

**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	450,852	444,198	438,565	432,525	428,063	423,318	
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	625,037	616,484	609,939	601,913	596,257	590,109
		Total # of trouble reports	7660	8245	7313	5442	4897	4224	4257	4237	3928	4152	3631	6772
		% of trouble reports	1.14	1.24	1.11	0.84	0.77	0.67	0.68	0.69	0.64	0.69	0.61	1.15
	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	42,835	42,246	41,747	41,171	40,758	40,392
		Total # of trouble reports	479	440	518	387	355	349	330	361	299	341	268	577
		% of trouble reports	1.04	0.96	1.15	0.87	0.81	0.80	0.77	0.85	0.72	0.83	0.66	1.43
	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	23,532	23,329	23,206	23,033	22,906	22,728
		Total # of trouble reports	636	654	630	569	538	435	336	345	349	408	296	638
		% of trouble reports	2.57	2.67	2.59	2.36	2.25	1.83	1.43	1.48	1.50	1.77	1.29	2.81
	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	1,583	1,409	1,293	1,723	1,559	3,316
		Total # of repair tickets restored in ≤ 24hrs	1,857	553	820	826	1096	1021	895	814	698	1355	1234	1247
		% of repair tickets restored ≤ 24 Hours	47.5	14.9	52.9	46.2	58.4	61.0	56.5	57.8	54.0	78.6	79.2	37.6
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	73,034.14	58,659.37	63,766.95	39,051.94	31,073.88	15,121.23	
Avg. outage duration (hh:mm)		52.78	120.24	69.69	78.13	45.47	34.30	46.14	41.63	49.32	22.67	19.93	45.60	
Indicate if catastrophic event is in month	No	No	No	No	No	No	No	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	2,593	2,687	2,513	2,597	2,287	4,818	
	Total # of repair tickets restored in ≤ 24hrs	1,494	408	715	772	1,013	945	812	743	587	1,266	1,022	1,036	
	% of repair tickets restored ≤ 24 Hours	27.2	7.1	14.9	22.3	32.9	30.7	31.3	27.7	23.4	48.7	44.7	21.5	
	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	200,710.79	185,842.45	281,042.04	104,700.38	186,447.76	345,554.22	
	Avg. outage duration (hh:mm)	84.90	157.78	173.51	31.25	75.15	103.35	77.40	69.16	111.84	40.32	81.53	71.72	
Refunds	Number of customers who received refunds	36	60	55	35	28	31	51	52	42	64	41	57	
	Monthly amount of refunds	\$650.74	\$1,331.11	\$1,823.16	\$720.97	\$726.35	\$730.96	\$920.08	\$933.79	\$416.15	\$1,209.44	\$1,004.74	\$2,381.89	
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	83,808	89,244	94,873	104,263	85,904	97,742	
	Total # of call seconds to reach live agent	129,358	124,476	135,317	93,944	80,725	73,923	79,669	86,621	91,823	101,692	84,084	93,859	
	% within 60 seconds	50.6%	51.1%	62.4%	81.0%	83.0%	88.9%	84.4%	83.1%	83.2%	85.7%	86.7%	77.0%	

Primary Utility Contact Information

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