

**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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			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
<b>Customers</b>	Acct # for voice or bundle, res+bus	3,165	3,143	3,134	3,111	3,077	3,045						
<b>Customer Trouble Report</b>													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	2,659	2,634	2,630	2,614	2,583	2,562					
		Total # of trouble reports	64	34	25	46	28	15					
		% of trouble reports	0.02	0.01	0.01	0.02	0.01	0.01					
	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	1,727	1,719	1,713	1,702	1,689	1,679					
		Total # of trouble reports	47	24	26	18	18	12					
		% of trouble reports	0.03	0.01	0.02	0.01	0.01	0.01					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	85	48	35	43	28	20						
	Total # of repair tickets restored in ≤ 24hrs	73	40	26	36	16	13						
	% of repair tickets restored ≤ 24 Hours	85.88%	83.33%	74.29%	83.72%	57.14%	65.00%						
	Sum of the duration of all outages (hh:mm)	1,016.33	535.50	829.52	749.59	819.53	390.33						
	Avg. outage duration (hh:mm)	11.96	11.16	23.70	17.43	29.27	19.52						
	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	92	50	45	53	38	24						
	Total # of repair tickets restored in ≤ 24hrs	69	37	26	29	14	12						
	% of repair tickets restored ≤ 24 Hours	75.00%	74.00%	57.78%	54.72%	36.84%	50.00%						
	Sum of the duration of all outages (hh:mm)	1,396.31	908.30	1,690.31	1,804.84	1,720.43	747.02						
	Avg. outage duration (hh:mm)	15.18	18.17	37.56	34.05	45.27	31.13						
Refunds	Number of customers who received refunds	0	1	0	0	0	0						
	Monthly amount of refunds	\$0.00	\$0.83	\$0.00	\$0.00	\$0.00	\$0.00						
<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	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**

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