

**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	2,583	2,558	2,540	2,515	2,502	2,482						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2,120	2,094	2,081	2,065	2,052	2,030					
		Total # of trouble reports	21	19	59	41	29	44					
		% of trouble reports	0.01	0.01	0.03	0.02	0.01	0.02					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,458	1,452	1,447	1,435	1,429	1,414					
		Total # of trouble reports	34	20	29	31	28	27					
		% of trouble reports	0.02	0.01	0.02	0.02	0.02	0.02					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	35	28	59	29	29	32						
	Total # of repair tickets restored in ≤ 24hrs	25	26	45	27	22	29						
	% of repair tickets restored ≤ 24 Hours	71.43%	92.86%	76.27%	93.10%	75.86%	90.63%						
	Sum of the duration of all outages (hh:mm)	956.97	386.27	1,326.36	461.08	528.30	472.65						
	Avg. outage duration (hh:mm)	27.34	13.80	22.48	15.90	18.22	14.77						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	45	33	72	37	40	40						
	Total # of repair tickets restored in ≤ 24hrs	19	21	42	26	21	28						
	% of repair tickets restored ≤ 24 Hours	42.22%	63.64%	58.33%	70.27%	52.50%	70.00%						
	Sum of the duration of all outages (hh:mm)	2,124.14	1,110.63	1,614.36	1,037.32	1,442.18	1,082.18						
	Avg. outage duration (hh:mm)	47.20	33.66	22.42	28.04	36.05	27.05						
Refunds	Number of customers who received refunds	0	0	1	0	0	1						
	Monthly amount of refunds	\$0.00	\$0.00	\$1.68	\$0.00	\$0.00	\$2.48						
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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