

**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
Customers	Acct # for voice or bundle, res+bus	3,262	3,382	3,361									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,408	3,391	3,363								
		Total # of trouble reports	18	16	26								
		% of trouble reports	0.01	0.00	0.01								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	0	0	0								
		Total # of trouble reports	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								
		Total # of trouble reports	12	8	24								
		% of trouble reports	0.01	0.00	0.01								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	23	14	41									
	Total # of repair tickets restored in ≤ 24hrs	21	13	35									
	% of repair tickets restored ≤ 24 Hours	91.30%	92.86%	85.37%									
	Sum of the duration of all outages (hh:mm)	345.56	249.77	539.88									
	Avg. outage duration (hh:mm)	15.02	17.84	13.17									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	25	15	43									
	Total # of repair tickets restored in ≤ 24hrs	17	11	32									
	% of repair tickets restored ≤ 24 Hours	68.00%	73.33%	74.42%									
	Sum of the duration of all outages (hh:mm)	733.49	348.67	1,021.33									
	Avg. outage duration (hh:mm)	29.34	23.24	23.75									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
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	292,828	233,392	209,500									
	Total # of call seconds to reach live agent	227,889	199,756	187,732									
	% within 60 seconds	33.2%	49.0%	56.4%									

Primary Utility Contact Information

Name: Cassandra Guinness

Phone: 585-777-4557

Email: cassandra.guinness@ftr.com