

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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	488,281	481,716	475,679	468,971	462,550	457,150						
Customer Trouble Report													
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	671,970	664,570	657,333	648,272	639,780	632,899					
		Total # of trouble reports	7660	8245	7313	5442	4897	4224					
		% of trouble reports	1.14	1.24	1.11	0.84	0.77	0.67					
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	46,144	45,625	45,087	44,464	43,924	43,450					
		Total # of trouble reports	479	440	518	387	355	349					
		% of trouble reports	1.04	0.96	1.15	0.87	0.81	0.80					
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	24,722	24,488	24,291	24,120	23,964	23,759					
		Total # of trouble reports	636	654	630	569	538	435					
		% of trouble reports	2.57	2.67	2.59	2.36	2.25	1.83					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3,906	3,707	1,550	1,789	1,877	1,675						
	Total # of repair tickets restored in ≤ 24hrs	1,857	553	820	826	1096	1021						
	% of repair tickets restored ≤ 24 Hours	47.5	14.9	52.9	46.2	58.4	61.0						
	Sum of the duration of all outages (hh:mm)	206,176.86	445,711.99	108,026.59	139,781.09	85,339.54	57,458.43						
	Avg. outage duration (hh:mm)	52.78	120.24	69.69	78.13	45.47	34.30						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	5,489	5,710	4,793	3,457	3,077	3,077						
	Total # of repair tickets restored in ≤ 24hrs	1,494	408	715	772	1,013	945						
	% of repair tickets restored ≤ 24 Hours	27.2	7.1	14.9	22.3	32.9	30.7						
	Sum of the duration of all outages (hh:mm)	466,017.33	900,945.81	831,620.91	108,026.59	231,248.29	318,018.30						
	Avg. outage duration (hh:mm)	84.90	157.78	173.51	31.25	75.15	103.35						
Refunds	Number of customers who received refunds	36	60	55	35	28	31						
	Monthly amount of refunds	\$650.74	\$1,331.11	\$1,823.16	\$720.97	\$726.35	\$730.96						
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	144,259	140,381	151,607	97,851	83,794	75,534						
	Total # of call seconds to reach live agent	129,358	124,476	135,317	93,944	80,725	73,923						
	% within 60 seconds	50.6%	51.1%	62.4%	81.0%	83.0%	88.9%						

Primary Utility Contact Information

Name: Cassandra Guinness

Phone: 585-777-4557

Email: cassandra.guinness@ftr.com