

**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 | 381,495 | 376,600 | 371,767 | 366,772 | 362,524 | 357,730 | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 lines for units w/ ≥ 3,000 lines) | Total # of working lines | 470,937 | 465,009 | 459,054 | 452,609 | 441,060 | 434,897 | | | | | |
| | | Total # of trouble reports | 5764 | 3887 | 5042 | 3775 | 2927 | 3327 | | | | | |
| | | % of trouble reports | 1.22 | 0.84 | 1.10 | 0.83 | 0.66 | 0.77 | | | | | |
| | 8% (8 per 100 lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 61,344 | 60,645 | 60,191 | 59,384 | 64,687 | 62,866 | | | | | |
| | | Total # of trouble reports | 450 | 297 | 382 | 826 | 646 | 645 | | | | | |
| | | % of trouble reports | 0.73 | 0.49 | 0.63 | 1.39 | 1.00 | 1.03 | | | | | |
| | 10% (10 per 100 lines for units w/ ≤ 1,000 lines) | Total # of working lines | 33,418 | 33,092 | 32,665 | 32,352 | 32,103 | 32,828 | | | | | |
| | | Total # of trouble reports | 609 | 421 | 446 | 801 | 595 | 521 | | | | | |
| | | % of trouble reports | 1.82 | 1.27 | 1.37 | 2.48 | 1.85 | 1.59 | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 2,201 | 1,640 | 2,108 | 2,073 | 1,576 | 1,493 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 917 | 1227 | 969 | 1141 | 1152 | 953 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 41.7 | 74.8 | 46.0 | 55.0 | 73.1 | 63.8 | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 108,778.85 | 43,530.30 | 101,436.50 | 70727.90 | 34872.22 | 37691.70 | | | | | | |
| | Avg. outage duration (hh:mm) | 49.42 | 26.54 | 48.12 | 34.12 | 22.13 | 25.25 | | | | | | |
| Indicate if catastrophic event is in month | No | No | No | No | No | No | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 3,653 | 2413 | 3117 | 3047 | 2244 | 2367 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 738 | 1084 | 883 | 1058 | 1034 | 885 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 20.2 | 44.9 | 28.3 | 34.7 | 46.1 | 37.4 | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 320,407.28 | 113,077.00 | 212,121.87 | 153,990.21 | 81,372.75 | 97,592.22 | | | | | | |
| | Avg. outage duration (hh:mm) | 87.71 | 46.86 | 68.05 | 50.54 | 36.26 | 41.23 | | | | | | |
| Refunds | Number of customers who received refunds | 136 | 109 | 67 | 51 | 46 | 37 | | | | | | |
| | Monthly amount of refunds | \$1,418.88 | \$1,833.74 | \$851.64 | \$871.13 | \$864.30 | \$1,014.97 | | | | | | |
| 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 | 192,989 | 150,838 | 158,058 | 153,165 | 140,824 | 136,201 | | | | | | |
| | Total # of call seconds to reach live agent | 14,409,386 | 11,412,676 | 10,947,739 | 899,320 | 1,867,133 | 1,572,778 | | | | | | |
| | % within 60 seconds | 86.4% | 80.2% | 81.0% | 98.4% | 96.2% | 96.7% | | | | | | |

Primary Utility Contact Information

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