

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
		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	417,764	412,871	TBD									
Customer Trouble Report													
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	583,244	576,927	TBD								
		Total # of trouble reports	5764	3887	5042								
		% of trouble reports	0.99	0.67	TBD								
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	39,948	39,548	TBD								
		Total # of trouble reports	450	297	382								
		% of trouble reports	1.13	0.75	TBD								
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	22,540	22,374	TBD								
		Total # of trouble reports	609	421	446								
		% of trouble reports	2.70	1.88	TBD								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2,201	1,640	2,108									
	Total # of repair tickets restored in ≤ 24hrs	917	1227	969									
	% of repair tickets restored ≤ 24 Hours	41.7	74.8	46.0									
	Sum of the duration of all outages (hh:mm)	108,778.85	43,530.30	101,436.50									
	Avg. outage duration (hh:mm)	49.42	26.54	48.12									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	3,653	2413	3117									
	Total # of repair tickets restored in ≤ 24hrs	738	1084	883									
	% of repair tickets restored ≤ 24 Hours	20.2	44.9	28.3									
	Sum of the duration of all outages (hh:mm)	320,407.28	113,077.00	212,121.87									
	Avg. outage duration (hh:mm)	87.71	46.86	68.05									
Refunds	Number of customers who received refunds	136	109	67									
	Monthly amount of refunds	\$1,418.88	\$1,833.74	\$851.64									
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	195,705	150,759	158,038									
	Total # of call seconds to reach live agent	14,626,666	11,406,198	10,946,219									
	% within 60 seconds	86.6%	80.2%	81.0%									

Primary Utility Contact Information

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