

**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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			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	2,843	2,819	2,824									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	2,435	2,409	2,396								
		Total # of trouble reports	21	19	59								
		% of trouble reports	0.86%	0.79%	2.46%								
	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	0.00%	0.00%	0.00%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,597	1,594	1,588								
		Total # of trouble reports	34	20	29								
		% of trouble reports	2.13%	1.25%	1.83%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	35	28	59									
	Total # of repair tickets restored in ≤ 24hrs	25	26	45									
	% of repair tickets restored ≤ 24 Hours	71.43%	92.86%	76.27%									
	Sum of the duration of all outages (hh:mm)	956.97	386.27	1,326.36									
	Avg. outage duration (hh:mm)	27.34	13.80	22.48									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	45	33	72									
	Total # of repair tickets restored in ≤ 24hrs	19	21	42									
	% of repair tickets restored ≤ 24 Hours	42.22%	63.64%	58.33%									
	Sum of the duration of all outages (hh:mm)	2,124.14	1,110.63	1,614.36									
	Avg. outage duration (hh:mm)	47.20	33.66	22.42									
Refunds	Number of customers who received refunds	0	0	1									
	Monthly amount of refunds	\$0.00	\$0.00	\$1.68									
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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