

**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
Customers		Acct # for voice or bundle, res+bus											
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	2,659	2,634	2,630								
		Total # of trouble reports	64	34	25								
		% of trouble reports	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								
		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	1,727	1,719	1,713								
		Total # of trouble reports	47	24	26								
		% of trouble reports	0.03	0.01	0.02								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	85	48	35								
		Total # of repair tickets restored in ≤ 24hrs	73	40	26								
		% of repair tickets restored ≤ 24 Hours	85.88%	83.33%	74.29%								
		Sum of the duration of all outages (hh:mm)	1,016.33	535.50	829.52								
		Avg. outage duration (hh:mm)	11.96	11.16	23.70								
Unadjusted Out of Service Report		Indicate if catastrophic event is in month	No	No	No								
		Total # of outage report tickets	92	50	45								
		Total # of repair tickets restored in ≤ 24hrs	69	37	26								
		% of repair tickets restored ≤ 24 Hours	75.00%	74.00%	57.78%								
		Sum of the duration of all outages (hh:mm)	1,396.31	908.30	1,690.31								
Refunds		Avg. outage duration (hh:mm)	15.18	18.17	37.56								
		Number of customers who received refunds	0	1	0								
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)		Monthly amount of refunds	\$0.00	\$0.83	\$0.00								
		Total # of calls for TR, Billing & Non-billing	144,259	140,381	151,607								
		Total # of call seconds to reach live agent	129,358	124,476	135,317								
		% within 60 seconds	50.6%	51.1%	62.4%								

Primary Utility Contact Information

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