	<b>84.1</b>	<b>79.8</b>	<b>83.0</b>	<b>85.1</b>	<b>72.1</b>	<b>88.8</b>	<b>71.9</b>	
	Sum of the duration of all outages (hh:mm)	110,569.44	65,776.26	107,749.20	60,685.32	41244.19	38664.90	39,220.49	47,153.41	32,739.94	22.32	169.70	23.98	
	Avg. outage duration (hh:mm)	31.72	31.46	27.54	25.20	18.01	18.79	17.64	20.59	18.99	0.01	0.05	0.01	
Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4079	2276	4421	2931	2755	2298	2493	2620	2027	3864	3112	5047	
	Total # of repair tickets restored in ≤ 24hrs	2117	1518	2677	1828	1982	1856	1615	1800	1353	2307	1703	2062	
	% of repair tickets restored ≤ 24 Hours	51.9	66.7	60.6	62.4	71.9	80.8	64.8	68.7	66.7	59.7	54.7	40.9	
	Sum of the duration of all outages (hh:mm)	362,681.03	109,388.69	570,393.94	310,970.40	184,505.00	61,272.70	175,430.32	290,979.45	60,407.91	22.32	241.70	23.98	
	Avg. outage duration (hh:mm)	88.91	48.06	129.02	106.10	66.97	26.66	70.37	111.06	29.80	0.01	0.08	0.00	
Refunds	Number of customers who received refunds	17	17	19	25	23	13	20	18	30	29	28	35	
	Monthly amount of refunds	\$214.65	\$502.87	\$317.12	\$610.54	\$549.50	\$184.54	\$425.51	\$596.85	\$616.84	\$377.66	\$536.94	\$582.84	
<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	292,828	233,392	209,500	194,932	185,016	192,258	184,224	177,591	146,010	136,206	117,627	83,478	
	Total # of call seconds to reach live agent	227,889	199,756	187,732	180,824	176,348	183,921	173,087	173,723	137,704	130,711	118,325	83,809	
	% within 60 seconds	<b>33.2%</b>	<b>49.0%</b>	<b>56.4%</b>	<b>67.1%</b>	<b>79.8%</b>	<b>77.6%</b>	<b>66.4%</b>	<b>63.4%</b>	<b>61.0%</b>	<b>61.3%</b>	<b>65.1%</b>	<b>63.3%</b>	

**Primary Utility Contact Information**

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