

# 4F

## SERVICE QUALITY ANALYSIS: VERIZON/FRONTIER

### Principal observations and takeaways:

- From January 2010 through December 2017, total Verizon/Frontier California POTS access lines in service dropped by 73.9%, from 2,778,584 to 724,752.
- In contrast to our findings regarding AT&T, our analysis of the data provided by Frontier indicates a noticeable improvement under both ownerships in the relative number of out-of-service cases over the same 8-year period.
- The trend in average duration of all out-of-service conditions, excluding those cleared within one hour, for both Verizon and Frontier has been steadily decreasing over the full 2010-2017 study period.
- There appears to be a strong relationship between the number of POTS lines in a wire center and the quality of service provided. The number and the rate of increase in OOS per 100 POTS lines have been lowest in the very largest (over 20,000 lines) wire centers.
- The largest increases in service outages occurred in wire centers with the lowest POTS drop-off rates; the incidence of service outages increased more slowly or remained almost constant in wire centers with successively larger drop-off rates.
- In areas with the highest population density, Verizon/ Frontier's response to out-of-service conditions has generally improved over the study period, compared to more rural areas.
- Of the six Frontier maintenance Operating Areas, those serving wire centers in the largest metropolitan areas (Los Angeles and Orange Counties) continue to show the best results and significant improvements in most OOS metrics. The poorest performing Operating Areas are those primarily serving rural communities.
- The Operating Areas within which most of the Verizon and Frontier FTTP upgrades have occurred have experienced the lowest number of OOS incidents and the shortest outage durations for those that do occur.

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VERIZON/FRONTIER

TABLE OF CONTENTS

Introduction: A bifurcated approach to the analysis of Verizon/Frontier performance	236
Demand conditions affecting Verizon/Frontier POTS services	237
Trouble Reports and POTS Lines in Service – a more granular perspective	240
Verizon/Frontier Service Quality Performance	249
Effect of persistent access line losses on the volume of customer trouble reports	249
Out-of-service conditions	251
Duration of out-of-service conditions	255
Out-of-service conditions cleared within 24 hours	256
Effects of geographic and other wire center attributes upon performance results	273
Wire Centers that had been upgraded to FTTP	282
Wire Center Size	286
Access Line Loss	289
Urban/Suburban/Rural	293
ILEC Organizational Assignment.	296
Summary	300
<b>Tables and Figures</b>	
Table 4F.1: Verizon California Drop-Off In POTS Demand At Wire Centers Of Varying Sizes January 2010 - December 2015.	238

Table 4F.2:	Frontier California Drop-Off In POTS Demand At Reporting Units Of Varying Sizes April 2016 - December 2017.	238
Table 4F.3:	Verizon/ Frontier California Percent Out-of-Service Over 24 Hours Durations Per 100 POTS Lines in Service -- 20 Poorest Performing and 10 Best Performing Wire Centers 2Q2016-4Q2017.	241
Table 4F.4:	Verizon/ Frontier California Average Out-of-Service Duration -- 20 Poorest Performing and 10 Best Performing Wire Centers 2Q2016-4Q2017.	242
Table 4F.5:	Verizon/ Frontier California Percent Out-of-Service Cleared Within 24 Hours -- 20 Poorest Performing and 10 Best Performing Wire Centers 2Q2016-4Q2017.	243
Table 4F.6:	Verizon/ Frontier California Days Required to Clear 90% of Out-of-Service Conditions -- 20 Poorest Performing and 10 Best Performing Wire Centers 2Q2016-4Q2017.	244
Table 4F.7:	Frontier California Trouble Report Out-of-Service Data for 2Q2016-4Q2017.	245
Table 4F.8:	Percentages Of Actual And Adjusted ("CPUC") Out-of-Service Conditions Cleared Within 24 Hours And Days Required To Clear 90%.	257
Table 4F.9:	Verizon California Wire Center Performance Trends for the period 1Q2010-4Q2015.	263
Table 4F.10:	Frontier California Reporting Unit Performance Trends for the period 2Q2016-4Q2017.	268
Table 4F.11:	Verizon/ Frontier California Wire Center Dimensions and Categories.	274
Table 4F.12:	Verizon/Frontier California Wire Center Attribute Classifications	275
Table 4F.13:	Summary of Verizon/Frontier Attribute Dimensions Graphs	281
Table 4F.14:	Verizon/Frontier California Classifications Of Wire Centers and Reporting Units ny POTS Lines in Service.	286

Table 4F.15:	Verizon/Frontier California Classifications Of Wire Centers By POTS Line Loss Percentage.	290
Table 4F.16:	Frontier California Operating Areas	296
Figure 4F.1:	Total Verizon/Frontier California POTS Access Lines Service Decreased By 68.2% From January 2010 Through December 2017.	239
Figure 4F.2:	The Number of Out-Of-Service Incidents Has Experienced a Greater Decrease Than the Drop-Off in Access Lines in Service over the 2010-2017 Period	250
Figure 4F.3:	There has been a steady downward trend in the number of out-of-service incidents per 100 access lines in service over the 2010-2017 period.	250
Figure 4F.4:	The number of out-of-service incidents exceeding 24 hours per 100 access lines has been decreasing over the full 8-year period, although it had spiked shortly after the Frontier takeover in 2016 (actual).	251
Figure 4F.5:	The average actual duration of all out-of-service conditions had been improving steadily under Verizon ownership, then spiked upward following the Frontier takeover, but seems to have once again resumed its downward trend.	252
Figure 4F.6:	Average actual (actual) duration of all out-of-service incidents in excess of one hour in duration.	253
Figure 4F.7:	Average actual (actual) duration of all out-of-service incidents in excess of 24 hours in duration.	253
Figure 4F.8:	Average duration of all out-of-service incidents adjusted for Sundays and holidays	254
Figure 4F.9:	Average duration of all out-of-service incidents in excess of 24 hours adjusted for Sundays and holidays	254
Figure 4F.10:	Percentage of all out-of-service conditions cleared within the first 24 hours (actual).	260

Figure 4F.11:	Percentage of all out-of-service conditions cleared within the first 24 hours (adjusted for Sundays and holidays).	260
Figure 4F.12:	Days required to clear 90% of all out-of-service conditions (actual).	261
Figure 4F.13:	Days required to clear 90% of all out-of-service conditions (adjusted for Sundays and holidays).	261
Figure 4F.14:	There have been fewer out-of-service conditions per 100 access lines in wire centers with FTTP upgrades.	284
Figure 4F.15:	Service outages are shorter in wire centers that have received FTTP upgrades.	287
Figure 4F.16:	FTTP-upgraded wire centers clear a higher percentage of out-of-service conditions within 24 hours.	285
Figure 4F.17:	The number of days needed to clear 90% of service outages is shorter in FTTP-upgraded wire centers.	285
Figure 4F.18:	The largest wire centers exhibit the fewest number of out-of-service conditions per 100 access lines.	287
Figure 4F.19:	Service outages tended to be shorter in larger wire centers during the period of Verizon ownership; results under Frontier are indeterminate.	287
Figure 4F.20:	The largest wire centers tend to clear a higher percentage of out-of-service conditions within 24 hours.	288
Figure 4F.21:	The number of days needed to clear 90% of service outages is shortest in the largest wire centers.	288
Figure 4F.22:	Wire centers that had experienced the greatest drop-off in demand for POTS services exhibited the fewest number of out-of-service conditions per 100 access lines.	291
Figure 4F.23:	Service outages tended to be shortest in wire centers that had experienced the greatest drop-off in demand for POTS services.	291

Figure 4F.24:	Wire centers that had experienced the greatest drop-off in demand for POTS services tended to clear a higher percentage of out-of-service conditions within 24 hours.	292
Figure 4F.25:	The number of days needed to clear 90% of service outages is shortest for wire centers that had experienced the greatest drop-off in demand for POTS services.	292
Figure 4F.26:	Wire centers serving areas with the highest population density exhibit the fewest number of out-of-service conditions per 100 access lines and, under Verizon management, improved over the period.	294
Figure 4F.27:	Service outages tend to be shorter in wire centers serving the more densely populated areas.	294
Figure 4F.28:	Wire centers serving the more densely populated areas tend to clear a higher percentage of out-of-service conditions within 24 hours.	295
Figure 4F.29:	The number of days needed to clear 90% of service outages is shortest for wire centers serving more densely populated areas.	295
Figure 4F.30:	Operating Areas responsible for wire centers serving the more densely populated area exhibit the fewest number of out-of-service conditions per 100 access lines.	298
Figure 4F.31:	Service outages tend to be shorter in those Operating Areas serving more densely populated areas.	298
Figure 4F.32:	Operating Areas serving the more densely populated areas have the best record of clearing a high percentage of out-of-service conditions within 24 hours.	299
Figure 4F.33:	The number of days needed to clear 90% of service outages is shortest for those Operating Areas serving the largest and most densely populated areas.	299

**A Note on the Verizon and Frontier Data Utilized in this Study**

ETI encountered serious shortcomings in the service quality, financial and other data provided by Frontier California, creating many challenges to the development of a consistent assessment of the Company's performance under both Verizon and Frontier ownership over the full 2010-2017 study period. We have made every effort to overcome these difficulties to the greatest extent possible. However, inconsistencies and disparities in the two companies' data and data structures do not permit direct comparability of the pre- and post-acquisition results that are provided in this report.

**Introduction: A bifurcated approach to the analysis of Verizon/Frontier performance**

Like AT&T California, Verizon/Frontier has also experienced substantial access line losses over the 2010-2017 study period. The ILEC was under Verizon ownership and management for 75 of the 96 months covered by this study – January 2010 through and including March 2016. ETI received seemingly complete raw data and consistent access line counts by wire center for most of the period during which the Company was under Verizon ownership, January 2010 through December 2015. However, wire center level access line counts for the last three months under Verizon ownership – January through March 2016 – were not provided. The corresponding access line counts for the 21 months following the transfer of ownership to Frontier were provided by Frontier, but not in a way that corresponds to the manner in which such data had been compiled by Verizon.

GO 133-C/D §3.3(b) directs that “[c]ustomer trouble reports received by the utility will be counted monthly and related to the total working lines within a reporting unit.” §3.3(d) specifies as the “Reporting Unit” an “[e]xchange or wire center, whichever is smaller.” Reports submitted by Verizon for the period running from the first quarter of 2010 through and including the fourth quarter of 2015 appear to have been in compliance with this “reporting unit” specification. Verizon provided monthly counts of customer trouble reports and the required calculation of “Trouble Reports Per Hundred Access Lines in Service” (“TRPH”) separately for each of approximately 273 individual wire centers within its California operating areas. The TRPH calculations were made by dividing the total number of customer trouble reports for each month for each wire center by 100 times the number of access lines in service at that wire center. The last such quarterly report was submitted by Verizon on February 15, 2016 covering the period October through December 2015.

Although Verizon still owned the company during the entire first quarter of 2016, its ownership had ended by the time the 2016Q1 report was submitted on May 16, 2016. Frontier did not provide wire center trouble report counts or wire center level TRPH results for 2016Q1, but did provide the underlying customer trouble report data records, from which ETI was able to reconstruct the quantity of trouble reports received for each wire center. However, because we did not have access line counts by wire center, we could not reconstruct the TRPH calculations.

Frontier did provide companywide access line counts and companywide TRPH calculations for the first quarter of 2016 and for all subsequent months following its acquisition of the Company. However, Frontier has not been submitting the required GO 133-C/D reports at the individual wire center level since it acquired control of the ILEC in April 2016.

ETI has attempted to reconstruct Frontier TRPH counts and other wire center data for the post-acquisition time period so that this data could then be integrated with the Verizon era data so as to provide a consistent picture of the ILEC’s service quality performance over the entire 2010-2017 period. We have been less than successful in accomplishing this result. For reasons that have never been fully or satisfactorily explained to us, Frontier elected to provide the

required GO 133-C/D reports and data on a different basis than Verizon had been doing. Verizon had been provided data for each of its 273 individual wire centers. However, where Verizon had been reporting trouble report data at the *wire center* level, Frontier adopted a different reporting unit that, in many cases, embraces multiple individual wire centers. Verizon had been submitting customer trouble report data for each of approximately 273 individual wire centers; Frontier has been providing data for only about 170 separate reporting units.

While both approaches appear, in aggregate, to cover the entire company's operations, the change in the method of reporting that occurred concurrently with the change of ownership has made it difficult for ETI to present a consistent set of wire center level calculations and results covering the entire 2010-2017 study period. Accordingly, we have been compelled to bifurcate our analysis between the Verizon and Frontier ownership periods. The results provided in this chapter are thus presented on that basis. In those situations where we are able to provide results that encompass the entire eight-year study period under both parent companies' ownership, we refer to the ILEC as "Verizon/Frontier California" or simply "Verizon/Frontier." Where our analysis is specific to either the pre- or post-acquisition entity, we will refer to their ownership individual – i.e., as Verizon California or Frontier California, respectively.

One problem with this bifurcated approach, and one that we have not been able to overcome, is that the relatively short period of time under Frontier ownership – covering just seven quarters of data – is not sufficient to permit the identification or quantification of long term trends. That shortcoming is further compounded by the transitional problems that Frontier encountered during the first two or three quarters under its management, causing spikes in the frequency and duration of service outages. Thus, although we have calculated trend lines for Frontier for the April 2016 through December 2017 period, the results shown represent the outcome of mathematical and statistical calculations and provide little basis for identifying trends or patterns extant during the period when the ILEC was being operating by Frontier. That said, it does appear that many of the initial transitional difficulties have settled down and that going forward continued gains in service quality can be anticipated.

### **Demand conditions affecting Verizon/Frontier POTS services**

Verizon/Frontier has experienced the same types of access line losses as has AT&T over the corresponding 2010-2017 period. From January 2010 through December 2017, total Verizon/Frontier California POTS access lines in service experienced a 73.9% decrease. As with AT&T, the drop-off in demand within individual reporting unit was highly variable, but every Verizon/Frontier California reporting unit saw an erosion in POTS demand. For Verizon/Frontier, access line losses were 73.9% and the trend line values for OOS incidents decreased by 82% over the full 2010-2017 period. From January 2010 through March 2016, total Verizon California POTS access lines in service experienced a 53.66% decrease, dropping from 2,778,584 to 1,287,526. By the end of 2017 under Frontier ownership, POTS access lines in service had experienced a further decrease to only 724,752, representing a drop of 73.9%, relative to the January 2010

level. Across individual reporting units, the largest access line loss occurred in the Fontana wire center, at 81.8%, where the 38,464 lines in service as of January 2010 plummeted to only 6,994 by the end of 2017. Tables 4F.1 and 4F.2 present access line data separately for the Verizon and Frontier ownership periods, respectively. In both cases, the greatest demand drop-offs generally occurred in the largest wire centers:

<b>Table 4F.1</b>				
<b>VERIZON CALIFORNIA</b>				
<b>DROP-OFF IN POTS DEMAND AT WIRE CENTERS OF VARYING SIZES</b>				
<b>JANUARY 2010 - DECEMBER 2015</b>				
<b>Wire Center Size</b>	<b>No. of Wire Centers</b>	<b>Total lines Jan 2010</b>	<b>Total lines Dec 2015</b>	<b>% change</b>
Small (<1000 lines)	63	31,875	16,816	-47.24%
Medium (1000-3000)	42	77,180	39,315	-49.06%
Large (>3000)	168	2,669,529	1,231,395	-53.87%
<b>TOTAL</b>	<b>273</b>	<b>2,778,584</b>	<b>1,287,526</b>	<b>-53.66%</b>

NOTE: Size categorization per GO 133-C/D size ranges and based upon access lines in service as of January 1, 2010. Access line data for individual wire centers is not available for the three-months from January through March, 2016.



For Verizon California, the greatest demand drop-offs for legacy POTS services generally occurred in the largest wire centers.



Over the 2010-2015 Verizon ownership period, Verizon POTS access lines in service experienced a 53.7% decrease, dropping from 2,778,584 to 1,287,526.

<b>Table 4F.2</b>				
<b>FRONTIER CALIFORNIA</b>				
<b>DROP-OFF IN POTS DEMAND AT REPORTING UNITS OF VARYING SIZES</b>				
<b>APRIL 2016 - DECEMBER 2017</b>				
<b>Reporting Unit Size</b>	<b>No. of Reporting Units</b>	<b>Total lines Apr 2016</b>	<b>Total lines Dec 2017</b>	<b>% change</b>
Small (<1000 lines)	71	28,739	29,197	1.59%
Medium (1000-3000)	24	42,721	69,758	63.29%
Large (>3000)	74	957,745	625,797	-34.66%
<b>TOTAL</b>	<b>169</b>	<b>1,029,205</b>	<b>724,752</b>	<b>-29.58%</b>

NOTE: Size categorization per GO 133-C/D size ranges and based upon access lines in service as of April 1, 2016.

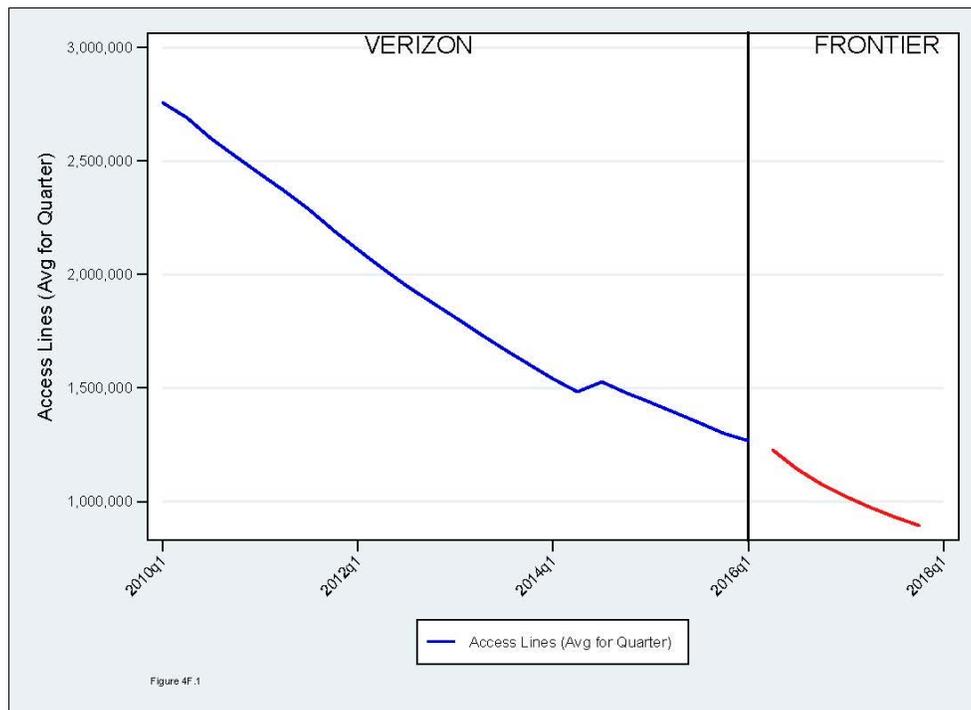


For Frontier California, the greatest demand drop-offs for legacy POTS services occurred in the smallest and the largest reporting units.



Under Frontier ownership POTS access lines in service experienced an additional 29.6% decrease, dropping from 1,029,205 to 724,752.

Figure 4F.1 below provides total Verizon/Frontier POTS access lines in service over the entire 2010-2017 period.



**Figure 4F.1.** Total Verizon/Frontier POTS access lines service decreased by 68.2% from January 2010 through December 2017.

### **Trouble Reports and POTS Lines in service – a more granular perspective**

Viewed at the individual reporting unit level, the ratio of out-of-service conditions to total POTS lines has varied both from month-to-month and as a long-term trend over time. Focusing specifically upon out-of-service conditions not cleared after 24 hours, some wire centers have experienced significant increases in the incidence of this condition, while others have seen improvements. The following Tables summarize the 21 months' experience under Frontier ownership with respect to four service quality metrics. Each table provides the 20 wire centers with the worst and the 10 wire centers with the best performance with respect to each of these four metrics. Table 4F.3 presents the percentages of out-of-service conditions not cleared within 24 hours (expressed on a per 100 POTS lines per month basis). Table 4F.4 provides the average out-of-service durations. Table 4F.5 provides the percentages of out-of-service incidents cleared within 24 hours. Table 4F.6 provides the number of days to clear 90% of out-of-service conditions. Table 4F.8 provides all of these data elements for all post-acquisition Frontier reporting units.

Table 4F.3

**FRONTIER CALIFORNIA  
OUT-OF-SERVICE OVER 24 HOURS' DURATION PER 100 POTS LINES IN SERVICE  
20 POOREST PERFORMING AND 10 BEST PERFORMING REPORTING UNITS  
2Q2016-4Q2017**

Wire Center Name	CLLI	OOS per			Pct Cleared		# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (days)	Average CPUC OOS Duration (days)	OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
		Access Lines (avg for Quarter)	100 ALs per month	OOS>24 per 100 ALs per month	w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)											
<b>20 POOREST PERFORMING REPORTING UNITS</b>																	
BADGER	BDGRCAFX	89	3.85	3.85	33.3%	37.5%	4.83	3.86	2.42	1.96	72	72	48	5	71	45	4
DUNLAP	DNLPACFX	314	3.82	3.82	42.1%	48.8%	3.69	3.25	2.14	1.79	252	252	146	7	247	129	3
ALDERPOINT	ALPNCAXF	126	3.39	3.39	20.0%	33.3%	14.16	12.55	4.42	3.90	90	90	72	17	82	60	15
MIRANTPHST	FRVLCAXF	116	3.00	3.00	39.7%	45.2%	4.56	3.48	1.99	1.54	73	73	44	4	71	40	1
DESERT SHORES	DSSHCAFX	129	2.73	2.73	45.9%	54.1%	5.59	4.61	1.99	1.71	74	74	40	4	70	34	2
SAGE	CCMNCAXF	466	2.61	2.60	48.2%	50.2%	4.24	3.32	1.76	1.51	255	254	132	13	250	127	7
TIVY VALLEY	TVVYCAFX	618	2.45	2.45	50.0%	55.0%	3.00	2.20	1.78	1.53	318	318	159	9	311	143	9
SUMMIT VLY	WLDNCAXF	98	2.37	2.37	51.0%	53.1%	4.01	3.12	1.45	1.27	49	49	24	2	48	23	1
SALTON CITY	SLCYCAFX	384	2.33	2.33	56.4%	64.9%	4.96	3.61	1.77	1.39	188	188	82	11	180	66	5
COVELO	CVELCAFX	607	2.32	2.31	12.2%	27.1%	8.98	7.97	4.82	4.27	295	294	259	59	257	215	43
NEWBERRY	TMCVCAXH	283	2.26	2.24	40.3%	47.0%	6.31	5.31	2.51	2.14	134	133	80	15	128	71	9
SQUAW VALLEY	SVYFCAXF	173	2.11	2.11	37.7%	42.9%	3.45	3.02	1.63	1.36	77	77	48	1	75	44	0
DESERT HOT SPRINGS	DHSPCAFX	3,045	2.04	2.03	45.1%	49.8%	5.39	4.44	2.22	1.90	1307	1297	717	96	1266	656	63
SNELLING	SNNGCAFX	190	1.95	1.95	10.3%	19.2%	7.34	6.07	4.00	3.37	78	78	70	26	71	63	7
ALPAUGH	ALPGCAFX	113	1.94	1.94	30.4%	30.4%	5.96	4.77	2.37	2.02	46	46	32	1	46	32	1
WELDON	WLDNCAXF	689	1.86	1.85	26.8%	40.9%	5.90	4.94	2.55	2.13	269	267	197	24	234	159	19
CLEMENTS	CLEMCAFX	323	1.86	1.84	30.2%	39.7%	5.44	4.52	2.61	2.12	126	125	88	11	115	76	6
KNIGHTS LANDING	KNLDCAXF	210	1.74	1.74	32.5%	44.2%	4.41	3.41	1.74	1.51	77	77	52	1	70	43	0
LAYTONVILLE	LYVLCAXF	881	1.71	1.71	17.7%	32.5%	7.41	6.09	3.84	3.05	317	317	261	64	275	214	39
DESERT CENTER	DSCTCAFX	54	1.66	1.66	31.6%	36.8%	10.18	8.76	3.93	3.39	19	19	13	4	18	12	3
<b>10 BEST PERFORMING REPORTING UNITS</b>																	
GUADALUPE	GDLPCAAXG	1,231	0.30	0.29	71.4%	72.7%	1.92	1.91	1.02	0.94	77	75	22	2	75	21	1
PARKFIELD	PRFDCAXF	82	0.35	0.29	66.7%	83.3%	3.98	2.98	1.48	1.15	6	5	2	1	5	1	0
SAN MIGUEL	SNMGCAFX	695	0.28	0.28	31.7%	41.5%	4.72	3.62	4.10	3.49	41	41	28	3	38	24	1
ONTARIO	ONTRCAFX	19,536	0.27	0.27	56.8%	60.9%	3.40	2.49	1.42	1.22	1112	1100	480	21	1072	435	14
CHINO	CHNOCAXF	18,522	0.27	0.27	50.4%	56.0%	3.77	2.95	1.70	1.46	1046	1034	519	34	1000	460	19
CAMARILLO	CMRLCAFX	11,360	0.22	0.22	44.7%	50.2%	5.03	4.31	2.21	1.89	528	523	292	41	502	263	27
EL RIO	ELRICAXF	8,331	0.21	0.21	44.6%	50.0%	4.35	3.25	1.99	1.71	368	367	204	21	355	184	14
FORT IRWIN	FTIRCAFX	357	0.20	0.20	53.3%	73.3%	6.07	2.85	1.97	0.99	15	15	7	1	13	4	0
MURRIETA	MURTCAXF	10,809	0.20	0.19	54.2%	60.5%	3.52	2.95	1.62	1.37	443	434	203	12	419	175	7
NEWBURY PARK	NWPKCAFX	8,236	0.19	0.19	46.8%	51.7%	5.09	4.53	2.25	1.97	325	320	173	22	313	157	16

Table 4F.4

**FRONTIER CALIFORNIA  
AVERAGE OUT-OF-SERVICE DURATION  
20 POOREST PERFORMING AND 10 BEST PERFORMING REPORTING UNITS  
2Q2016-4Q2017**

Wire Center Name	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (days)	Average CPUC OOS Duration (days)	OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
<b>20 POOREST PERFORMING REPORTING UNITS</b>																	
COVELO	CVELCAXF	607	2.32	2.31	12.2%	27.1%	8.98	7.97	4.82	4.27	295	294	259	59	257	215	43
KENWOOD	KNWDCAXF	489	1.23	1.21	13.5%	42.1%	9.19	7.43	4.80	4.25	126	124	109	25	92	73	9
ALDERPOINT	ALPNCAXF	126	3.39	3.39	20.0%	33.3%	14.16	12.55	4.42	3.90	90	90	72	17	82	60	15
SAN MIGUEL	SNMGCAXF	695	0.28	0.28	31.7%	41.5%	4.72	3.62	4.10	3.49	41	41	28	3	38	24	1
OLANCHA	OLNCCAXF	170	0.81	0.81	10.3%	10.3%	7.11	6.11	4.09	3.60	29	29	26	9	29	26	4
SNELLING	SNNGCAXG	190	1.95	1.95	10.3%	19.2%	7.34	6.07	4.00	3.37	78	78	70	26	71	63	7
GLENNVILLE	GLVLCAXF	449	1.56	1.56	7.5%	12.2%	7.13	6.13	3.97	3.47	147	147	136	23	140	129	16
DESERT CENTER	DSCTCAXG	54	1.66	1.66	31.6%	36.8%	10.18	8.76	3.93	3.39	19	19	13	4	18	12	3
GAVIOTA	ELWDCAXF	215	1.17	1.15	15.1%	18.9%	8.93	7.48	3.86	3.31	53	52	45	11	50	43	8
LAYTONVILLE	LYVLCAXF	881	1.71	1.71	17.7%	32.5%	7.41	6.09	3.84	3.05	317	317	261	64	275	214	39
HOOPA	HOPACAXF	685	0.80	0.80	14.8%	33.0%	7.09	5.97	3.78	3.17	115	115	98	16	94	77	9
CALIFORNIA HOT SPRINGS	CHSPCAXF	348	1.60	1.60	17.9%	26.5%	6.81	6.05	3.72	3.12	117	117	96	23	108	86	11
LEGGETT	LGGTCAXF	109	1.40	1.40	28.1%	43.8%	7.32	6.73	3.49	3.13	32	32	23	5	30	18	5
RANDBURG	RNBGCAXF	86	0.89	0.89	18.8%	25.0%	5.92	4.19	3.39	2.55	16	16	13	2	15	12	0
CANTUA CREEK	CNCKCAXF	108	1.28	1.28	20.7%	37.9%	6.55	5.19	3.34	2.59	29	29	23	4	24	18	2
LOS GATOS	LSGTCAXA	9,112	0.95	0.94	31.6%	39.7%	6.79	5.66	3.26	2.74	1813	1806	1240	248	1694	1093	167
ARROWHEAD	ARHDCAXF	3,044	0.77	0.76	35.0%	39.9%	8.68	7.10	3.22	2.62	491	486	319	68	478	295	52
SOMIS	BELRCAXF	618	0.92	0.92	31.9%	34.5%	6.94	5.24	3.20	2.66	119	119	81	13	116	78	8
WRIGHTWOOD	WRWDCAXF	1,479	0.67	0.66	48.3%	62.3%	5.43	4.01	3.18	2.62	207	205	107	17	187	78	6
POINT MUGU	MUGUCAXF	2,906	0.36	0.36	36.5%	42.0%	5.36	4.45	3.12	2.12	219	219	139	15	212	127	10
<b>10 BEST PERFORMING REPORTING UNITS</b>																	
BRSW YERM	WHTRCAXH	373	1.24	1.23	57.7%	64.9%	3.67	3.01	1.42	1.20	97	96	41	1	96	34	0
LEMON COVE	LMCVAXF	111	1.37	1.33	53.1%	56.3%	2.54	2.21	1.42	1.19	32	31	15	0	31	14	0
MCFARLAND	MCFACAXF	994	0.74	0.74	56.1%	58.1%	3.19	2.60	1.41	1.21	155	155	68	4	152	65	2
ROBBINS	RBNSCAXG	366	0.35	0.35	29.6%	48.1%	2.50	1.71	1.35	1.10	27	27	19	0	23	14	0
SANGER	SNRCAXF	3,170	0.93	0.92	59.7%	64.3%	2.82	2.11	1.30	1.09	616	615	248	11	600	220	3
REDLEY	RDLYCAXF	3,316	0.89	0.89	59.1%	62.0%	2.90	2.21	1.27	1.12	619	617	253	10	611	235	9
ETIWANDA	ETIWCAXF	3,082	0.40	0.40	66.0%	69.5%	3.07	2.63	1.23	1.09	259	257	88	2	255	79	0
FOWLER	FWLRCAXF	1,720	1.09	1.09	56.5%	61.6%	2.92	2.00	1.21	1.03	393	392	171	2	384	151	1
GUADALUPE	GDLPACAXG	1,231	0.30	0.29	71.4%	72.7%	1.92	1.91	1.02	0.94	77	75	22	2	75	21	1
VTYL HSPR	HSPRCAXF	8	1.14	1.14	100.0%	100.0%	0.22	0.22	0.20	0.20	2	2	0	0	2	0	0

Table 4F.5

**FRONTIER CALIFORNIA  
PERCENT OUT-OF-SERVICE CLEARED WITHIN 24 HOURS  
20 POOREST PERFORMING AND 10 BEST PERFORMING REPORTING UNITS  
2Q2016-4Q2017**

Wire Center Name	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (days)	Average CPUC OOS Duration (days)	OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
<b>20 POOREST PERFORMING REPORTING UNITS</b>																	
GLENNVILLE	GLVLCAXF	449	1.56	1.56	0.07	12.2%	7.13	6.13	3.97	3.47	147	147	136	23	140	129	16
SNELLING	SNNGCAXG	190	1.95	1.95	0.10	19.2%	7.34	6.07	4.00	3.37	78	78	70	26	71	63	7
OLANCHA	OLNCCAXF	170	0.81	0.81	0.10	10.3%	7.11	6.11	4.09	3.60	29	29	26	9	29	26	4
BERRENDA MESA	BRMSCAXF	28	1.51	1.51	0.11	22.2%	4.40	3.40	2.25	1.85	9	9	8	0	9	7	0
COVELO	CVELCAXF	607	2.32	2.31	0.12	27.1%	8.98	7.97	4.82	4.27	295	294	259	59	257	215	43
KENWOOD	KNWDCAXF	489	1.23	1.21	0.13	42.1%	9.19	7.43	4.80	4.25	126	124	109	25	92	73	9
MAD RIVER	MDRVCAFX	267	1.18	1.18	0.14	25.8%	6.74	5.21	3.02	2.30	66	66	57	8	61	49	4
HOOPA	HOPACAXF	685	0.80	0.80	0.15	33.0%	7.09	5.97	3.78	3.17	115	115	98	16	94	77	9
GAVIOTA	ELWDCAXF	215	1.17	1.15	0.15	18.9%	8.93	7.48	3.86	3.31	53	52	45	11	50	43	8
LAYTONVILLE	LYVLCAXF	881	1.71	1.71	0.18	32.5%	7.41	6.09	3.84	3.05	317	317	261	64	275	214	39
CALIFORNIA HOT SPRINGS	CHSPCAXF	348	1.60	1.60	0.18	26.5%	6.81	6.05	3.72	3.12	117	117	96	23	108	86	11
RANDBURG	RNBGCAXF	86	0.89	0.89	0.19	25.0%	5.92	4.19	3.39	2.55	16	16	13	2	15	12	0
ALDERPOINT	ALPNCAXF	126	3.39	3.39	0.20	33.3%	14.16	12.55	4.42	3.90	90	90	72	17	82	60	15
CANTUA CREEK	CNCKCAXF	108	1.28	1.28	0.21	37.9%	6.55	5.19	3.34	2.59	29	29	23	4	24	18	2
WILLOW CRK	WHTRCAXJ	1,138	0.94	0.93	0.21	31.7%	6.34	5.24	3.00	2.46	224	223	177	30	203	153	13
LONE PINE	LNPNCAXF	588	0.92	0.92	0.21	25.4%	5.17	4.34	2.43	2.07	114	114	90	6	109	85	4
ORLEANS	ORLNCAXF	188	0.86	0.86	0.24	29.4%	5.87	4.70	3.04	2.31	34	34	26	3	32	24	1
TOPANGA	TPNGCAXF	958	0.50	0.49	0.25	37.0%	6.01	4.68	2.85	2.22	100	98	75	10	87	63	6
SAN JOAQUIN	SNJQCAXF	613	1.01	1.01	0.25	32.3%	5.52	4.19	2.75	2.33	130	130	97	11	122	88	7
BENTON	BNTNCAXF	145	1.12	1.09	0.26	35.3%	4.06	3.60	2.07	1.79	34	33	25	1	31	22	1
<b>10 BEST PERFORMING REPORTING UNITS</b>																	
HOMESTEAD VALLEY	HMVYCAFX	672	0.90	0.90	0.59	66.1%	5.45	4.10	1.73	1.41	127	127	52	9	122	43	6
REEDLEY	RDLYCAFX	3,316	0.89	0.89	0.59	62.0%	2.90	2.21	1.27	1.12	619	617	253	10	611	235	9
SANGER	SNRCAXF	3,170	0.93	0.92	0.60	64.3%	2.82	2.11	1.30	1.09	616	615	248	11	600	220	3
CROWLEY LAKE	CRLKCAFX	444	0.75	0.74	0.61	65.7%	4.23	3.23	1.55	1.32	70	69	27	3	68	24	2
JOSHUA TREE	JSTRCAFX	969	0.67	0.67	0.63	66.2%	4.30	3.48	1.60	1.37	136	136	50	5	135	46	3
SEPULVEDA 2		135	1.44	1.44	0.63	68.3%	3.87	2.91	1.46	1.20	41	41	15	1	40	13	1
ETIWANDA	ETWNCAXF	3,082	0.40	0.40	0.66	69.5%	3.07	2.63	1.23	1.09	259	257	88	2	255	79	0
PARKFIELD	PRFDCAXF	82	0.35	0.29	0.67	83.3%	3.98	2.98	1.48	1.15	6	5	2	1	5	1	0
GUADALUPE	GDLPACAXG	1,231	0.30	0.29	0.71	72.7%	1.92	1.91	1.02	0.94	77	75	22	2	75	21	1
VTVL HSPR	HSPRCAXF	8	1.14	1.14	1.00	100.0%	0.22	0.22	0.20	0.20	2	2	0	0	2	0	0

Table 4F.6

**FRONTIER CALIFORNIA  
DAYS REQUIRED TO CLEAR 90% OF OUT-OF-SERVICE CONDITIONS  
20 POOREST PERFORMING AND 10 BEST PERFORMING REPORTING UNITS  
2Q2016-4Q2017**

Wire Center Name	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (days)	Average CPUC OOS Duration (days)	OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
<b>20 POOREST PERFORMING REPORTING UNITS</b>																	
ALDERPOINT	ALPNCAXF	126	3.39	3.39	20.0%	33.3%	14.16	12.55	4.42	3.90	90	90	72	17	82	60	15
DESERT CENTER	DSCTCAXG	54	1.66	1.66	31.6%	36.8%	10.18	8.76	3.93	3.39	19	19	13	4	18	12	3
KENWOOD	KNWDCAXF	489	1.23	1.21	13.5%	42.1%	9.19	7.43	4.80	4.25	126	124	109	25	92	73	9
COVELO	CVELCAXF	607	2.32	2.31	12.2%	27.1%	8.98	7.97	4.82	4.27	295	294	259	59	257	215	43
GAVIOTA	ELWDCAXF	215	1.17	1.15	15.1%	18.9%	8.93	7.48	3.86	3.31	53	52	45	11	50	43	8
ARROWHEAD	ARHDCAXF	3,044	0.77	0.76	35.0%	39.9%	8.68	7.10	3.22	2.62	491	486	319	68	478	295	52
PIERCY	PIRCCAXF	138	1.03	1.03	30.0%	46.7%	8.08	5.03	2.99	2.20	30	30	21	6	26	16	3
LAYTONVILLE	LYVLCAXF	881	1.71	1.71	17.7%	32.5%	7.41	6.09	3.84	3.05	317	317	261	64	275	214	39
SNELLING	SNNGCAXG	190	1.95	1.95	10.3%	19.2%	7.34	6.07	4.00	3.37	78	78	70	26	71	63	7
LEGGETT	LGGTCAXF	109	1.40	1.40	28.1%	43.8%	7.32	6.73	3.49	3.13	32	32	23	5	30	18	5
GARBERVILLE	GRVLCAXF	1,381	1.39	1.38	30.6%	43.5%	7.17	6.19	3.04	2.51	402	401	279	51	362	227	35
GLENNVILLE	GLVLCAXF	449	1.56	1.56	7.5%	12.2%	7.13	6.13	3.97	3.47	147	147	136	23	140	129	16
OLANCHA	OLNCCAXF	170	0.81	0.81	10.3%	10.3%	7.11	6.11	4.09	3.60	29	29	26	9	29	26	4
CRESTLINE	CRLNCAXF	1,864	0.94	0.94	40.8%	43.8%	7.10	6.32	2.89	2.49	368	366	218	46	361	207	37
HOOPA	HOPACAXF	685	0.80	0.80	14.8%	33.0%	7.09	5.97	3.78	3.17	115	115	98	16	94	77	9
SOMIS	BELRCAXF	618	0.92	0.92	31.9%	34.5%	6.94	5.24	3.20	2.66	119	119	81	13	116	78	8
CALIFORNIA HOT SPRINGS	CHSPCAXF	348	1.60	1.60	17.9%	26.5%	6.81	6.05	3.72	3.12	117	117	96	23	108	86	11
LOS GATOS	LSGTCAXA	9,112	0.95	0.94	31.6%	39.7%	6.79	5.66	3.26	2.74	1813	1806	1240	248	1694	1093	167
MAD RIVER	MDRVCAXF	267	1.18	1.18	13.6%	25.8%	6.74	5.21	3.02	2.30	66	66	57	8	61	49	4
CANTUA CREEK	CNCKCAXF	108	1.28	1.28	20.7%	37.9%	6.55	5.19	3.34	2.59	29	29	23	4	24	18	2
<b>10 BEST PERFORMING REPORTING UNITS</b>																	
ETIWANDA	ETWNCAXF	3,082	0.40	0.40	66.0%	69.5%	3.07	2.63	1.23	1.09	259	257	88	2	255	79	0
TIVY VALLEY	TVVYCAXF	618	2.45	2.45	50.0%	55.0%	3.00	2.20	1.78	1.53	318	318	159	9	311	143	9
FOWLER	FWLRCAXF	1,720	1.09	1.09	56.5%	61.6%	2.92	2.00	1.21	1.03	393	392	171	2	384	151	1
REEDLEY	RDLYCAXF	3,316	0.89	0.89	59.1%	62.0%	2.90	2.21	1.27	1.12	619	617	253	10	611	235	9
SANGER	SNGRCAXF	3,170	0.93	0.92	59.7%	64.3%	2.82	2.11	1.30	1.09	616	615	248	11	600	220	3
LEMON COVE	LMCVAXF	111	1.37	1.33	53.1%	56.3%	2.54	2.21	1.42	1.19	32	31	15	0	31	14	0
ROBBINS	RBNSCAXG	366	0.35	0.35	29.6%	48.1%	2.50	1.71	1.35	1.10	27	27	19	0	23	14	0
MCKITTRICK	MCKTCAXF	214	0.82	0.82	56.8%	62.2%	2.07	2.04	1.43	1.28	37	37	16	1	37	14	1
GUADALUPE	GDLPACAXG	1,231	0.30	0.29	71.4%	72.7%	1.92	1.91	1.02	0.94	77	75	22	2	75	21	1
VTYL HSPR	HSPRCAXF	8	1.14	1.14	100.0%	100.0%	0.22	0.22	0.20	0.20	2	2	0	0	2	0	0

Table 4F.7

FRONTIER CALIFORNIA  
TROUBLE REPORT AND OUT-OF-SERVICE DATA  
FOR 2Q2016-4Q2017

Wire Center Name	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct Cleared		# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS		Average CPUC OOS		OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
					w/in 24 hours (unadj)	w/in 24 hours (adj)			Duration (days)	Duration (days)									
ADELANTO	ADLNCAXF	2,779	0.44	0.44	54.3%	59.8%	4.32	3.90	1.75	1.49	1.75	1.49	256	255	117	9	248	103	6
ALAMITOS	SLBHCAXF	20,756	0.41	0.41	43.6%	49.4%	5.59	4.64	2.35	2.02	2.35	2.02	1804	1791	1018	141	1732	913	75
ALDERPOINT	ALPNCAXF	126	3.39	3.39	20.0%	33.3%	14.16	12.55	4.42	3.90	4.42	3.90	90	90	72	17	82	60	15
ALPAUGH	ALPGCAXF	113	1.94	1.94	30.4%	30.4%	5.96	4.77	2.37	2.02	2.37	2.02	46	46	32	1	46	32	1
ANZA	ANZACAXF	578	1.46	1.44	42.4%	50.3%	4.29	3.17	1.82	1.51	1.77	1.51	177	175	102	3	167	88	3
APPLE VALLEY	APVYCAXF	6,572	0.58	0.57	54.6%	61.8%	4.23	3.47	1.68	1.41	1.68	1.41	798	792	362	29	761	305	15
ARROWHEAD	ARHDCAXF	3,044	0.77	0.76	35.0%	39.9%	8.68	7.10	3.22	2.62	3.22	2.62	491	486	319	68	478	295	52
AZUSA	AZUSCAXF	10,783	0.57	0.56	49.9%	55.1%	3.81	3.33	1.70	1.47	1.70	1.47	1282	1268	642	38	1226	575	20
BADGER	BDGRCAXF	89	3.85	3.85	33.3%	37.5%	4.83	3.86	2.42	1.96	2.42	1.96	72	72	48	5	71	45	4
BANNING	BNNGCAXF	6,572	0.55	0.54	41.0%	47.7%	5.09	4.17	2.50	2.14	2.50	2.14	757	751	447	52	711	396	36
BARSTOW	BRSWCAXH	2,975	0.68	0.68	52.0%	57.1%	5.14	4.24	1.90	1.63	1.90	1.63	427	425	205	24	407	183	10
BENTON	BNTNCAXF	145	1.12	1.09	26.5%	35.3%	4.06	3.60	2.07	1.79	2.07	1.79	34	33	25	1	31	22	1
BERRENDA MESA	BRMSCAXF	28	1.51	1.51	11.1%	22.2%	4.40	3.40	2.25	1.85	2.25	1.85	9	9	8	0	9	7	0
BIG BEAR CITY	BBYCAXF	2,314	0.55	0.54	42.0%	48.3%	4.98	3.92	2.07	1.66	2.07	1.66	269	263	156	11	258	139	6
BIG BEAR LAKE	BBLKCAXF	1,994	0.40	0.40	44.0%	50.0%	4.67	3.95	2.13	1.80	2.13	1.80	166	166	93	7	160	83	5
BIG PINE	BGPICAXF	226	0.67	0.65	37.5%	43.8%	3.15	2.73	1.58	1.38	1.58	1.38	32	31	20	0	29	18	0
BISHOP	BSHPCAXG	2,937	0.47	0.46	48.4%	53.3%	4.27	3.84	1.98	1.67	1.98	1.67	289	284	149	15	277	135	7
BORON	BORNCAFX	519	0.75	0.75	48.8%	54.9%	4.92	4.01	2.12	1.77	2.12	1.77	82	82	42	4	78	37	2
BRIDGEPORT	BRPTCAXF	610	0.55	0.55	56.3%	62.0%	3.63	2.85	1.57	1.33	1.57	1.33	71	71	31	2	70	27	2
BRSW YERM	WHTRCAXH	373	1.24	1.23	57.7%	64.9%	3.67	3.01	1.42	1.20	1.42	1.20	97	96	41	1	96	34	0
BUTTONWILLOW	BTNNCAXF	407	1.46	1.46	34.4%	36.0%	3.56	2.81	2.33	2.01	2.33	2.01	125	125	82	7	125	80	7
CALIFORNIA CITY	CFCYCAXF	1,513	0.62	0.62	54.0%	62.6%	4.22	3.24	1.67	1.27	1.67	1.27	198	197	91	2	184	74	0
CALIFORNIA HOT SPRINGS	CHSPCAXF	348	1.60	1.60	17.9%	26.5%	6.81	6.05	3.72	3.12	3.72	3.12	117	117	96	23	108	86	11
CALIMESA	CLMSCAXF	6,516	0.75	0.75	43.6%	50.1%	5.14	4.24	2.44	2.09	2.44	2.09	1027	1021	579	81	988	512	58
CAMARILLO	CMRLCAXF	11,360	0.22	0.22	44.7%	50.2%	5.03	4.31	2.21	1.89	2.21	1.89	528	523	292	41	502	263	27
CANTUA CREEK	CNCKCAXF	108	1.28	1.28	20.7%	37.9%	6.55	5.19	3.34	2.59	3.34	2.59	29	29	23	4	24	18	2
CARPINTERIA	CRPRCAXF	2,696	0.46	0.46	51.9%	54.6%	5.20	4.48	2.20	1.93	2.20	1.93	260	259	125	23	256	118	13
CAZADERO	CZDRCAXG	449	1.62	1.62	41.2%	54.9%	4.73	3.73	2.54	2.04	2.54	2.04	153	153	90	9	138	69	6
CHINO	CHNOCAXF	18,522	0.27	0.27	50.4%	56.0%	3.77	2.95	1.70	1.46	1.70	1.46	1046	1034	519	34	1000	460	19
CLAREMONT	CLMTCAXF	20,859	0.38	0.38	50.7%	56.0%	3.90	3.11	1.68	1.43	1.68	1.43	1680	1649	828	47	1598	739	25
CLEMENTS	CLEMCAFX	323	1.86	1.84	30.2%	39.7%	5.44	4.52	2.61	2.12	2.61	2.12	126	125	88	11	115	76	6
COLFAX	CLFXCAXF	1,078	1.15	1.15	46.7%	57.9%	4.00	2.99	1.67	1.34	1.67	1.34	261	260	139	4	239	110	3
CONEJO	THOKCAXH	2,750	0.38	0.38	48.2%	56.4%	5.25	4.33	2.09	1.78	2.09	1.78	220	219	114	16	211	96	10
CORCORAN	CRCRCAXF	1,187	1.16	1.16	27.7%	30.8%	4.79	3.86	2.29	2.00	2.29	2.00	289	289	209	18	283	200	12
COVELO	CVELCAXF	607	2.32	2.31	12.2%	27.1%	8.98	7.97	4.82	4.27	4.82	4.27	295	294	259	59	257	215	43
COVINA	COVNCAXF	28,984	0.46	0.46	51.0%	56.1%	4.08	3.36	1.69	1.45	1.69	1.45	2815	2784	1378	89	2706	1235	49
CRESTLINE	CRLNCAXF	1,864	0.94	0.94	40.8%	43.8%	7.10	6.32	2.89	2.49	2.89	2.49	368	366	218	46	361	207	37
CROWLEY LAKE	CRCLKAXF	444	0.75	0.74	61.4%	65.7%	4.23	3.23	1.55	1.32	1.55	1.32	70	69	27	3	68	24	2
CUYAMA	CUYMCAXF	202	1.16	1.16	30.6%	32.7%	4.66	3.78	1.86	1.59	1.86	1.59	49	49	34	1	49	33	0
DESERT CENTER	DSCTCAXG	54	1.66	1.66	31.6%	36.8%	10.18	8.76	3.93	3.39	3.93	3.39	19	19	13	4	18	12	3
DESERT HOT SPRINGS	DHSPCAXF	3,045	2.04	2.03	45.1%	49.8%	5.39	4.44	2.22	1.90	2.22	1.90	1307	1297	717	96	1266	656	63
DESERT SHORES	DSSHCAFX	129	2.73	2.73	45.9%	54.1%	5.59	4.61	1.99	1.71	1.99	1.71	74	74	40	4	70	34	2
DIAMOND BAR	DMBRCAFX	12,183	0.33	0.32	48.0%	54.2%	4.16	3.47	2.05	1.77	2.05	1.77	834	823	434	39	791	382	27
DOS PALOS	DSPLCAXF	1,107	1.09	1.08	32.4%	39.9%	5.77	4.95	3.00	2.61	3.00	2.61	253	252	171	28	233	152	17
DOWNNEY	DWNYCAXF	15,145	0.75	0.74	40.4%	46.4%	5.48	4.56	2.26	1.92	2.26	1.92	2372	2359	1414	160	2274	1271	88
DUNLAP	DNLPCAXF	314	3.82	3.82	42.1%	48.8%	3.69	3.25	2.14	1.79	2.14	1.79	252	252	146	7	247	129	3
EL MIRAGE	ELMGCAXF	100	0.76	0.71	56.3%	62.5%	4.36	3.67	1.52	1.30	1.52	1.30	16	15	7	0	15	6	0
EL RIO	ELRICAXF	8,331	0.21	0.21	44.6%	50.0%	4.35	3.25	1.99	1.71	1.99	1.71	368	367	204	21	355	184	14
ELSINORE	ELSNCAXG	5,687	0.34	0.34	52.6%	59.1%	4.27	3.20	1.99	1.66	1.99	1.66	411	406	195	21	390	168	14
ETIWANDA	ETWNCAXF	3,082	0.40	0.40	66.0%	69.5%	3.07	2.63	1.23	1.09	1.23	1.09	259	257	88	2	255	79	0

Table 4F.7 (page 2 of 4)

Wire Center Name	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct Cleared		# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (days)	Average CPUC OOS Duration (days)	OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
					w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)											
EXETER	EXTRCAXF	2,632	0.67	0.66	52.7%	58.4%	3.35	2.80	1.94	1.66	370	365	175	6	352	154	5
FARMERSVILLE	FRVLCAXF	724	0.78	0.77	53.4%	61.0%	3.52	2.54	1.55	1.16	118	117	55	4	109	46	1
FARMINGTON	FRTNCAXF	182	1.54	1.52	52.5%	59.3%	4.74	3.70	2.01	1.63	59	58	28	4	54	24	3
FORT IRWIN	FTIRCAXF	357	0.20	0.20	53.3%	73.3%	6.07	2.85	1.97	0.99	15	15	7	1	13	4	0
FOWLER	FWLRCAXF	1,720	1.09	1.09	56.5%	61.6%	2.92	2.00	1.21	1.03	393	392	171	2	384	151	1
GARBERVILLE	GRVLCAXF	1,381	1.39	1.38	30.6%	43.5%	7.17	6.19	3.04	2.51	402	401	279	51	362	227	35
GAVIOTA	ELWDCAXF	215	1.17	1.15	15.1%	18.9%	8.93	7.48	3.86	3.31	53	52	45	11	50	43	8
GILROY	GLRYCAXF	8,352	0.62	0.61	37.6%	43.1%	4.97	4.20	2.18	1.82	1080	1074	674	82	1033	615	49
GLENNVILLE	GLVLCAXF	449	1.56	1.56	7.5%	12.2%	7.13	6.13	3.97	3.47	147	147	136	23	140	129	16
GRANADA HILLS	GRHLCAXF	8,428	0.46	0.45	43.2%	48.3%	5.66	4.70	2.49	2.14	808	800	459	68	780	418	46
GRANT GROVE	CVELCAXF	320	0.97	0.97	38.5%	46.2%	3.34	3.10	1.70	1.46	65	65	40	1	60	35	1
GUADALUPE	GDLPACAXG	1,231	0.30	0.29	71.4%	72.7%	1.92	1.91	1.02	0.94	77	75	22	2	75	21	1
HAYFORK	HYFKCAXF	744	0.71	0.70	45.0%	55.0%	4.13	3.62	1.93	1.62	111	109	61	4	100	50	2
HESPERIA	HSPRCAXF	8,532	0.59	0.58	52.6%	57.7%	4.30	3.82	1.78	1.51	1049	1039	497	39	1000	444	18
HI VISTA	LNCSCAXF	87	0.60	0.60	36.4%	36.4%	3.36	3.08	1.73	1.55	11	11	7	0	11	7	0
HOMELAND	HMLDCAXF	1,685	0.85	0.85	50.7%	55.0%	4.42	3.49	1.95	1.59	302	301	149	12	291	136	7
HOMESTEAD VALLEY	HMVVCAXF	672	0.90	0.90	59.1%	66.1%	5.45	4.10	1.73	1.41	127	127	52	9	122	43	6
HOOPA	HOPACAXF	685	0.80	0.80	14.8%	33.0%	7.09	5.97	3.78	3.17	115	115	98	16	94	77	9
HUNTINGTON BEACH	HNBHCAXG	21,575	0.65	0.64	40.1%	44.9%	5.86	4.83	2.57	2.21	2931	2909	1757	293	2836	1616	170
IDYLLWILD	IDYLCAXF	1,500	0.81	0.80	48.8%	60.2%	3.44	2.90	1.64	1.37	254	253	130	8	234	101	3
INDEPENDENCE	INDPCAXF	203	0.80	0.80	44.1%	50.0%	5.54	4.84	2.55	2.09	34	34	19	5	33	17	2
INDIO	INDICAXG	15,419	1.30	1.29	56.7%	61.3%	4.80	4.03	1.87	1.63	4208	4187	1821	250	4069	1629	168
INYOKERN	INYKCAXF	688	1.24	1.22	50.8%	58.1%	3.25	2.36	1.50	1.23	179	177	88	4	171	75	1
JOSHUA TREE	JSTRCAXF	969	0.67	0.67	63.2%	66.2%	4.30	3.48	1.60	1.37	136	136	50	5	135	46	3
JUNE LAKE	JNLKCAFX	421	0.74	0.72	47.7%	49.2%	3.71	2.87	1.53	1.35	65	64	34	2	64	33	1
KENWOOD	KNWDCAXF	489	1.23	1.21	13.5%	42.1%	9.19	7.43	4.80	4.25	126	124	109	25	92	73	9
KERNVILLE	KRVLCAXF	1,193	1.34	1.34	37.6%	46.9%	6.15	4.97	2.57	2.15	335	335	209	38	311	178	22
KNIGHTS LANDING	KNLDCAXF	210	1.74	1.74	32.5%	44.2%	4.41	3.41	1.74	1.51	77	77	52	1	70	43	0
LA HABRA	LAHBCAXF	11,835	0.65	0.65	40.4%	46.1%	5.42	4.49	2.22	1.90	1621	1609	966	104	1556	874	54
LA PUENTE	LAPNCAXG	20,348	0.64	0.64	48.8%	55.4%	4.30	3.39	1.75	1.44	2735	2717	1400	102	2608	1221	52
LAGUNA BEACH	LGBHCAXF	3,948	0.52	0.51	38.0%	44.9%	5.56	4.75	2.29	1.95	432	426	268	37	415	238	28
LAKE HUGHES	LKHGCAXF	865	0.72	0.70	40.5%	51.1%	5.35	4.34	2.23	1.81	131	128	78	9	118	64	3
LAKE ISABELLA	LKISCAXF	1,703	0.98	0.97	38.9%	49.4%	6.01	4.84	2.53	2.09	350	348	214	41	319	177	21
LAKEVIEWNU	951928	1,713	0.92	0.90	51.8%	57.9%	4.13	3.37	1.77	1.51	330	325	159	13	316	139	10
LAKEWOOD	MNRVCAXG	9,078	0.35	0.35	45.5%	50.8%	5.56	4.55	2.28	1.92	673	665	367	62	641	331	29
LANCASTER	LNCSCAXG	17,945	0.41	0.41	50.2%	58.1%	4.10	3.43	1.64	1.38	1543	1536	768	40	1467	647	11
LAYTONVILLE	LYVLCAXF	881	1.71	1.71	17.7%	32.5%	7.41	6.09	3.84	3.05	317	317	261	64	275	214	39
LEE VINING	LVNGCAXF	215	0.71	0.69	43.8%	50.0%	5.45	4.76	2.27	1.87	32	31	18	4	30	16	3
LEGGETT	LGGTCAFX	109	1.40	1.40	28.1%	43.8%	7.32	6.73	3.49	3.13	32	32	23	5	30	18	5
LEMON COVE	LMCVCAFX	111	1.37	1.33	53.1%	56.3%	2.54	2.21	1.42	1.19	32	31	15	0	31	14	0
LENWOOD	LNWDCAXF	520	1.38	1.38	39.7%	43.7%	6.11	5.11	2.33	1.99	151	151	91	18	147	85	9
LINDEN	LNDNCAXF	792	1.44	1.43	29.7%	38.1%	5.59	4.58	2.84	2.35	239	238	168	20	223	148	10
LINDSAY	LNDSACAXF	2,735	1.01	1.01	51.0%	56.5%	3.39	2.89	1.58	1.35	582	580	285	9	566	253	6
LOMPOC	LMPCCAXF	6,380	0.45	0.44	54.9%	60.1%	4.18	3.58	1.62	1.42	597	595	269	22	578	238	9
LONE PINE	LNPNCAXF	588	0.92	0.92	21.1%	25.4%	5.17	4.34	2.43	2.07	114	114	90	6	109	85	4
LONG BEACH	LNHBCAXF	27,886	0.45	0.44	44.8%	50.6%	5.48	4.49	2.15	1.82	2628	2600	1451	175	2501	1297	78
LOS ALAMOS	LSALCAXF	575	0.41	0.41	36.7%	46.9%	4.82	3.94	2.18	1.84	49	49	31	2	46	26	1
LOS GATOS	LSGTCAXA	9,112	0.95	0.94	31.6%	39.7%	6.79	5.66	3.26	2.74	1813	1806	1240	248	1694	1093	167
LOST HILLS	LSHLCAFX	310	0.91	0.89	35.6%	37.3%	4.33	3.67	2.83	2.47	59	58	38	4	58	37	4
LUCERNE VALLEY	LCVYCAFX	665	1.43	1.41	45.5%	52.0%	4.71	4.03	1.83	1.57	200	197	109	7	191	96	4
MAD RIVER	MDRVCAFX	267	1.18	1.18	13.6%	25.8%	6.74	5.21	3.02	2.30	66	66	57	8	61	49	4
MALIBU	MALBCAXG	6,374	0.33	0.33	41.9%	49.3%	5.25	4.51	2.27	1.94	444	442	258	29	420	225	15
MAMMOTH LAKES	MMLKCAFX	2,903	0.38	0.38	52.4%	57.6%	5.19	4.00	2.79	2.33	229	229	109	16	223	97	11
MANTECA	THOKCAFX	8,134	0.54	0.54	46.6%	52.7%	3.81	2.92	1.74	1.41	921	917	492	31	885	436	13
MAR VISTA	CLCYCAXG	7,967	0.57	0.56	45.3%	50.5%	5.56	4.57	2.24	1.91	946	939	517	75	914	468	24

Table 4F.7 (page 3 of 4)

Wire Center Name	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct Cleared		# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (days)	Average CPUC OOS Duration (days)	OOS Total	OOS > 1 hour	OOS > 24 Hours week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week	
					w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)											
MARSHALL	SNBRCAHX	7,764	0.73	0.72	45.7%	52.4%	5.11	4.14	2.29	1.93	1184	1176	643	83	1141	564	44
MCFARLAND	MCFACAXF	994	0.74	0.74	56.1%	58.1%	3.19	2.60	1.41	1.21	155	155	68	4	152	65	2
MCKITTRICK	MCKTCAXF	214	0.82	0.82	56.8%	62.2%	2.07	2.04	1.43	1.28	37	37	16	1	37	14	1
MENTONE	MENTCAXF	2,687	0.67	0.67	36.6%	46.3%	6.01	5.22	2.71	2.25	380	380	241	38	352	204	25
MIRANTPHST	FRVLCAXF	116	3.00	3.00	39.7%	45.2%	4.56	3.48	1.99	1.54	73	73	44	4	71	40	1
MONROVIA	MNRVCAXG	10,287	0.61	0.59	49.3%	55.9%	3.85	3.37	1.62	1.39	1309	1285	664	32	1232	577	16
MORENO	LNCSCAXF	12,155	0.32	0.32	51.8%	58.3%	3.89	3.05	1.75	1.49	827	819	399	33	782	345	20
MORGAN HILL	MRHLCAXF	7,069	0.61	0.61	39.6%	45.8%	5.74	4.95	2.48	2.15	907	902	548	88	874	492	65
MORONGO VALLEY	MRVYCAFX	471	1.07	1.07	50.0%	57.5%	5.91	5.08	2.13	1.82	106	106	53	12	101	45	8
MURRIETA	MURTCAXF	10,809	0.20	0.19	54.2%	60.5%	3.52	2.95	1.62	1.37	443	434	203	12	419	175	7
NEWBERRY	TMCVCAXH	283	2.26	2.24	40.3%	47.0%	6.31	5.31	2.51	2.14	134	133	80	15	128	71	9
NEWBURY PARK	NWPKCAFX	8,236	0.19	0.19	46.8%	51.7%	5.09	4.53	2.25	1.97	325	320	173	22	313	157	16
NORWALK	NRWLCAFX	28,651	0.50	0.50	43.1%	49.5%	5.55	4.65	2.36	2.01	3036	3013	1728	243	2873	1532	148
NOVATO	NOVTCAXF	4,938	0.47	0.46	38.3%	44.5%	3.95	3.08	2.07	1.64	483	480	298	18	462	268	12
OLANCHA	OLNCCAXF	170	0.81	0.81	10.3%	10.3%	7.11	6.11	4.09	3.60	29	29	26	9	29	26	4
ONTARIO	ONTRCAXF	19,536	0.27	0.27	56.8%	60.9%	3.40	2.49	1.42	1.22	1112	1100	480	21	1072	435	14
ORLEANS	ORLNCAXF	188	0.86	0.86	23.5%	29.4%	5.87	4.70	3.04	2.31	34	34	26	3	32	24	1
OXNARD	OXNRCAXF	10,449	0.37	0.37	41.2%	46.7%	5.28	4.31	2.30	1.97	818	816	481	59	787	436	44
PACIFIC PALISADES	PCPLCAXF	8,698	0.54	0.53	43.2%	49.1%	5.35	4.58	2.33	1.99	982	975	558	77	955	500	36
PACOIMA	PACMCAXF	6,444	0.42	0.42	51.0%	57.2%	5.04	4.11	2.27	1.72	573	571	281	35	544	245	12
PALM DESERT	PLDSCAXF	19,476	0.87	0.86	52.0%	57.9%	5.23	4.45	2.09	1.77	3542	3518	1701	249	3410	1491	162
PALM SPRINGS	PLSPCAXG	16,474	1.11	1.10	46.7%	52.0%	5.14	4.17	2.11	1.79	3826	3795	2040	278	3688	1837	178
PARKFIELD	PRFDCAXF	82	0.35	0.29	66.7%	83.3%	3.98	2.98	1.48	1.15	6	5	2	1	5	1	0
PERRIS	PERSCAXF	5,037	0.55	0.54	53.0%	59.8%	3.72	2.88	1.70	1.45	579	571	272	18	541	233	10
PHELAN	PHLNCAXF	2,944	0.67	0.66	56.9%	64.9%	4.28	3.47	1.68	1.40	413	411	178	14	396	145	6
PICO RIVERA	WHTRCAJX	11,365	0.62	0.61	46.5%	52.1%	4.60	3.80	1.88	1.61	1483	1466	793	61	1417	711	25
PIERCY	PIRCCAXF	138	1.03	1.03	30.0%	46.7%	8.08	5.03	2.99	2.20	30	30	21	6	26	16	3
PINE CREEK	PNCKCAFX	220	0.95	0.95	34.1%	36.4%	5.11	4.36	2.17	1.80	44	44	29	4	43	28	2
PINYON	HMLDCAXF	137	1.56	1.52	48.9%	57.8%	4.42	3.35	2.11	1.73	45	44	23	3	42	19	2
PLAYA DEL REY	PDRYCAFX	10,456	0.62	0.62	45.4%	52.7%	5.11	4.20	2.09	1.77	1362	1353	744	70	1301	644	30
POINT MUGU	MUGUCAFX	2,906	0.36	0.36	36.5%	42.0%	5.36	4.45	3.12	2.12	219	219	139	15	212	127	10
POMONA	POMNCAFX	10,077	0.31	0.31	52.0%	56.8%	4.13	3.23	1.61	1.36	666	657	320	17	632	288	8
RANDBURG	RNBGCAXF	86	0.89	0.89	18.8%	25.0%	5.92	4.19	3.39	2.55	16	16	13	2	15	12	0
REDLANDS	RDLDCAFX	13,146	0.43	0.42	47.5%	53.9%	4.48	3.75	2.09	1.73	1178	1169	618	63	1117	543	38
REDONDO	HRBHCAXA	35,489	0.32	0.31	48.4%	54.2%	4.92	4.03	1.97	1.67	2348	2330	1211	125	2266	1075	56
REDONDO BEACH	RDBHCAFX	1,424	0.36	0.35	46.8%	52.3%	4.15	3.70	2.20	1.86	109	105	58	8	101	52	5
REEDLEY	RDLYCAFX	3,316	0.89	0.89	59.1%	62.0%	2.90	2.21	1.27	1.12	619	617	253	10	611	235	9
RIDGECREST	RDGCCAXG	5,355	0.80	0.79	46.0%	52.7%	4.42	3.61	1.81	1.52	895	889	483	24	862	423	18
RIPON	SURFCAXF	2,448	0.61	0.61	44.1%	49.2%	4.42	3.41	1.86	1.53	313	312	175	14	304	159	7
ROBBINS	RBNSCAXG	366	0.35	0.35	29.6%	48.1%	2.50	1.71	1.35	1.10	27	27	19	0	23	14	0
RUNNING SPRINGS	RNSPCAXF	810	0.95	0.94	45.3%	47.2%	5.38	4.51	2.15	1.84	161	160	88	10	160	85	2
SAGE	CCMNCAXF	466	2.61	2.60	48.2%	50.2%	4.24	3.32	1.76	1.51	255	254	132	13	250	127	7
SALTON CITY	SLCYCAFX	384	2.33	2.33	56.4%	64.9%	4.96	3.61	1.77	1.39	188	188	82	11	180	66	5
SAN BERNARDINO	SNBRCAHX	11,964	0.76	0.76	46.0%	50.8%	5.09	4.12	2.06	1.75	1907	1899	1029	111	1855	939	63
SAN JACINTO	SNJCCAXG	2,896	0.57	0.57	54.3%	62.7%	3.49	2.86	1.83	1.51	346	344	158	9	322	129	7
SAN JOAQUIN	SNJCCAXF	613	1.01	1.01	25.4%	32.3%	5.52	4.19	2.75	2.33	130	130	97	11	122	88	7
SAN MIGUEL	SNMGCAXF	695	0.28	0.28	31.7%	41.5%	4.72	3.62	4.10	3.49	41	41	28	3	38	24	1
SANGER	SNGRCAXF	3,170	0.93	0.92	59.7%	64.3%	2.82	2.11	1.30	1.09	616	615	248	11	600	220	3
SANTA BARBARA	ORLNCAXF	26,290	0.60	0.59	41.6%	46.5%	5.64	4.87	2.47	2.14	3302	3277	1930	344	3188	1768	202
SANTA MARIA	SNTMCAFX	14,256	0.34	0.34	53.3%	59.1%	4.17	3.35	1.81	1.42	1023	1012	478	36	984	418	16
SANTA MONICA	SNMNCAFX	29,193	0.49	0.49	44.3%	49.0%	5.13	4.42	2.10	1.80	3007	2981	1676	173	2902	1535	81
SANTA PAULA	SNPLCAFX	3,368	0.58	0.58	37.6%	41.0%	5.54	4.57	2.39	2.09	412	411	257	31	408	243	19
SANTA YNEZ	LAPNCAFX	5,877	0.66	0.66	37.8%	44.6%	5.18	4.20	2.17	1.85	820	813	510	53	775	454	27
SEA RANCH	SERNCAFX	1,109	1.27	1.27	44.1%	50.8%	3.94	2.92	1.75	1.40	297	297	166	3	283	146	3
SEPULVEDA	SPLVCAFX	7,986	0.40	0.39	47.8%	52.6%	4.94	4.41	1.98	1.70	671	661	350	38	646	318	13

Table 4F.7 (page 4 of 4)

Wire Center Name	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct Cleared		# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (days)	Average CPUC OOS Duration (days)	OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
					w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)											
SEPULVEDA 1	SPLVCAXF1	68	1.20	1.20	41.2%	47.1%	4.78	4.13	2.58	2.32	17	17	10	2	17	9	1
SEPULVEDA 2		135	1.44	1.44	63.4%	68.3%	3.87	2.91	1.46	1.20	41	41	15	1	40	13	1
SEPULVEDA 3	SPLVCAXF2	186	1.05	1.05	53.7%	63.4%	5.05	3.72	2.15	1.51	41	41	19	3	38	15	1
SIERRA MADRE	SRMDCAXF	4,215	0.64	0.63	44.3%	49.9%	4.38	3.35	1.80	1.53	567	562	316	25	545	284	8
SNELLING	SNNGCAXG	190	1.95	1.95	10.3%	19.2%	7.34	6.07	4.00	3.37	78	78	70	26	71	63	7
SNFN SNFN	KNLDCAXF	5,607	0.46	0.45	48.6%	54.0%	4.99	4.13	1.97	1.70	541	533	278	23	517	249	13
SOMIS	BELRCAXF	618	0.92	0.92	31.9%	34.5%	6.94	5.24	3.20	2.66	119	119	81	13	116	78	8
SQUAW VALLEY	SVYFCAXF	173	2.11	2.11	37.7%	42.9%	3.45	3.02	1.63	1.36	77	77	48	1	75	44	0
SUMMIT VLY	WLDNCAXF	98	2.37	2.37	51.0%	53.1%	4.01	3.12	1.45	1.27	49	49	24	2	48	23	1
SUN CITY	SNCYCAFX	7,265	0.37	0.37	55.0%	62.5%	3.86	3.21	1.77	1.48	562	557	253	20	524	211	12
SUNLD TJNG	LNCSCAXF	4,805	0.63	0.63	42.1%	51.4%	5.34	4.46	2.06	1.73	636	634	368	43	605	309	11
SYLMAR	SYLMCAFX	5,372	0.44	0.44	48.5%	55.7%	5.33	4.56	1.95	1.67	497	491	256	35	469	220	16
TAFT	TAFTCAFX	1,731	0.72	0.72	45.4%	47.7%	3.55	3.01	1.86	1.58	262	261	143	10	259	137	6
TEMECULA	TMCLCAXG	14,148	0.42	0.41	54.6%	60.6%	3.67	2.88	1.75	1.46	1241	1233	564	56	1188	489	29
THOUSAND OAKS	THOKCAFX	13,766	0.33	0.32	48.7%	53.3%	5.95	4.95	2.36	2.01	945	926	485	94	896	441	57
TIMBER COVE	TMCVCAHX	480	1.18	1.15	39.5%	47.9%	5.12	4.31	2.07	1.72	119	116	72	6	109	62	3
TIVY VALLEY	TVVYCAFX	618	2.45	2.45	50.0%	55.0%	3.00	2.20	1.78	1.53	318	318	159	9	311	143	9
TOPANGA	TPNGCAFX	958	0.50	0.49	25.0%	37.0%	6.01	4.68	2.85	2.22	100	98	75	10	87	63	6
TRONA	TRONCAFX	564	0.99	0.99	34.2%	38.5%	3.69	2.76	1.67	1.44	117	117	77	2	113	72	1
TWENTYNINE PALMS	TWPLCAFX	1,720	0.95	0.95	53.2%	57.6%	5.30	4.50	1.87	1.64	344	343	161	23	338	146	17
UPLAND	UPLDCAFX	33,451	0.45	0.45	55.9%	61.6%	3.49	2.80	1.48	1.25	3179	3133	1401	71	3024	1222	40
VICTORVILLE	VTVLCAXA	11,017	0.39	0.39	48.0%	53.6%	4.27	3.48	1.80	1.53	905	896	471	37	873	420	18
VTVL HSPR	HSPRCAXF	8	1.14	1.14	100.0%	100.0%	0.22	0.22	0.20	0.20	2	2	0	0	2	0	0
WEAVERVILLE	WVVLCAFX	2,158	0.61	0.60	47.7%	64.3%	4.19	2.76	1.93	1.34	277	274	145	15	235	99	4
WEIMAR	WEMRCAXF	516	0.86	0.86	43.0%	51.6%	4.06	3.06	1.76	1.38	93	93	53	2	89	45	1
WELDON	WLDNCAXF	689	1.86	1.85	26.8%	40.9%	5.90	4.94	2.55	2.13	269	267	197	24	234	159	19
WEST LOS ANGELES	WLANCAFX	39,717	0.43	0.43	43.0%	47.6%	5.68	4.72	2.32	2.00	3595	3558	2050	305	3461	1883	131
WESTMINSTER	WMNSCAFX	15,926	0.53	0.53	41.4%	46.6%	5.54	4.57	2.27	1.94	1789	1774	1048	122	1725	956	56
WHITEHORN	WHTRCAFX	737	1.57	1.57	28.4%	37.9%	6.29	5.08	2.92	2.48	243	243	174	27	225	151	17
WHITTIER	WHTRCAFX	16,684	0.41	0.40	46.4%	51.4%	4.31	3.42	1.88	1.61	1439	1406	772	52	1360	700	37
WILLOW CRK	WHTRCAFX	1,138	0.94	0.93	21.0%	31.7%	6.34	5.24	3.00	2.46	224	223	177	30	203	153	13
WRIGHTWOOD	WRWDCAXF	1,479	0.67	0.66	48.3%	62.3%	5.43	4.01	3.18	2.62	207	205	107	17	187	78	6
YUCCA VALLEY	YCVYCAFX	2,836	0.83	0.82	47.5%	52.9%	5.11	4.15	2.04	1.74	493	491	259	31	479	232	20

## Verizon/Frontier Service Quality Performance

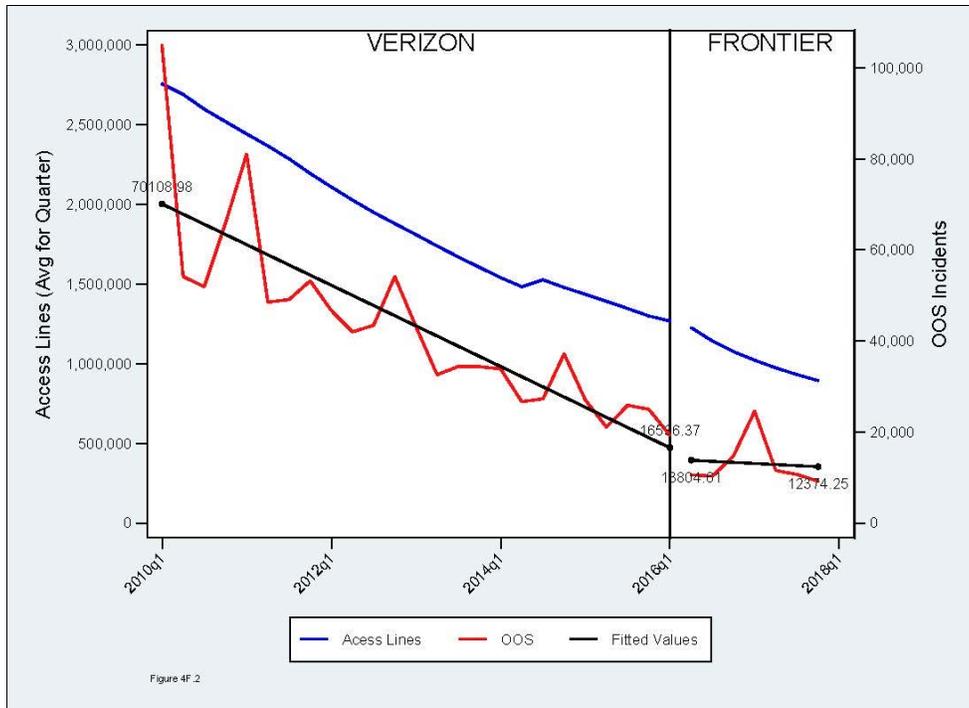
The analysis of Frontier’s service quality performance over the full 8-year study period was more challenging than AT&T’s due to Frontier’s takeover of the former Verizon California ILEC operations on April 1, 2016. Verizon employed relatively consistent data collection and reporting methods from January 2010 through December 2015. Although Verizon still owned the company through the first quarter of 2016, since the first quarter 2016 report was not prepared and submitted until after April 1, 2016, the submission was Frontier’s, rather than Verizon’s responsibility. Frontier provided the Commission with the “raw” trouble reports received during the first three months of 2016, but failed to provide the access line counts on a per-wire center basis that were necessary for the wire center level Trouble Reports per Hundred POTS lines in service (“TRPH”) calculations as required by GO 133-C/D §3.3. Starting with the second quarter of 2016 and thereafter, Frontier has been submitting only single companywide reports and has not provided any wire center level reports. Frontier has continued to provide the Commission with the raw trouble reports and per-incident out-of-service records, but with significant deviations from the format of and the content in the corresponding submissions by Verizon.

Despite considerable effort at reconciling these differences, many discrepancies between the Verizon and Frontier datasets remain unresolved. We have analyzed and are describing the results separately for each of the two ownership periods. In this section, we present the companywide results in a form comparable to that provided above for AT&T.

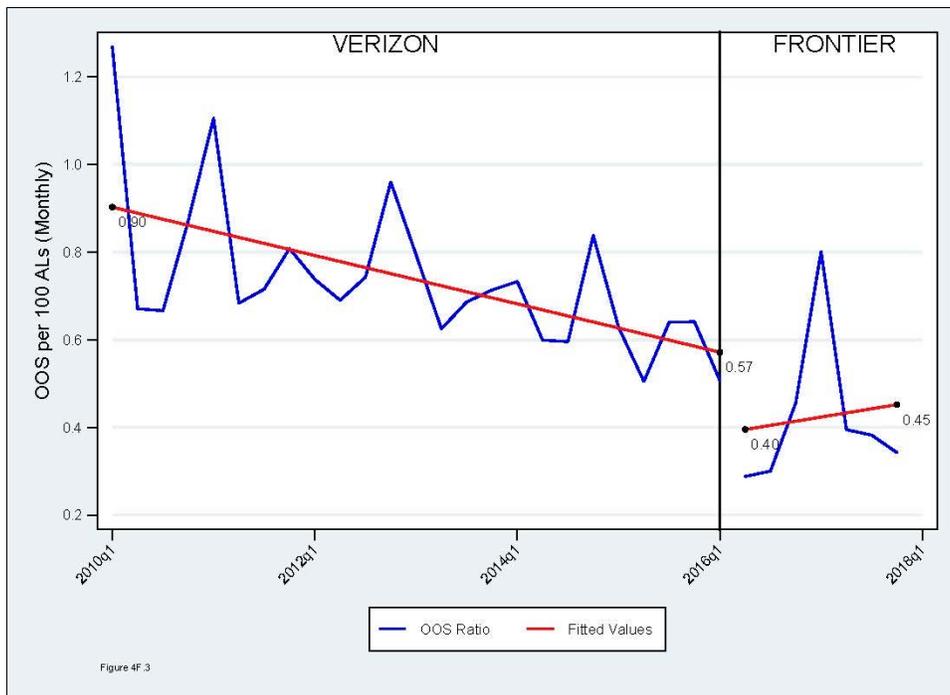
Appendices 4V-1 and 4F-1 provides a compilation of individual wire center and reporting unit statistics during each of the Verizon and Frontier ownership periods and include, for each wire center (or reporting unit under Frontier), data and trend line calculations for several performance metrics relating to OOS conditions cleared within varying lengths of time.

### **Effect of persistent access line losses on the volume of customer trouble reports**

As noted above, over the full 2010-2017 study period, Verizon/Frontier had sustained a 68.2% drop-off in demand for POTS access lines. Notably, the calculated long-term trend in total out-of-service incidents dropped from 67,211 in the first quarter of 2010 to 7,881 in the fourth quarter of 2017. Thus, while POTS lines in service saw a 68.2% decrease over the period, out-of-service incidents decreased by 88.3%. Unlike AT&T, where the relative decrease in out-of-service incidents almost exactly corresponded with the decrease in total POTS lines in service, the Verizon/Frontier experience suggests significant improvement in the relative number of out-of-service cases over the same 8-year period. The relationship between these two downward trends is also demonstrated in Figure 4F.2, which plots both the drop in access lines and in out-of-service incidents. Figure 4F.3 plots the number of out-of-service incidents per 100 POTS lines in service, and shows this metric steadily decreasing from a trend-line value of 0.89 in the first quarter of 2010 to 0.50 in the fourth quarter of 2017.



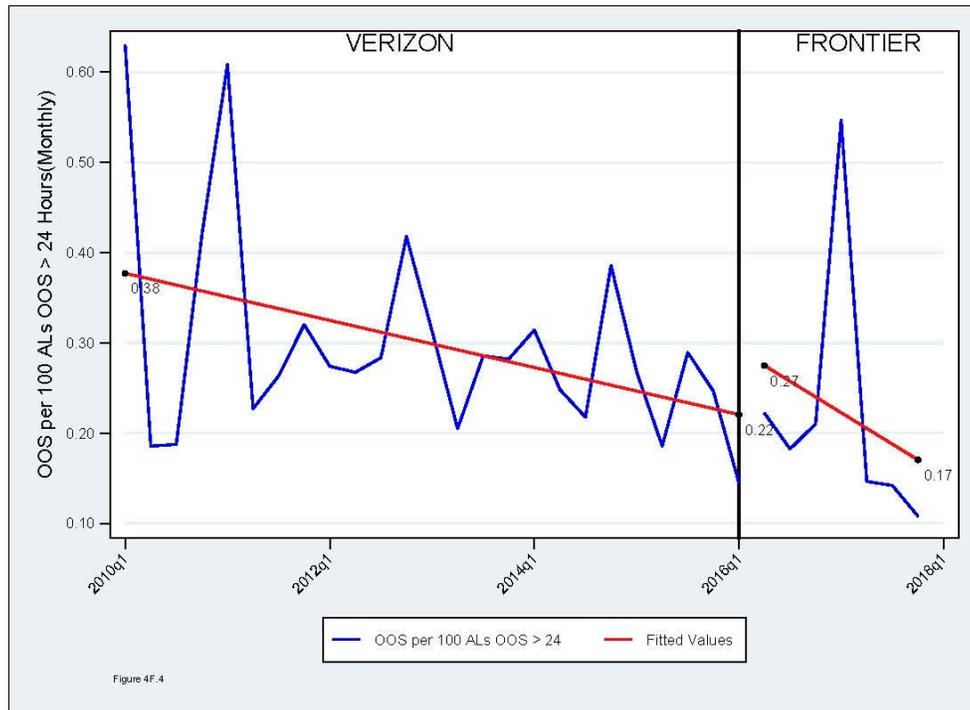
**Figure 4F.2.** The number of out-of-service incidents has experienced a greater decrease than the drop-off in access lines in service over the 2010-2017 period (actual).



**Figure 4F.3.** There has been a steady downward trend in the number of out-of-service incidents per 100 access lines in service over the 2010-2017 period (actual).

### Out-of-service conditions

Not only has Verizon/Frontier seen a downward trend over the 8-year study period in the total number of out-of-service incidents per 100 access lines, the number of out-of-service incidents extending for more than 24 hours per 100 access lines has also decreased, as shown in Figure 4F.4.

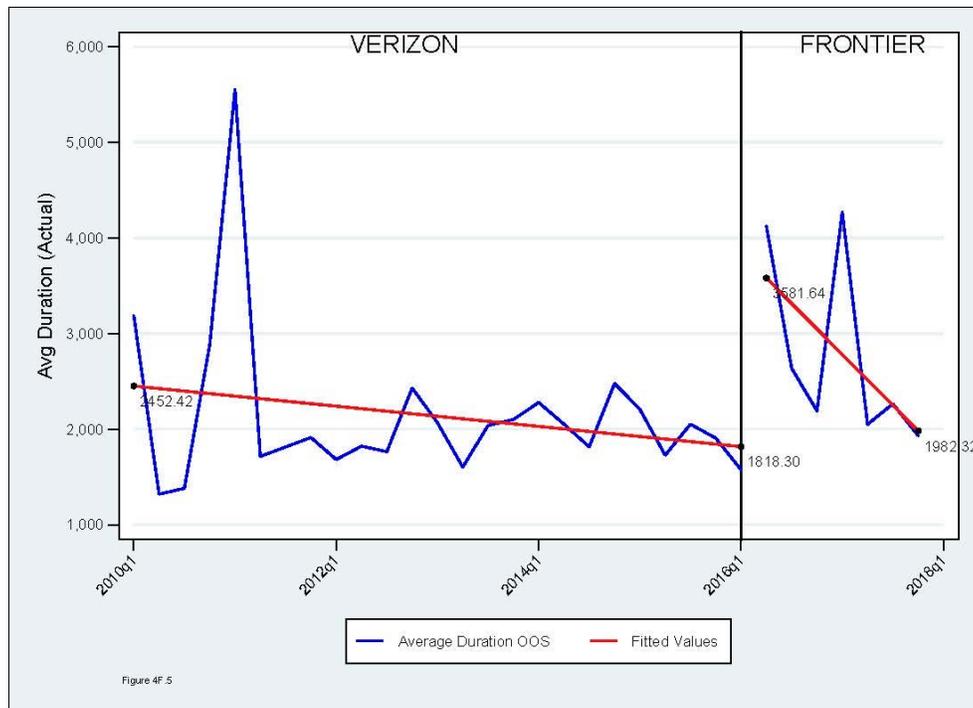


**Figure 4F.4.** The number of out-of-service incidents exceeding 24 hours per 100 access lines has been decreasing over the full 8-year period, although it had spiked shortly after the Frontier takeover in 2016 (actual).

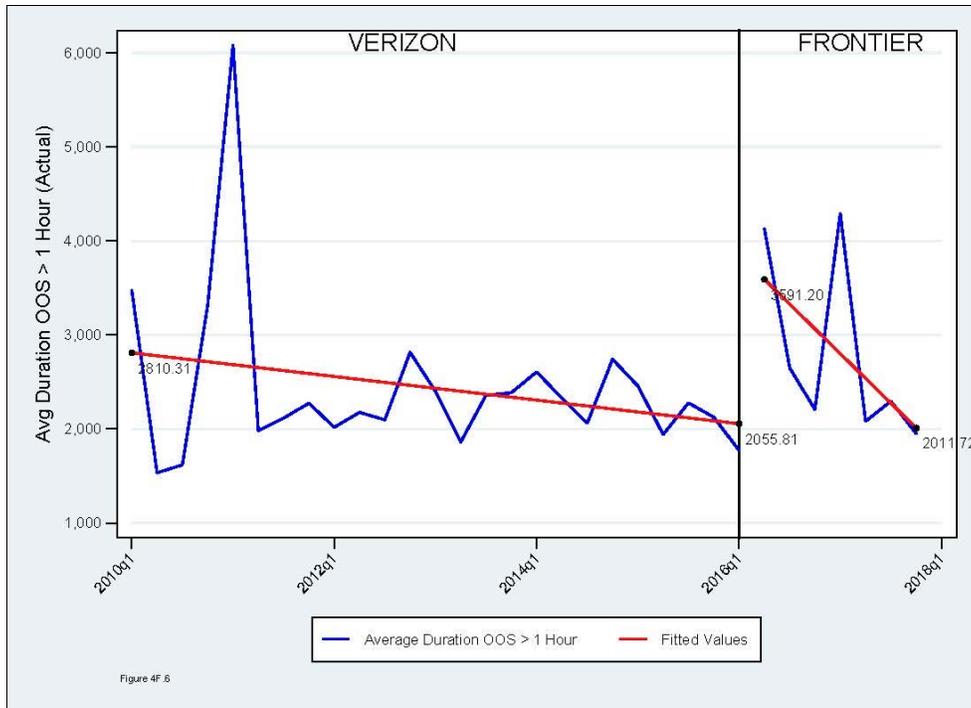
There have been improvements in average duration of all out-of-service conditions within both the Verizon and Frontier ownership periods. Figure 4F.5 plots the average duration of all out-of-service conditions. This had been experiencing a steady decline under Verizon's ownership, but then saw a large upward spike immediately following Frontier's takeover. However, over the next several quarters out-of-service durations have once again seen a decreasing trend. Figure 4F.6 plots the average duration of all out-of-service conditions in excess of one hour, thus eliminating those that can typically be easily resolved through telephonic interaction with the customer, such as advising the customer to make sure that the handset is plugged in or that the battery in a cordless phone has not run down. Even the most problematic out-of-service situations – those extending beyond 24 hours – have shown improvement in average duration, as shown in Figure 4F.7. Figures 4F.8 and 4F.9 present these

same metrics on an adjusted (i.e., excluding Sunday and holiday hours and OOS conditions beyond management's control) basis.

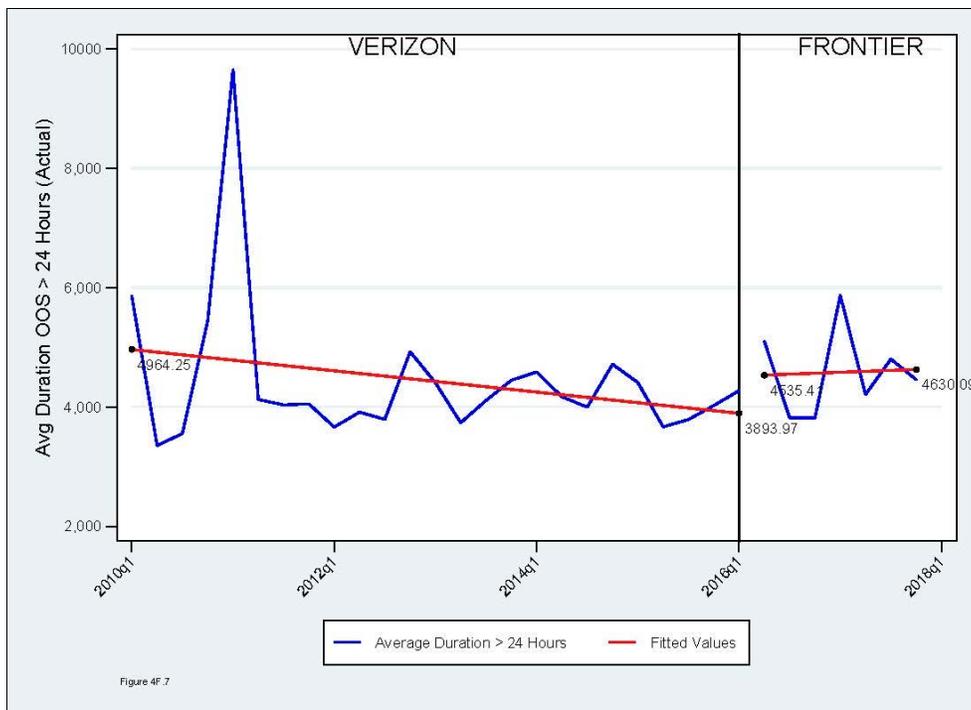
Using one hour as a cut-off, the trend in average duration of all OOS over one hour improved slightly over the study period for Verizon, from 2,452 minutes (1.70 days) in the first quarter of 2010 to 1,818 minutes (1.26 days) in the fourth quarter of 2015. Following a rough start in the immediate aftermath of its takeover, Frontier appears to have generally kept its out-of-service durations in the 40-hour range, from 3,582 minutes (2.49 days) in the second quarter of 2016 to 1,982 minutes (1.38 days) in the fourth quarter of 2017.



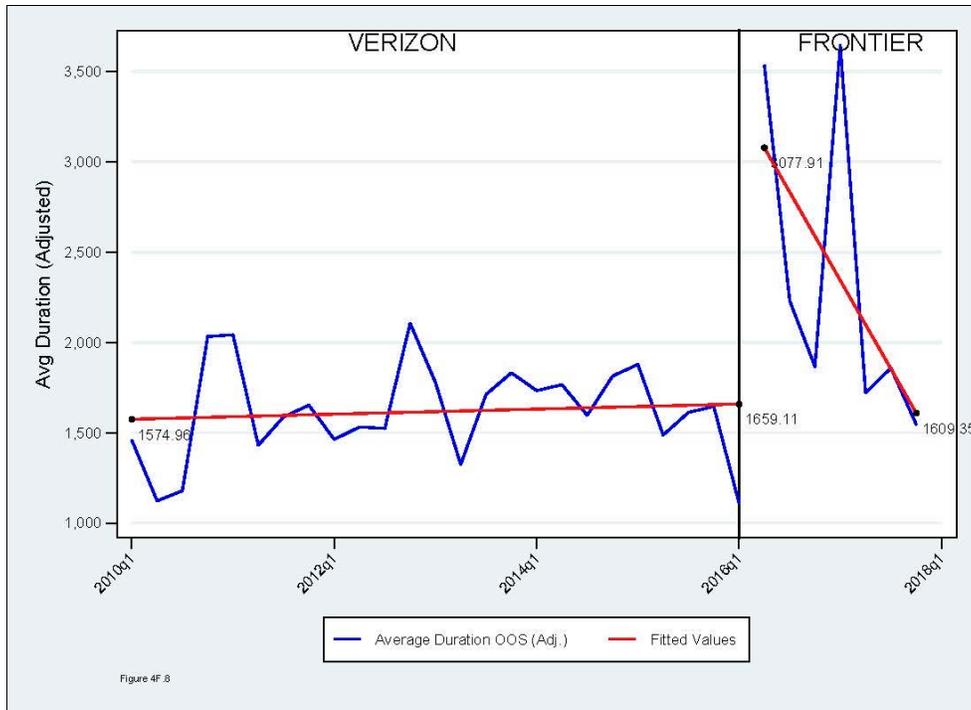
**Figure 4F.5.** The average actual duration of all out-of-service conditions had been improving steadily under Verizon ownership, then spiked upward following the Frontier takeover, but seems to have once again resumed its downward trend.



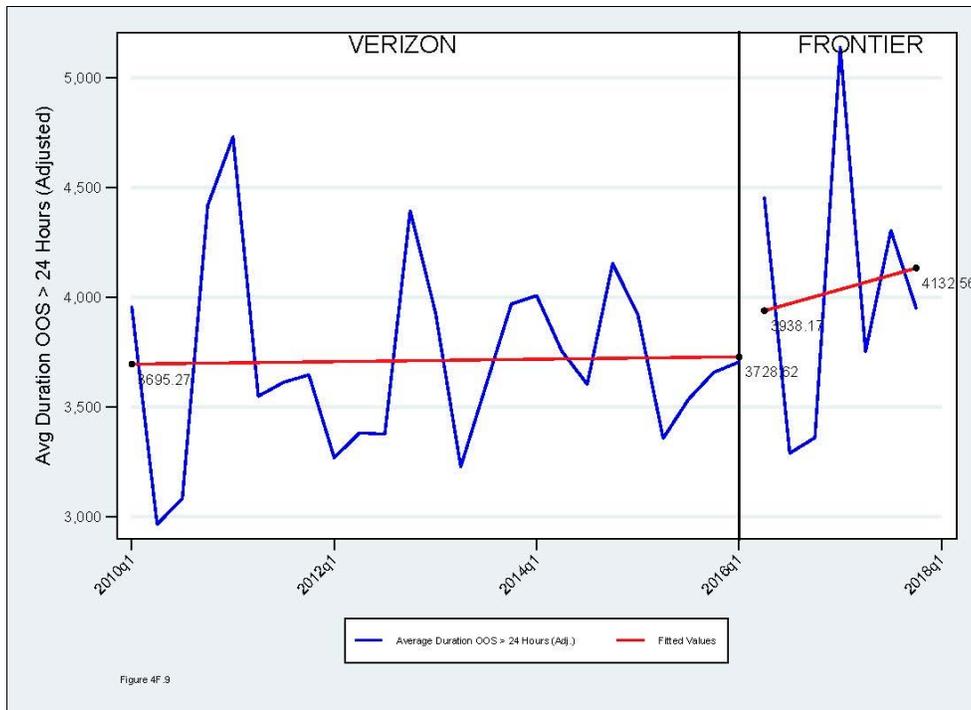
**Figure 4F.6.** Average actual duration of all out-of-service incidents in excess of one hour in duration.



**Figure 4F.7.** Average actual duration of all out-of-service incidents in excess of 24 hours in duration.



**Figure 4F.8.** Average duration of all out-of-service incidents adjusted for Sundays and holidays.



**Figure 4F.9.** Average duration of all out-of-service incidents in excess of 24 hours adjusted for Sundays and holidays.



In contrast to our findings regarding AT&T, our analysis of the data provided by Frontier indicates a noticeable improvement under both ownerships in the relative number of out-of-service cases over the same 8-year period.



The trend in average duration of all out-of-service conditions, excluding those cleared within one hour, for both Verizon and Frontier has been steadily decreasing over the full 2010-2017 study period.

### Duration of out-of-service conditions

A principal focus of the Commission's concerns regarding ILEC service quality is with respect to the frequency and duration of out-of-service conditions. GO 133-C/D has placed particular emphasis upon protracted out-of-service situations, focusing specifically upon POTS lines that are not restored within the first 24 hours.

As the results show for the Verizon period, the trend in actual durations of reported OOS conditions, as reflected in the trend lines, have steadily seen a small decrease – from a trend-line value of 4,964 minutes (3.45 days) to 3,894 minutes (2.70 days). Frontier, however, has seen an increase, from 4,535 minutes (3.15 days) to 4,630 minutes (3.22 days) (Figure 4F.6).

Confining the examination to those OOS durations that exceed 24 hours, Verizon/Frontier's average duration of OOS conditions exceeding 24 hours (actual) increased slightly, from 3,695 minutes (2.57 days) to 3,729 minutes (2.59 days) for Verizon and from 3,938 minutes (2.73 days) to 4,133 minutes (2.87 days) for Frontier (Figure 4F.7).

Notably, however, a loss of telephone service that lasts for three or more days still suggests a serious problem that is not being aggressively addressed. For the "adjusted" results – i.e., where Sunday and holiday minutes were removed and where many OOS conditions were excluded altogether as falling outside of management's control, Verizon's average duration of OOS conditions the trend line average duration has increased slightly, from 1,575 minutes (1.09 days) to 1,659 minutes (1.15 days) whereas Frontier saw great improvement, decreasing from 3,078 minutes (2.14 days) to 1,609 minutes (1.12 days) for Frontier. (Figure 4F.8).

For all OOS per 100 access lines where the duration exceeds 24 hours (on a monthly basis), outage duration times actually decreased over time (Figure 4F.9). As with the various other metrics, there is considerable variation across each of the five attribute dimensions.



Over the 2010-2015 Verizon ownership period, Verizon's average OOS duration over 24 hours has decreased by roughly 33%.

### **Out-of-service conditions cleared within 24 hours**

The average duration of all Verizon/Frontier out-of-service conditions decreased over the 2010-2017 period, as plotted on Figure 4F.5. GO 133-C/D has placed particular emphasis upon POTS lines that are not restored within the first 24 hours. Taken over the full 8-year (2010-2017) period, Verizon data identify a total of 1.6-million trouble reports between the first quarter of 2010 and the fourth quarter of 2015, and Frontier data identify a total of 0.2-million trouble reports between the second quarter of 2016 and the fourth quarter of 2017, that involved an out of service condition of varying durations. These are summarized below in Table 4F.8 below.

Table 4F.8

## VERIZON/FRONTIER CALIFORNIA

**PERCENTAGES OF ACTUAL AND ADJUSTED (“CPUC”)  
OUT-OF-SERVICE CONDITIONS CLEARED WITHIN 24 HOURS  
AND DAYS REQUIRED TO CLEAR 90%**

Year	Actual		Adjusted		
	Pct. Cleared within 24 hours	Days Required to Clear 90%	Pct. Cleared within 24 hours	Days Required to Clear 90%	
VZ	2010q1	50.4%	6.04	82.4%	2.62
	2010q2	72.3%	2.11	78.6%	1.85
	2010q3	71.9%	2.25	77.5%	1.94
	2010q4	51.9%	5.88	68.4%	3.93
	2011q1	45.0%	13.08	75.6%	3.19
	2011q2	66.8%	2.96	73.1%	2.28
	2011q3	63.2%	2.98	69.0%	2.63
	2011q4	60.4%	3.09	67.0%	2.77
	2012q1	62.9%	2.88	69.1%	2.16
	2012q2	61.3%	3.01	67.9%	2.29
	2012q3	61.8%	2.98	68.1%	2.30
	2012q4	56.5%	4.20	61.6%	3.89
	2013q1	60.6%	3.14	66.6%	2.78
	2013q2	67.2%	2.65	74.7%	1.98
	2013q3	58.4%	3.15	66.2%	2.73
	2013q4	60.5%	3.24	65.9%	2.86
	2014q1	57.1%	3.97	71.8%	2.89
	2014q2	58.6%	3.22	65.9%	2.87
	2014q3	63.5%	2.87	70.1%	2.17
	2014q4	54.0%	4.15	72.2%	2.93
2015q1	57.4%	3.19	64.7%	2.89	
2015q2	63.2%	2.80	70.9%	2.06	
2015q3	54.8%	3.01	72.5%	2.25	
2015q4	61.5%	2.94	69.1%	2.28	
2016q1	71.4%	2.67	83.8%	1.85	
FTR	2016q2	22.8%	5.36	28.8%	4.75
	2016q3	39.2%	3.90	44.6%	3.02
	2016q4	53.9%	3.58	59.8%	2.93
	2017q1	31.7%	6.22	36.3%	5.22
	2017q2	62.9%	3.03	69.4%	2.16
	2017q3	62.9%	3.08	70.4%	2.23
	2017q4	68.4%	2.76	76.7%	1.89

GO 133-C/D §3.4(c)'s "Minimum Standard Reporting Level" requires that "90% of all out of service trouble reports [be cleared] within 24 hours [as] the set minimum standard." As Table 4F.8 demonstrates, over the 8-year period, neither Verizon nor Frontier had come even remotely close to meeting this 90% requirement. Figures 4F.10 and 4F.11 plot these percentages and trends graphically for actual and adjusted OOS durations, respectively. The Verizon/Frontier companywide percentages of OOS cleared within 24 hours – actual and adjusted – are plotted, along with associated trend lines.

Verizon's and Frontier's ability to clear OOS conditions quickly – i.e., over time, a successively smaller percentage of OOS conditions were being cleared within 24 hours - varied. Verizon remained relatively constant. On an actual basis (Figure 4F.10), Verizon cleared between 60% (in 2010) to 61% (in 2015) of OOS conditions within 24 hours. This rate decreased on an adjusted basis, where Sunday and federal holiday hours were subtracted out of the outage duration and various other OOS conditions were "excluded," from 73% in 2010 to 69% in 2015 (Figure 4F.11). Frontier, on the other hand, has seen improvements in clearing OOS conditions with 24 hours. On an actual basis (Figure 4F.10), Frontier improved from 28% (in 2016) to 70% (in 2017). Similarly on an adjusted basis (Figure 4F.11) only 33% of out-of-service conditions had been cleared within 24 hours but by 2017 77% were cleared.



54.71% of the roughly 1.5-million out-of-service conditions (48.22% on an "adjusted" basis) remained uncleared after 24 hours by Frontier in 2017. To satisfy the GO 133-C/D §3.4(c) requirement, these percentages would need to drop to less than 10%.



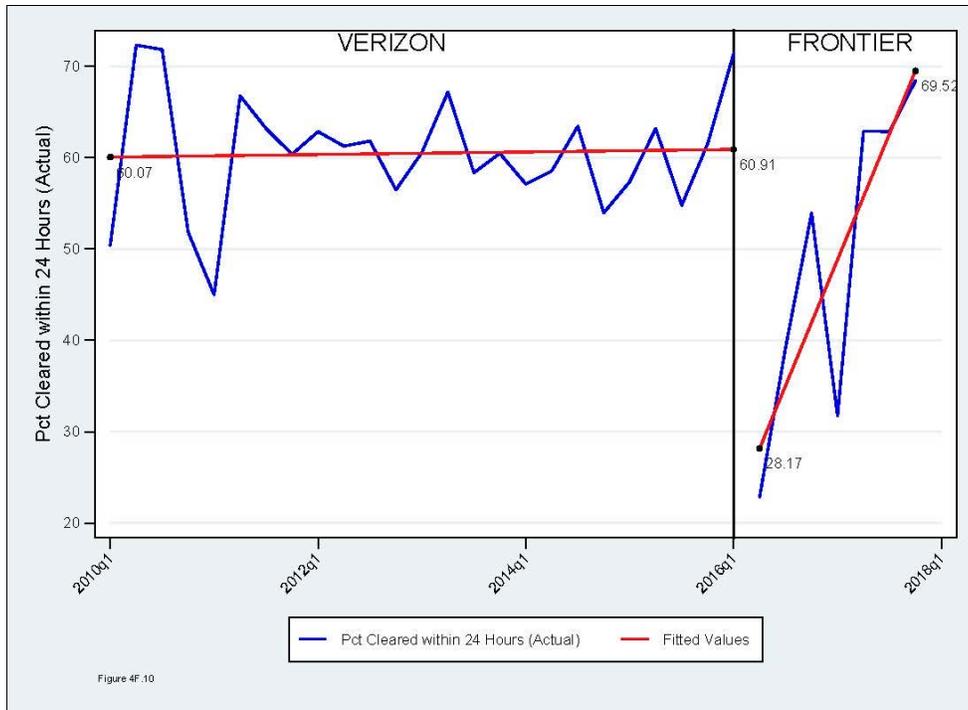
On an adjusted basis, the number of days required for Verizon to clear 90% of all out-of-service conditions ranged from a low of 2.83 (in 2010) to a high of 3.26 (in 2015). For Frontier following its takeover OOS conditions ranged from 3.49 (in 2016) to 4.41 (in 2017).

As with AT&T, ETI's other approach to examining this "90% cleared within 24 hours" requirement is to calculate the average length of time it took for Verizon or Frontier to reach the 90% cleared threshold. These results are also summarized on Table 4F.8 above, and are plotted on Figures 4F.12 (actual) and 4F.13 (adjusted) below. On an adjusted basis, the long-term trend in the number of days required for 90% OOS cleared slightly improved under Verizon's management, from 2.71 days in 2010 to 2.44 days in 2015. Under Frontier, this same metric, taking a greater amount of time to reach 90% cleared, greatly improved from 4.34 days in 2016 to 2.00 days in 2017. Notably, in 2010, it took Verizon 6 days to meet the 90% cleared requirement. Another spike occurred in mid-2016 following Frontier's takeover of the Company.

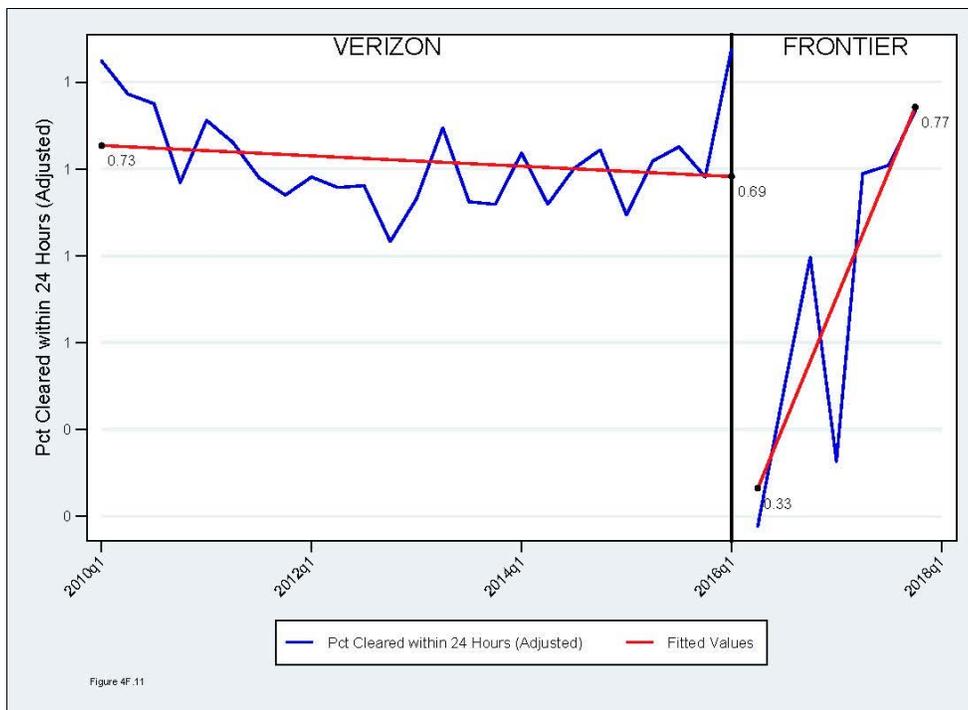
As we noted above (in Chapter 2), there were only two months over the entire 2010-2017 study period where Verizon California or Frontier California met the GO 133-C/D §3.4(c) “90% cleared within 24 hours” requirement. This had occurred in February and March, 2016, the final two months under Verizon ownership, as a direct result of the Commission’s D.15-12-005 imposition of such pre-transaction compliance as a condition for approval of the Verizon/Frontier transfer.<sup>92</sup> And while there was some improvement over the study period in the number of days required to reach 90% when viewed with respect to all OOS conditions, when limited to those in the “adjusted” category the days-to-reach-90% actually increased. While neither ILEC has been able to come even close to satisfying the 90% cleared within 24 hours requirement (except Verizon for a brief period between February and March 2016), the number of days required for Verizon/Frontier to meet the 90% objective has generally been shorter than for AT&T.

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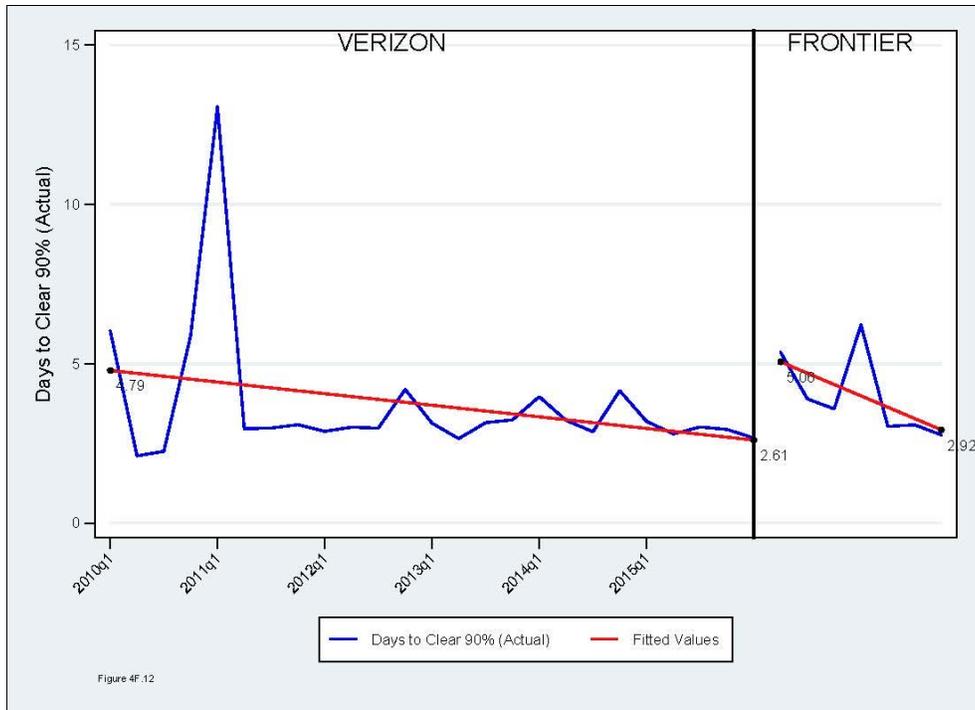
92. D.15-12-005, *Decision Granting Application Subject to Conditions and Approving Related Settlements*, December 9, 2015, at 67.



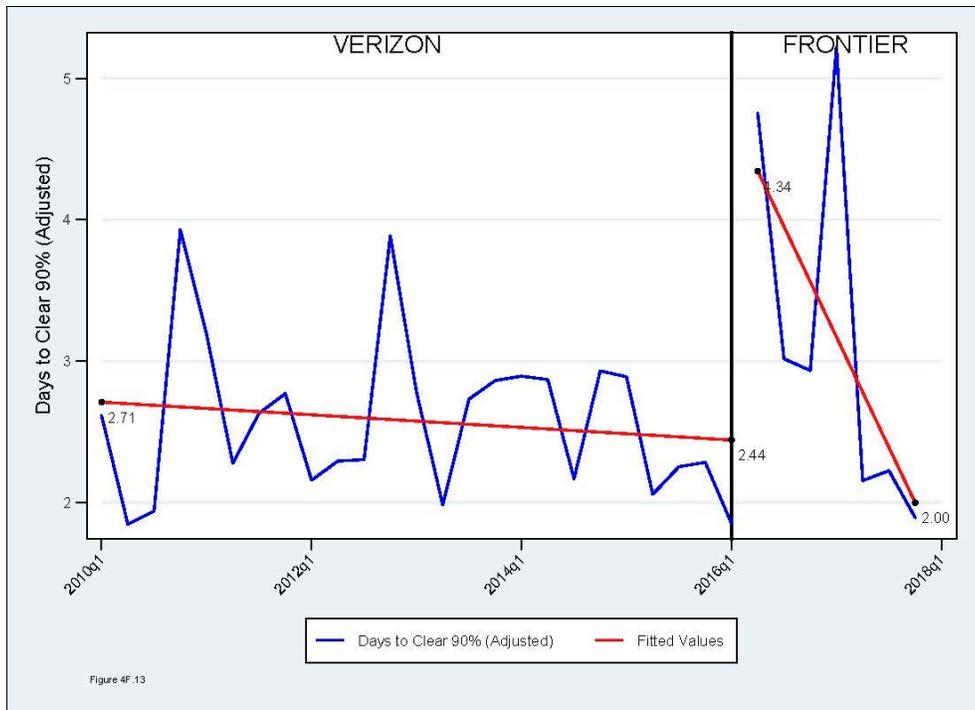
**Figure 4F.10.** Percentage of all out-of-service conditions cleared within the first 24 hours (actual).



**Figure 4F.11.** Percentage of all out-of-service conditions cleared within the first 24 hours (adjusted for Sundays and holidays).



**Figure 4F.12.** Days required to clear 90% of all out-of-service conditions (actual).



**Figure 4F.13.** Days required to clear 90% of all out-of-service conditions (adjusted for Sundays and holidays).

As with AT&T, there was considerable variation across all of Verizon’s 273 California wire centers and Frontier’s 169 Reporting Units both in terms of percent of out-of-service trouble tickets cleared within 24 hours and the number of days required to clear 90% of all out-of-service conditions. Tables 4F.9 and 4F.10 provide the results of linear regression trend line calculations for the GO 133-C/D §3.4(c) “set minimum standard” of “90% of all out of service trouble reports within 24 hours” for the 273 Verizon California wire centers (Table 4F.9) and for the 169 Frontier California Reporting Units (Table 4F.10). These tables also provide similar trend line calculations for the number of days required to clear 90% of all out-of-service conditions, and for each on both an actual and adjusted basis.

The values shown for the trend lines are the coefficient of the independent variable in each case – i.e., percent cleared within 24 hours or days required to clear 90% – and would appear graphically as the slope of a plotted trend line. For the “percentage cleared within 24 hours” metrics, a positive value of the coefficient indicates improvement over time (i.e., an upward sloping trend line); a negative value indicates that over time the ILEC’s record of meeting this standard has been deteriorating. For “days required to clear 90%,” a negative value of the slope of the trend line indicates that, over time, it is taking less time for the ILEC to meet the 90% completion objective – thus, an improvement in performance. Positive values for the coefficient of “days required to clear 90%” indicates that it is taking longer for the Company to reach the target 90% cleared threshold.

There are important inconsistencies in which various out-of-service data and statistics were provided under each of the two ownerships. Verizon had been providing data for each of its 273 individual wire centers. After the transfer, Frontier modified the method of reporting to what was described as a “rate center” approach, in which two or more individual wire centers were combined for reporting purposes into a single “rate center” Reporting Unit. These were not physical consolidations of multiple wire centers; the change was only with respect to the basis of reporting. Because we were not able to obtain consistent data across the entire 2010-2017 study period, we were required to bifurcate certain of our analyses into separate “Verizon period” and “Frontier period” segments.

Table 4F.9 provides the results of regression calculations made for the period under Verizon ownership, beginning with the first quarter of 2010 and ending with the fourth quarter of 2015.

Table 4F.10 provides the corresponding results for the period under Frontier ownership, beginning with the second quarter of 2016 and ending with the fourth quarter of 2017.

Table 4F.9

VERIZON CALIFORNIA  
WIRE CENTER PERFORMANCE TRENDS  
OVER THE PERIOD 1Q2010-4Q2015

Sorted by Coef. Of Pet Cleared within 24 hours

Pct cleared within 24 hrs (actual)

Days to Clear 90% (actual)

Days to Clear 90% (adjusted)

Wire Center Name	CLLI	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val
MARICOPA	MRCPCAXF	33.74	-2.1086	-3.1541	99.6%	57.99	9.50	-2.0665	-2.3732	97.4%	77.52	29.99	4.27	0.0061	0.0941	7.4%	4.20	4.34	3.20	0.0559	1.0562	69.8%	2.58	3.87
ORO LOMA	ORMACAXF	38.30	-2.0210	-3.8971	99.9%	61.54	15.06	-1.9994	-2.7901	99.0%	74.67	28.69	4.45	0.0486	0.8727	60.8%	3.89	5.01	3.65	0.0804	1.0257	68.4%	2.72	4.57
DOS PALOS WYE	DSPLCAXG	45.18	-2.0004	-3.9966	99.9%	68.18	22.17	-1.9879	-4.0341	99.9%	82.04	36.32	3.33	0.0924	2.2416	96.5%	2.27	4.39	3.02	0.0459	1.0469	69.4%	2.49	3.54
BERRENDA MESA	BRMSCAXF	30.11	-1.9662	-1.7384	90.4%	51.21	5.99	-2.0628	-1.4473	83.9%	63.81	16.36	3.00	0.0753	0.9882	66.7%	2.19	3.93	2.06	0.0173	0.3361	26.0%	1.87	2.27
SAN BERNARDINO 3	SNBRCAFX	68.49	-1.8812	-2.1694	95.9%	87.50	44.24	-2.3265	-2.9375	99.3%	96.03	42.53	3.20	0.3446	2.4938	98.0%	-0.28	7.65	2.63	0.3252	2.8209	99.0%	-0.66	6.82
ALPAUGH	ALPCAXF	37.60	-1.8289	-3.2544	99.7%	57.80	15.73	-1.5003	-2.3338	97.1%	65.25	30.74	5.98	0.0678	0.5240	39.5%	5.23	6.79	4.26	0.1071	1.6030	87.7%	3.08	5.54
CORCORAN	CRRCAXF	37.71	-1.4946	-4.2896	100.0%	54.90	20.52	-1.6487	-5.1640	100.0%	67.21	29.29	5.59	0.0491	0.6004	44.6%	5.02	6.15	4.23	0.1137	2.9405	99.3%	2.93	5.54
TRANQUILITY	TRNQCAFX	33.92	-1.3677	-2.7917	99.0%	49.64	18.19	-0.3586	-0.7789	55.6%	48.78	40.53	7.38	0.2310	0.8214	58.0%	4.72	10.04	5.81	0.1698	0.7019	51.0%	3.85	7.76
WEAVERVILLE	WVVCAXG	65.63	-1.3130	-3.8078	99.9%	80.73	50.53	-0.9337	-2.8465	99.1%	85.17	63.70	2.74	0.0529	1.9655	93.8%	2.13	3.34	1.96	0.0327	1.3457	80.8%	1.59	2.34
SQUAW VALLEY	SVYFCAXF	37.33	-1.3103	-2.3309	97.1%	52.39	22.26	-1.6000	-2.9966	99.4%	64.07	27.27	5.99	-0.0980	-0.8046	57.1%	7.12	4.86	4.84	-0.0416	-0.4940	37.4%	5.32	4.36
SAN JOAQUIN	SNJQCAXF	36.49	-1.2475	-2.8827	99.2%	50.84	22.15	-0.4897	-1.2379	77.2%	51.52	40.26	5.25	0.2189	4.0133	99.9%	2.74	7.77	4.79	0.2668	2.1725	96.0%	1.72	7.86
CAZADERO	CZDRCAFX	28.23	-1.1627	-2.5743	98.3%	41.60	14.86	-1.7071	-3.7169	99.9%	65.13	25.86	5.97	0.1449	1.7239	90.2%	4.31	7.64	5.10	0.0730	1.0054	67.5%	4.26	5.94
FORT IRWIN	FTIRCAFX	63.60	-1.0865	-1.2789	78.6%	76.09	51.10	-1.0297	-1.3080	79.6%	83.96	60.28	3.16	-0.0413	-0.4737	36.0%	3.63	2.68	2.84	-0.0411	-0.5870	42.4%	3.31	2.37
WHITE HORN	WHTNCAFX	39.59	-1.0276	-3.4168	99.8%	51.41	27.77	-1.0310	-2.9846	99.3%	67.92	44.21	4.12	0.0667	1.6210	88.1%	3.35	4.89	3.27	0.0736	1.9211	93.3%	2.43	4.12
DOS PALOS	DSPLCAXF	44.66	-1.0051	-3.2159	99.6%	56.22	33.10	-1.0625	-3.1147	99.5%	68.42	43.98	3.92	0.0315	0.8246	58.2%	3.56	4.28	2.92	0.0405	1.3410	80.7%	2.46	3.39
HOMELAND	HMLDCAXF	54.39	-0.9483	-3.2069	99.6%	65.30	43.49	-1.0995	-3.5178	99.8%	76.08	50.79	3.78	-0.0125	-0.2197	17.2%	3.92	3.63	2.88	0.0685	2.1861	96.1%	2.09	3.67
REDHAWK	TMCLCAXH	60.16	-0.9240	-2.6672	98.6%	70.79	49.53	-0.9435	-3.2555	99.7%	80.04	58.34	3.66	0.1183	2.7536	98.9%	2.30	5.03	2.93	0.1067	2.7523	98.9%	1.71	4.16
LEGGETT	LGGTCAFX	42.41	-0.9207	-1.1394	73.4%	52.94	31.76	-0.1489	-0.2088	16.4%	57.73	54.30	7.69	0.3464	0.7823	55.8%	3.73	11.70	7.65	0.1818	0.4293	32.8%	5.62	9.80
WRIGHTWOOD	WRWDCAFX	54.39	-0.9081	-1.8078	91.6%	64.84	43.95	-1.0103	-2.5649	98.3%	80.09	56.86	4.40	-0.0450	-0.4952	37.5%	4.92	3.89	3.03	0.0507	1.1227	72.7%	2.45	3.61
HOOPA	HOPACAXF	37.17	-0.8441	-2.5078	98.0%	46.87	27.46	-0.2465	-0.6057	44.9%	62.84	57.17	4.27	0.0680	1.6619	89.0%	3.49	5.05	3.31	0.0514	1.1788	74.9%	2.72	3.90
MANTECA	MNTCCAXG	60.00	-0.8188	-2.4595	97.8%	69.41	50.58	-0.9836	-3.2101	99.6%	79.59	56.96	3.14	0.0532	1.7959	91.4%	2.53	3.75	2.60	0.0504	1.7772	91.1%	2.02	3.18
PARKFIELD	PRFDCAXF	68.39	-0.7858	-0.7218	52.2%	76.29	58.21	-1.2090	-1.1093	72.1%	91.21	63.40	2.34	-0.0283	-0.4462	34.0%	2.63	1.98	1.67	-0.0299	-0.3542	27.4%	1.97	1.28
PIERCY	PIRCCAXF	41.86	-0.7646	-0.6367	46.9%	50.12	32.53	0.0695	0.0568	4.5%	55.80	57.40	3.95	-0.0800	-0.8762	61.0%	4.81	2.97	2.82	-0.1024	-1.6480	88.7%	3.88	1.52
CUYAMA	CUYMCAXF	32.67	-0.7545	-0.8652	60.4%	41.35	24.00	-2.0229	-2.4297	97.7%	69.20	22.68	8.05	0.6360	1.8172	91.8%	0.73	15.36	6.81	0.5999	2.0018	94.3%	-0.09	13.71
LENWOOD	LNWDCAFX	51.82	-0.7351	-1.3675	81.5%	60.27	43.36	-0.8789	-1.8081	91.6%	71.94	51.72	4.20	-0.0753	-0.8225	58.1%	5.07	3.33	2.90	0.0146	0.2914	22.7%	2.73	3.07
TAFT	TAFTCAFX	46.12	-0.7072	-1.8271	91.9%	54.25	37.98	-1.0027	-2.3635	97.3%	70.43	47.36	5.67	0.0321	0.2184	17.1%	5.30	6.04	3.87	0.0506	0.4318	33.0%	3.29	4.46
MAD RIVER	MDRVCAXF	20.05	-0.7047	-1.1786	74.9%	28.16	11.95	-0.4622	-0.6837	49.9%	52.46	41.83	5.50	0.0580	1.1283	72.9%	4.83	6.17	4.66	0.0911	1.4037	82.6%	3.61	5.70
MCKITTRICK	MCKTCAFX	45.59	-0.7031	-0.7696	55.1%	53.67	37.50	-1.5073	-1.6934	89.6%	76.05	41.38	5.85	-0.0280	-0.1819	14.3%	6.17	5.53	4.85	0.0150	0.1081	8.5%	4.68	5.02
KENWOOD 2	KNWDCAFX	35.04	-0.6933	-1.1357	73.2%	43.02	27.07	-1.2178	-1.8924	92.9%	61.36	33.35	5.05	-0.0404	-0.7707	55.1%	5.52	4.59	4.34	-0.0535	-0.9222	63.4%	4.95	3.72
WILLOW CREEK	WWCKCAFX	32.05	-0.6871	-1.6151	88.0%	39.96	24.15	-0.6957	-1.4331	83.5%	60.45	44.45	5.87	0.0171	0.3195	24.8%	5.68	6.07	4.81	-0.0266	-0.5666	42.4%	5.12	4.50
HAYFORK	HYFKCAFX	52.97	-0.6427	-1.5867	87.4%	60.36	45.58	-0.1487	-0.4040	31.0%	71.04	67.61	3.70	-0.0088	-0.1188	9.4%	3.80	3.60	2.77	-0.0016	-0.0262	2.1%	2.79	2.75
LEMON COVE	LMVCAXF	43.93	-0.6425	-0.7315	52.8%	51.06	36.28	-0.1227	-0.1460	11.5%	61.78	58.96	4.22	-0.1418	-1.5867	87.4%	5.79	2.53	2.93	-0.0709	-0.9772	66.1%	3.68	2.05
GLENVILLE	GLNVCAFX	22.09	-0.6334	-1.2631	78.1%	29.37	14.81	-0.9150	-1.7475	90.6%	52.91	31.86	9.34	0.1029	0.9339	64.0%	8.16	10.53	9.10	0.4338	2.9961	99.4%	4.11	14.09
GARBERVILLE	GRVLCAXF	48.40	-0.6268	-1.5279	86.0%	55.61	41.19	-0.6404	-1.9626	93.8%	72.28	57.56	4.13	0.0612	0.8841	61.4%	3.43	4.83	2.83	0.1038	2.3474	97.2%	1.63	4.02
TOPANGA	TPNGCAFX	61.39	-0.6235	-1.9740	93.9%	68.57	54.22	-0.1876	-0.6613	48.5%	79.00	74.68	3.33	0.0000	0.0000	0.0%	3.33	3.33	2.65	0.0345	1.3186	80.0%	2.25	3.05
ONTARIO AIRPORT	ONTRCAFX	68.76	-0.6096	-1.4834	84.8%	75.77	61.75	-0.8882	-2.0904	95.2%	82.74	62.32	2.48	0.0568	1.4904	85.0%	1.83	3.13	2.00	0.0476	1.9746	94.0%	1.45	2.54
MURRIETTA	MURTCAXF	76.38	-0.5876	-4.0774	100.0%	83.13	69.62	-0.3326	-3.3298	99.7%	87.92	80.27	1.94	0.0174	0.9665	65.6%	1.74	2.14	1.53	0.0179	2.0029	94.3%	1.32	1.73
LINDEN	LNDNCAFX	39.85	-0.5722	-1.4383	83.6%	46.43	33.27	-0.5873	-1.4397	83.7%	62.76	49.25	4.52	0.0227	0.5203	39.2%	4.26	4.78	3.73	-0.0078	-0.2083	16.3%	3.82	3.64
MALIBU 1	MALBCAXF	71.11	-0.5603	-2.4918	98.0%	77.55	64.67	-0.2680	-1.2532	77.7%	81.23	75.07	2.54	-0.0151	-0.4584	34.9%	2.71	2.36	2.10	-0.0166	-0.7327	52.9%	2.29	1.91
RIPON	RRPNCAXF	54.79	-0.5549	-1.2799	78.7%	61.17	48.41	-0.7440	-1.7968	91.4%	70.91	53.80	3.40	0.0101	0.2570	20.1%	3.28	3.51	2.93	0.0183	0.5909	44.0%	2.72	3.14
REDONDO	HRBHCAXA	75.24	-0.5412	-2.9296	99.2%	81.46	69.01	-0.3196	-2.5903	98.4%	87.93	80.58	2.34	-0.0004	-0.0122	1.0%	2.35	2.34	1.62	0.0321	2.3382	97.2%	1.25	1.99
WELDON	WLDNCAFX	35.66	-0.5155	-1.5250	85.9%	41.59	29.74	-0.6004	-1.2212	76.6%	57.69	43.88	7.00	0.0653	0.5509	41.3%	6.25	7.75	5.53	0.1415	1.4649	84.4%	3.90	7.15
CANTUA CREEK	CNCKCAFX	35.56	-0.4826	-0.7842	55.9%	41.11	30.01	0.2138	0.3272	25.3%	48.39	53.30	5.60	0.2101	2.4186	97.6%	3.19	8.02	9.18	0.9370	1.2229	76.6%	-1.60	19.95
APPLE VALLEY	APVYCAFX	65.62	-0.4686	-1.8057	91.6%	71.01	60.23	-0.7120	-4.3742	100.0%	83.66	67.28	3.48	-0.0620	-0.7475	53.8%	4.19	2.77	2.33	0.0557	1.6147	88.0%	1.69	2.97
FELLOWS	FLWSCAXF	46.92	-0.4574	-0.6264	46.3%	52.18	41.66	0.1803	0.2206	17.3%	58.55	62.69	4.08	-0.0642	-0.9245	63.5%	4.82	3.34	2.89	-0.0425	-1.1258	72.8%	3.38	2.40
NEWBERRY	NWBRCAFX	47.55	-0.4566	-0.9256	63.6%	52.80	42.30	-1.0935	-2.7988	99.0%	74.21	49.06	5.11	-0.0322	-0.2951	22.9%	5.48	4.74	3.65	0.0562	0.9881	66.7%	3.01	4.30
RANCHO MIRAGE	RNMGCAXF	53.30	-0.4555	-1.4803	84.8%	58.53	48.06	-0.9527	-3.4010	99.8%	72.18	50.27	3.92	-0.1236	-1.8152	91.7%	5.34	2.50	2.77	0.0007	0.0303	2.		

Table 4F.9 (page 2 of 5)

		Sorted by Coef. Of Pet Cleared within 24 hours										Days to Clear 90% (actual)										Days to Clear 90% (adjusted)									
		Pct cleared within 24 hrs (actual)																													
Wire Center Name	CLLI	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val							
PALOS VERDES	TRNCCAXG	67.87	-0.4192	-2.0367	94.7%	72.69	63.05	-0.4210	-2.0987	95.3%	83.12	73.44	2.79	-0.0158	-0.4366	33.4%	2.97	2.61	2.01	0.0361	2.0137	94.4%	1.59	2.42							
DUNLAP	DNLPCAXF	39.11	-0.4154	-1.0717	70.5%	43.89	34.33	-0.6599	-1.6002	87.7%	57.76	42.58	5.70	-0.1162	-1.4947	85.1%	7.03	4.36	4.70	-0.0850	-1.3671	81.5%	5.68	3.72							
BLOSSOM HILL	LSGTCAAX	53.11	-0.3864	-1.1605	74.2%	57.56	48.67	0.0380	0.1069	8.4%	62.42	63.29	3.67	0.0074	0.1530	12.0%	3.58	3.75	2.92	-0.0182	-0.6138	45.5%	3.13	2.71							
LANCASTER 2	LNCSCAXF	54.15	-0.3817	-1.3017	79.4%	58.54	49.76	-0.4877	-1.3228	80.1%	69.87	58.65	3.74	-0.0402	-0.7290	52.7%	4.20	3.28	2.72	0.0253	0.6649	48.7%	2.43	3.01							
AZUSA	AZUSCAXF	54.54	-0.3814	-1.0256	68.4%	58.93	50.15	-0.6382	-1.5450	86.4%	72.77	58.09	4.05	-0.0583	-0.7551	54.2%	4.72	3.38	2.59	0.0412	1.6597	88.9%	2.12	3.06							
RANCHO CALIFORNIA	RNCACAXF	69.66	-0.3802	-2.2316	96.4%	74.03	65.29	-0.3935	-2.5865	98.3%	82.95	73.90	2.51	-0.0089	-0.3625	28.0%	2.61	2.40	1.97	0.0350	2.3524	97.2%	1.57	2.38							
LUCERNE VALLEY	LCVYCAFX	57.04	-0.3731	-1.0361	68.9%	61.33	52.75	-0.8421	-2.6136	98.4%	81.30	61.93	3.85	-0.1032	-1.3007	79.4%	5.03	2.66	2.74	0.0175	0.4533	34.5%	2.53	2.94							
EL NIDO	RDBHCAXF	71.91	-0.3707	-1.9013	93.0%	76.18	67.65	-0.3725	-2.2172	96.3%	83.79	75.22	2.66	0.0234	0.6274	46.3%	2.39	2.93	1.89	0.0465	2.2611	96.6%	1.36	2.43							
STRATHMORE RSU	STMRCAXF	50.15	-0.3678	-1.0191	68.1%	54.38	45.92	-0.6875	-1.9106	93.1%	67.42	51.61	5.56	0.1715	1.0089	67.6%	3.59	7.54	4.14	0.2490	1.9488	93.6%	1.27	7.00							
GILROY	GLRYCAXF	53.14	-0.3613	-1.0207	68.2%	57.29	48.98	-0.0558	-0.1603	12.6%	63.11	61.83	3.91	-0.0061	-0.1662	13.1%	3.98	3.84	3.16	-0.0287	-0.9056	62.5%	3.49	2.83							
LA PUENTE	LAPNCAAX	61.04	-0.3575	-1.4560	84.1%	65.15	56.93	-0.4191	-1.4602	84.2%	76.60	66.96	3.55	-0.0741	-1.1786	74.9%	4.40	2.69	2.37	0.0139	0.6340	46.8%	2.21	2.53							
OLANCHA	OLNCCAXF	20.07	-0.3488	-0.6053	44.9%	24.08	16.06	-1.3186	-1.9037	93.0%	42.36	12.04	8.35	-0.2645	-1.5824	87.3%	11.39	5.31	6.92	-0.1971	-1.3433	80.8%	9.19	4.66							
ANZA	ANZCAXF	51.44	-0.3483	-0.8422	59.2%	55.44	47.43	-0.8322	-2.1584	95.8%	79.16	60.02	3.47	0.0387	1.2386	77.2%	3.03	3.92	2.60	0.0401	1.6973	89.7%	2.14	3.06							
ORLEANS	ORLNCAXF	38.30	-0.3435	-0.5099	38.5%	42.25	34.35	0.2630	0.3617	27.9%	51.79	57.84	4.32	-0.0098	-0.1601	12.6%	4.43	4.20	2.95	-0.0676	-2.3019	96.9%	3.73	2.17							
CALIF HOT SPRINGS	CHSPCAXF	25.94	-0.3421	-0.7422	53.5%	29.88	22.01	-0.2964	-0.6500	47.8%	49.89	43.07	10.27	-0.1399	-0.5368	40.3%	11.88	8.66	8.44	-0.2012	-0.9506	64.8%	10.75	6.12							
COVINA	GGVGCAXF	58.24	-0.3267	-1.2810	78.7%	62.00	54.48	-0.5116	-1.6176	88.1%	75.27	63.50	3.82	-0.0963	-1.3281	80.3%	4.93	2.72	2.50	0.0145	0.6084	45.1%	2.33	2.67							
SANTA PAULA 1	SNPLCAXF	55.75	-0.3239	-1.1151	72.4%	59.47	52.02	-0.2141	-0.7140	51.8%	68.50	63.57	3.65	-0.0822	-1.6142	88.0%	4.59	2.70	3.01	-0.0662	-1.3008	79.4%	3.77	2.24							
JOSHUA TREE	JSTRCAXF	61.03	-0.3216	-0.9043	62.5%	64.72	57.33	-0.7319	-2.2724	96.7%	82.86	66.03	3.30	-0.1302	-1.8356	92.1%	4.80	1.80	2.11	0.0185	0.8885	61.7%	1.90	2.32							
PHELAN	PHLNCAXF	57.93	-0.3206	-0.6827	49.8%	61.62	54.24	-0.5444	-1.3510	81.0%	79.33	66.81	3.93	-0.0831	-0.9549	65.0%	4.88	2.97	2.77	0.0355	0.8145	57.6%	2.36	3.18							
MORGAN HILL	MRHLCAFX	56.36	-0.3184	-0.7741	55.3%	60.02	52.70	0.0125	0.0361	2.9%	64.39	64.68	3.75	-0.0105	-0.2608	20.3%	3.87	3.63	3.16	-0.0184	-0.5605	41.9%	3.37	2.94							
GRANT GROVE	GGVGCAXF	23.56	-0.2993	-0.6630	48.6%	27.00	20.12	-1.1740	-2.0982	95.3%	59.32	32.32	8.27	-0.0868	-0.3390	26.2%	9.27	7.27	5.10	-0.0449	-0.3644	29.7%	5.62	4.59							
WESTWOOD	WLANCAXG	54.13	-0.2990	-0.8817	61.3%	57.57	50.69	-0.4313	-1.2494	77.6%	69.81	59.89	4.53	-0.0996	-0.9922	66.9%	5.68	3.39	3.08	0.0043	0.0971	7.7%	3.03	3.13							
ZUMA	MALBCAXF	62.22	-0.2984	-1.0948	71.5%	65.65	58.79	-0.0870	-0.3411	26.4%	73.11	71.11	3.51	-0.0495	-1.4236	83.2%	4.08	2.94	2.64	-0.0085	-0.3312	25.7%	2.74	2.55							
SNELLING	SNNGCAXG	27.96	-0.2956	-0.6887	50.2%	31.36	24.56	-0.3940	-0.8347	58.8%	44.03	34.97	7.29	0.1565	3.0617	99.4%	5.49	9.09	6.07	0.0956	1.8427	92.2%	4.97	7.16							
WHITTIER SOUTH 1	WHTRCAXF	62.35	-0.2948	-1.1731	74.7%	65.75	58.96	-0.5071	-1.9570	93.7%	78.86	67.20	3.94	-0.1326	-1.2772	78.6%	5.47	2.42	2.34	0.0222	1.1941	75.5%	2.09	2.60							
DESERT HOT SPRINGS	DHSPCAXF	49.67	-0.2914	-0.8841	61.4%	53.02	46.32	-0.8007	-2.8389	99.1%	69.87	51.45	4.10	-0.1210	-1.7454	90.6%	5.49	2.71	2.99	0.0003	0.0115	0.9%	2.99	2.99							
BALDWIN PARK	BLPNCAXF	58.17	-0.2900	-0.9245	63.5%	61.51	54.84	-0.3990	-1.3757	81.8%	73.06	63.89	3.84	-0.0736	-0.9136	63.0%	4.68	2.99	2.62	0.0031	0.1401	11.0%	2.59	2.66							
SAN MIGUEL	SNMGCAXF	59.01	-0.2890	-0.5927	44.1%	62.33	55.68	-0.3787	-0.9788	66.2%	78.47	69.76	3.50	0.0770	1.8236	91.9%	2.62	4.39	3.18	0.1963	3.8935	99.9%	0.93	5.44							
CAMARILLO 1	CMRLCAXF	70.93	-0.2889	-1.3945	82.4%	74.25	67.61	-0.1998	-1.0787	70.8%	80.05	75.46	2.48	-0.0401	-1.2968	79.2%	2.94	2.02	2.14	-0.0332	-1.1420	73.5%	2.52	1.76							
WALNUT	WLNTCAXF	67.18	-0.2853	-1.1171	72.5%	70.46	63.90	-0.1075	-0.6605	48.5%	78.59	76.12	2.89	-0.0367	-1.0172	68.0%	3.31	2.47	2.07	0.0010	0.0649	5.1%	2.06	2.08							
ROWLAND 2	RLNCAXF	54.67	-0.2841	-1.1852	75.2%	57.94	51.40	-0.4604	-1.4309	83.4%	70.26	59.67	3.83	-0.0829	-1.3565	81.2%	4.79	2.88	2.52	0.0085	0.4190	32.1%	2.43	2.62							
PACIFIC PALISADES	PCPLCAXF	51.89	-0.2612	-0.7106	51.6%	54.90	48.89	-0.5433	-1.7443	90.6%	70.00	57.51	4.80	-0.1031	-1.0050	67.5%	5.99	3.62	3.17	0.0146	0.3159	24.5%	3.00	3.34							
CROWLEY LAKE	CRLKCAXF	56.85	-0.2606	-0.4148	31.8%	59.85	53.86	0.2077	0.3147	24.4%	64.28	69.06	3.38	-0.0543	-1.1116	72.2%	4.00	2.75	2.85	-0.0268	-0.4623	35.2%	3.16	2.55							
BEL AIR	BELRCAXF	52.31	-0.2600	-0.7923	56.4%	55.30	49.32	-0.4709	-1.6117	87.9%	70.97	60.14	4.65	-0.0823	-0.9327	63.9%	5.60	3.70	3.19	0.0201	0.6389	47.1%	2.96	3.42							
BANNING	BNNGCAXF	66.72	-0.2587	-1.0872	71.2%	69.69	63.74	-0.4261	-2.1927	96.1%	81.70	71.90	3.05	-0.0402	-0.6724	49.2%	3.51	2.59	1.99	0.0022	0.1182	9.3%	1.97	2.02							
MIRAMONTE RSU	MRMNCAXF	33.76	-0.2574	-0.5306	39.9%	36.72	30.80	-1.5204	-2.4133	97.6%	65.28	30.32	6.22	-0.1009	-1.4011	82.5%	7.38	5.06	5.10	-0.0725	-1.0303	68.6%	5.93	4.26							
SANTA MONICA 2	SNMNCAXF	63.35	-0.2462	-0.7676	54.9%	66.18	60.52	-0.0777	-0.3067	23.8%	77.11	75.32	3.88	-0.1225	-1.4692	84.5%	5.29	2.47	2.28	-0.0226	-0.6746	49.3%	2.54	2.02							
GLENDORA	GLNDCAAX	55.56	-0.2415	-0.8940	61.9%	58.34	52.78	-0.5396	-1.7473	90.6%	72.38	59.96	3.94	-0.1006	-1.3971	82.4%	5.10	2.78	2.67	0.0146	0.6317	46.6%	2.50	2.84							
BARSTOW	BRSWCAXH	58.71	-0.2321	-0.5172	39.0%	61.38	56.04	-0.6634	-1.6922	89.6%	76.18	60.92	4.25	-0.0680	-0.8177	57.8%	5.03	3.47	2.78	0.0244	0.5580	41.8%	2.50	3.06							
ADELANTO	ADLNCAXF	63.95	-0.2312	-0.7337	52.9%	66.61	61.29	-0.5445	-2.2308	96.4%	79.59	67.07	3.16	-0.0577	-1.0142	67.9%	3.82	2.49	2.11	0.0202	0.9048	62.5%	1.88	2.34							
QUAIL VALLEY	QUVYCAFX	69.77	-0.2267	-1.0262	68.5%	72.38	67.16	-0.2585	-1.0315	68.7%	80.33	74.39	2.82	-0.0295	-0.6841	49.9%	3.16	2.48	2.16	0.0171	0.5071	38.3%	1.96	2.36							
LANCASTER 3	LNCSCAXG	62.58	-0.2229	-1.0442	69.3%	65.14	60.01	-0.3548	-1.3814	82.0%	76.41	68.25	3.17	-0.0125	-0.3847	29.6%	3.31	3.03	2.25	0.0084	0.2843	22.1%	2.15	2.34							
MONROVIA 1	MNRVCAXG	51.81	-0.2210	-0.7534	54.1%	54.35	49.27	-0.5752	-1.9031	93.0%	71.55	58.32	4.25	-0.1082	-1.2405	77.3%	5.49	3.00	2.74	0.0134	0.5377	40.4%	2.58	2.89							
MANHATTAN	MNBHCAXF	71.91	-0.2193	-1.3429	80.8%	74.44	69.39	-0.1609	-0.8249	58.2%	81.19	77.49	2.45	-0.0188	-0.8799	61.2%	2.67	2.24	1.95	0.0283	1.9282	93.4%	1.62	2.27							
LINDSAY	LNDSCAXF	56.92	-0.2078	-0.6568	48.2%	59.31	54.53	-0.3492	-1.0913	71.4%	68.26	60.23	4.06	-0.0522	-0.7414	53.4%	4.66	3.46	2.87	0.0209	0.7400	53.3%	2.63	3.11							
DOWNNEY	DWNYCAXF	51.40	-0.1881	-0.6271	46.3%	53.56	49.23	-0.4849	-1.4597	84.2%	69.54	58.39	4.47	-0.1496	-1.4075	82.5%	6.19	2.75	2.77	-0.0028	-0.1001	7.9%	2.81	2.74							
THOUSAND PALMS	THPLCAXF	48.56	-0.1812	-0.4388	33.5%	50.64	46.47	-0.7308	-2.2133	96.3%	69.80	53.00	4.45	-0.1725	-2.1452	95.7%	6.43	2.47	3.14	-0.0319	-0.9336	64.0%	3.51	2.78							
ALDERPOINT	ALPNCAXF	27.47	-0.1793	-0.3134	24.3%	29.53	25																								

Table 4F.9 (page 3 of 5)

Wire Center Name	CLLI	Sorted by Coef. Of Pet Cleared within 24 hours										Days to Clear 90% (actual)										Days to Clear 90% (adjusted)									
		Pct cleared within 24 hrs (actual)																													
		Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val							
VICTORVILLE	VTVLCAXA	64.61	-0.1479	-0.5484	41.1%	66.32	62.91	-0.4181	-2.1103	95.4%	78.65	69.03	3.23	-0.0710	-1.0950	71.5%	4.05	2.42	2.28	0.0269	1.2446	77.4%	1.97	2.59							
LOS SERRANOS	LSSRCAXF	74.42	-0.1479	-0.8104	57.4%	76.12	72.72	-0.2003	-1.7672	91.0%	83.46	78.86	2.17	-0.0504	-2.2452	96.5%	2.75	1.59	1.79	-0.0114	-0.8651	60.4%	1.92	1.66							
WEST LA 2	WLANCAXF	57.56	-0.1449	-0.4169	31.9%	59.22	55.89	-0.3356	-0.9283	63.7%	72.98	65.26	4.21	-0.1198	-1.2995	79.3%	5.58	2.83	2.60	-0.0056	-0.1706	13.4%	2.66	2.54							
ONTARIO SO	ONTRCAXG	72.97	-0.1361	-0.6740	49.3%	74.53	71.40	-0.1170	-0.9354	64.1%	81.47	78.78	2.33	-0.0338	-1.2989	79.3%	2.72	1.95	1.93	-0.0008	-0.0618	4.9%	1.94	1.92							
PICO CO	WHTRCAXJ	58.22	-0.1335	-0.4426	33.8%	59.76	56.69	-0.4850	-1.9889	94.1%	76.71	65.55	4.14	-0.1770	-1.7191	90.1%	6.17	2.10	2.40	0.0089	0.4459	34.0%	2.29	2.50							
TWENTYNINE PALMS	TWPLCAXF	58.87	-0.1310	-0.3865	29.7%	60.38	57.36	-0.4118	-1.4256	83.3%	75.51	66.03	3.78	-0.0984	-1.4263	83.3%	4.91	2.65	2.54	0.0288	0.8890	61.7%	2.21	2.87							
CA2004		87.51	-0.1245	-0.1886	14.8%	89.11	86.24	-0.4233	-0.9846	66.5%	99.18	89.44	1.56	0.0804	0.9739	66.0%	0.53	2.38	0.79	0.0436	1.1468	73.7%	0.23	1.23							
ELSINORE MAIN	ELSNCAFX	72.38	-0.1240	-0.5845	43.5%	73.80	70.95	-0.1432	-1.0421	69.2%	82.17	78.88	2.58	-0.0397	-0.8994	62.2%	3.04	2.12	1.83	0.0130	1.0739	70.6%	1.68	1.98							
SIERRA MADRE 1	SRMDCAXF	49.55	-0.1178	-0.3743	28.8%	50.90	48.19	-0.6107	-1.9845	94.1%	70.16	56.12	4.28	-0.0826	-1.0725	70.5%	5.23	3.33	2.88	0.0036	0.1450	11.4%	2.84	2.93							
LAGUNA BEACH	LGBHCAXF	55.42	-0.1168	-0.3970	30.5%	56.77	54.08	-0.5950	-2.0376	94.7%	72.37	58.69	4.62	0.0184	0.1857	14.6%	4.41	4.83	3.21	0.1268	2.0079	94.3%	1.76	4.67							
LAYTONVILLE	LYVLCAXF	34.71	-0.1091	-0.2581	20.1%	35.96	33.45	-0.1113	-0.2771	21.6%	52.35	49.79	6.60	0.0066	0.0418	3.3%	6.53	6.68	5.43	0.0258	0.1861	14.6%	5.13	5.72							
CARPINTERIA 1	CRPRCAXF	58.01	-0.1071	-0.2669	20.8%	59.24	56.77	-0.6322	-1.7236	90.2%	73.53	58.99	3.46	-0.0857	-1.7388	90.5%	4.45	2.48	2.75	-0.0410	-1.0301	68.6%	3.23	2.28							
MANTILLA	CHNRCAXF	59.34	-0.1058	-0.4163	31.9%	60.56	58.13	-0.2114	-1.0162	68.0%	68.23	63.37	3.57	-0.0837	-1.9468	93.6%	4.53	2.61	2.86	-0.0517	-1.5064	85.4%	3.46	2.27							
CHINA LAKE 2	OXKLCAXF	47.63	-0.1057	-0.2676	20.9%	48.85	46.42	-0.4734	-1.2162	76.4%	60.34	49.46	4.59	-0.0816	-1.1225	72.7%	5.53	3.66	3.32	-0.0016	-0.0438	3.5%	3.34	3.31							
IMPERIAL	DWNYCAXG	57.04	-0.1037	-0.2887	22.5%	58.23	55.85	-0.2982	-0.6437	47.4%	70.70	63.84	4.37	-0.1904	-1.6817	89.4%	6.56	2.18	2.52	-0.0068	-0.2466	19.3%	2.60	2.44							
MORONGO VALLEY	MRVYCAXF	60.04	-0.1024	-0.2013	15.8%	61.22	58.86	-0.4171	-1.0666	65.6%	77.57	67.98	3.65	-0.1682	-2.1273	95.6%	5.59	1.72	2.42	0.0148	0.4092	31.4%	2.25	2.59							
KERNVILLE	KRVLCAXF	39.85	-0.0987	-0.3073	23.9%	40.98	38.71	-0.4190	-1.0786	70.8%	65.04	55.41	6.54	-0.1179	-1.0232	68.3%	7.89	5.18	4.46	-0.0802	-1.3412	80.7%	5.38	3.54							
THERMAL	THRMCAXF	44.53	-0.0984	-0.2308	18.1%	45.67	43.40	-0.3332	-0.8570	60.0%	59.55	51.89	4.58	-0.1171	-1.7264	90.2%	5.93	3.24	3.37	-0.0076	-0.1956	15.3%	3.46	3.28							
HOMESTEAD VALLEY	HMVYCAXF	55.37	-0.0937	-0.2224	17.4%	56.44	54.29	-0.4638	-1.3676	81.5%	79.13	68.46	3.77	-0.1831	-1.9927	94.2%	5.87	1.66	2.29	-0.0029	-0.1175	9.3%	2.33	2.26							
UNIVERSITY 2	WLANCAXJ	68.72	-0.0932	-0.2217	17.4%	69.79	67.64	-0.6389	-2.0450	94.8%	83.40	68.70	3.03	0.0023	0.0512	4.0%	3.01	3.06	2.06	0.0079	0.2827	22.0%	1.97	2.16							
EL RIO 1	ELRICAXF	68.31	-0.0877	-0.4335	33.1%	69.32	67.30	-0.0494	-0.2658	20.7%	74.96	73.83	2.78	-0.0551	-1.8635	92.5%	3.41	2.15	2.26	-0.0376	-1.6267	88.3%	2.72	1.86							
HEMET	HEMTCAXF	69.00	-0.0856	-0.3577	27.6%	69.99	68.02	-0.2875	-1.4811	84.8%	81.21	74.60	2.88	-0.0862	-1.5807	87.2%	3.87	1.89	1.90	0.0069	0.4985	37.7%	1.82	1.97							
HESPERIA	HSPRCAXF	67.68	-0.0843	-0.2289	17.9%	68.65	66.71	-0.4845	-1.6978	89.7%	84.27	73.13	3.23	-0.0984	-1.1435	73.5%	4.36	2.10	2.17	0.0184	0.4780	36.3%	1.95	2.38							
TIMBER COVE	TMCVCAXH	33.62	-0.0738	-0.1696	13.3%	34.47	32.77	-0.2381	-0.5979	44.4%	46.69	41.22	5.14	-0.0575	-1.0584	69.9%	5.80	4.48	3.97	-0.0020	-0.0517	4.1%	3.99	3.95							
MENTONE	MENTCAXF	66.51	-0.0705	-0.2742	21.4%	67.32	65.69	-0.4209	-2.4137	97.6%	82.34	72.66	3.07	-0.0326	-0.5989	44.5%	3.45	2.70	2.00	0.0093	0.7089	51.4%	1.89	2.10							
DIAMOND BAR	DMBRCAFX	61.21	-0.0695	-0.2273	17.8%	62.01	60.41	-0.1125	-0.4893	37.1%	72.27	69.68	3.53	-0.1243	-1.8598	92.4%	4.95	2.10	2.42	-0.0003	-0.0118	0.9%	2.43	2.42							
EL MIRAGE	ELMGCAFX	41.48	-0.0637	-0.0950	7.5%	42.21	40.75	-1.7010	-2.5776	98.3%	74.93	35.81	9.06	-0.1721	-0.3828	29.5%	11.04	7.08	6.93	0.0291	0.0694	5.5%	6.59	7.26							
ARTESIA	ARTSCAXF	66.89	-0.0584	-0.2329	18.2%	67.56	66.22	-0.3060	-1.6199	88.1%	81.02	73.99	3.41	-0.1646	-1.6210	88.1%	5.30	1.52	2.04	-0.0135	-0.7198	52.1%	2.20	1.89							
MAR VISTA	CLCYCAXG	60.18	-0.0532	-0.1609	12.6%	60.79	59.57	-0.2997	-1.2687	78.3%	74.50	67.60	4.18	-0.1217	-1.2018	75.8%	5.58	2.78	2.84	0.0182	0.4275	32.7%	2.63	3.05							
BUNDY 1	WLANCAXH	57.90	-0.0515	-0.1524	12.0%	58.49	57.30	-0.3243	-1.0298	68.6%	72.61	65.15	4.27	-0.1173	-1.2899	79.0%	5.62	2.92	2.75	-0.0123	-0.2966	23.1%	2.90	2.61							
LA VERNE	WLRNCAFX	65.34	-0.0477	-0.1643	12.9%	65.89	64.79	-0.2030	-1.0358	68.9%	77.21	72.54	3.02	-0.1101	-1.5431	86.4%	4.29	1.76	2.11	-0.0188	-1.0721	70.5%	2.32	1.89							
CHINO 1	CHNOCAXF	74.06	-0.0399	-0.2349	18.4%	74.51	73.60	-0.1628	-1.2781	78.6%	82.80	79.06	2.37	-0.0618	-1.8495	92.3%	3.08	1.66	1.80	-0.0069	-0.6756	49.4%	1.88	1.72							
CUCAMONGA 1	CCMNCAXF	62.99	-0.0395	-0.1877	14.7%	63.44	62.54	-0.4588	-3.8963	99.9%	76.59	66.04	3.13	-0.0618	-1.3287	80.3%	3.85	2.42	2.23	0.0033	0.2874	22.4%	2.20	2.27							
SAN BERNARDINO 1	SNBRCAFX	69.04	-0.0387	-0.1384	10.9%	69.49	68.60	-0.4701	-2.4483	97.8%	82.68	71.87	2.80	-0.0838	-1.4733	84.6%	3.76	1.84	1.86	0.0096	0.6901	50.3%	1.75	1.97							
MAPLE GRV LAP	LAPNCAFX	50.33	-0.0198	-0.0659	5.2%	50.56	50.11	-0.3572	-0.9464	64.6%	66.29	58.07	4.19	-0.1257	-1.6127	88.0%	5.64	2.75	2.75	0.0079	0.3013	23.4%	2.66	2.84							
BADGER	BDGRCAFX	27.10	-0.0168	-0.0299	2.4%	27.29	26.90	0.3687	0.6513	47.9%	36.65	45.13	8.58	-0.1029	-0.5140	38.8%	9.76	7.40	6.96	-0.0067	-0.0391	3.1%	7.04	6.88							
DESERT KNOLLS	DSKNCAXF	70.89	-0.0057	-0.0177	1.4%	70.95	70.82	-0.3839	-1.9303	93.4%	84.45	75.62	2.97	-0.1206	-1.6156	88.0%	4.36	1.58	1.87	0.0280	0.9881	66.7%	1.54	2.19							
FLORENCE	FLGRCAFX	50.97	0.0017	0.0062	0.5%	50.95	50.99	-0.2664	-0.7353	53.0%	65.36	59.23	4.42	-0.1580	-1.7015	89.8%	6.24	2.60	2.82	-0.0106	-0.3958	30.4%	2.95	2.70							
LA HABRA	LAHBCAXF	51.23	0.0107	0.0342	2.7%	51.11	51.35	-0.6571	-2.1477	95.7%	70.66	55.54	4.72	-0.1858	-1.7239	90.2%	6.86	2.58	3.06	0.0081	0.2710	21.1%	2.97	3.15							
THOUSAND OAKS 2	THOKCAXF	67.48	0.0125	0.0537	4.2%	67.33	67.62	-0.2646	-1.1197	72.6%	77.25	71.16	2.83	-0.0357	-1.5567	86.7%	3.24	2.42	2.17	-0.0139	-0.6896	50.3%	2.33	2.01							
WHITWOOD	WHTRCAXG	52.56	0.0163	0.0566	4.5%	52.37	52.75	-0.3589	-1.1121	72.2%	69.59	61.34	4.55	-0.1764	-1.6073	87.8%	6.58	2.52	2.89	-0.0288	-0.8780	61.1%	3.22	2.56							
OXNARD 1	OXNRCAXF	65.52	0.0189	0.0641	5.1%	65.31	65.74	-0.1358	-0.5279	39.7%	74.89	71.76	3.17	-0.1035	-1.8234	91.9%	4.36	1.98	2.50	-0.0687	-1.3364	80.6%	3.29	1.71							
MCFARLAND	MCFACAXF	44.16	0.0205	0.0341	2.7%	43.92	44.40	-0.3501	-0.6616	48.5%	59.03	50.98	4.59	-0.0370	-0.4007	30.8%	5.01	4.16	3.51	0.0354	1.1887	75.3%	3.10	3.91							
SOUTH BARSTOW	BRSWCAXJ	56.80	0.0237	0.0623	4.9%	56.53	57.07	-0.6463	-2.0099	94.4%	73.33	58.46	4.76	-0.0888	-0.9481	64.7%	5.78	3.74	3.21	0.0237	0.4466	34.1%	2.94	3.48							
MUGU CO 1	MUGUCAXF	54.57	0.0249	0.0758	6.0%	54.29	54.86	0.2129	0.7515	54.0%	60.51	65.41	3.60	-0.0944	-1.9139	93.2%	4.68	2.51	3.00	-0.0833	-1.8742	92.6%	3.96	2.04							
UPTOWN 2	LNHCAFXG	67.48	0.0288	0.0922	7.3%	67.15	67.82	-0.2090	-1.0725	70.5%	80.44	75.63	3.29	-0.1396	-1.4131	82.9%	4.89	1.68	2.03	-0.0143	-0.7205	52.2%	2.20	1.87							
GUADALUPE 1	GDLPCAXF	68.24	0.0302	0.0858	6.8%	67.89	68.58	0.3352	1.3924	82.3%	75.60	83.31	2.96	-0.1148	-2.9909	99.3%	4.28	1.64	2.11	-0.0759	-0.4054	100.0%	2.99	1.24							
DEL REY	PDRYCAXF	53.05	0.0308	0.0808	6.4%	52.70	53.41	-0.4388	-1.3																						

Table 4F.9 (page 4 of 5)

Sorted by Coef. Of Pet Cleared within 24 hours														Days to Clear 90% (actual)						Days to Clear 90% (adjusted)					
Wire Center Name	CLLI	Pct cleared within 24 hrs (actual)						Days to Clear 90% (actual)						Days to Clear 90% (adjusted)											
		Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val							
MONTECITO	MNTTCAXF	57.78	0.0556	0.1430	11.2%	57.14	58.42	-0.4986	-1.5311	86.1%	72.45	60.98	3.73	-0.0732	-1.2918	79.1%	4.58	2.89	2.93	-0.0207	-0.5784	43.1%	3.17	2.69	
REDLANDS	RDLDCAXF	74.26	0.0661	0.3760	29.0%	73.49	75.02	-0.0791	-0.7437	53.5%	83.70	81.88	2.46	-0.0908	-2.0970	95.3%	3.50	1.41	1.73	-0.0121	-1.3398	80.7%	1.86	1.59	
FARMINGTON	FRTNCAXF	31.43	0.0725	0.1249	9.8%	30.59	32.26	0.5506	0.7834	55.9%	50.51	63.17	7.95	-0.0029	-0.0081	0.6%	7.98	7.91	6.35	0.0362	0.1195	9.4%	5.93	6.77	
SUN CITY	SNVCYXAF	77.37	0.0782	0.3113	24.2%	76.47	78.27	-0.1504	-1.0008	67.3%	87.43	83.98	2.07	-0.0674	-2.1574	95.8%	2.85	1.30	1.46	0.0047	0.4458	34.0%	1.40	1.51	
MARKET	LNBHCAXH	62.15	0.0821	0.2783	21.7%	61.21	63.10	-0.1148	-0.5510	41.3%	74.39	71.75	3.82	-0.1576	-1.3921	82.3%	5.63	2.00	2.37	-0.0140	-0.5250	39.5%	2.53	2.21	
PALM DESERT 1	PLDSCAXF	53.78	0.0843	0.2688	20.9%	52.81	54.75	-0.2310	-0.6786	49.6%	63.83	58.52	3.48	-0.1061	-2.9998	99.4%	4.70	2.26	2.75	-0.0372	-1.3607	81.3%	3.18	2.32	
DEL AMO	TRNCCAXF	73.61	0.0858	0.3530	27.3%	72.63	74.60	0.0130	0.0822	6.5%	82.97	83.27	2.54	-0.0550	-1.2911	79.1%	3.18	1.91	1.87	0.0312	1.5559	86.7%	1.51	2.23	
VALLE VISTA	VLVSCAXF	66.63	0.0862	0.3275	25.4%	65.64	67.62	-0.3725	-1.8011	91.5%	80.90	72.33	2.95	-0.1022	-2.0276	94.6%	4.13	1.78	2.05	-0.0089	-0.3668	28.3%	2.15	1.95	
MARINE PALMS	TWPLCAXG	64.88	0.0978	0.1034	8.1%	63.79	66.04	-0.8052	-1.3461	80.9%	90.81	72.29	3.06	0.0157	0.1201	9.5%	2.89	3.25	1.72	-0.0195	-0.4994	37.8%	1.94	1.49	
TERMINO	LNBHCAXT	65.59	0.0999	0.3539	27.3%	64.44	66.74	-0.1428	-0.6867	50.1%	77.36	74.07	3.58	-0.1404	-1.3006	79.4%	5.19	1.96	2.26	-0.0265	-1.1332	73.1%	2.56	1.95	
RIO HONDO	PCRVCAAF	52.65	0.1029	0.3273	25.4%	51.46	53.83	-0.3392	-0.9952	67.0%	70.37	62.57	4.25	-0.1405	-1.4117	82.9%	5.87	2.64	2.73	-0.0222	-0.6463	47.6%	2.99	2.48	
BELLFLOWER	BLFLCAXF	59.59	0.1074	0.3224	25.0%	58.35	60.82	-0.3179	-1.5995	87.7%	74.97	67.66	3.97	-0.1678	-1.4064	82.7%	5.90	2.04	2.51	-0.0103	-0.3749	28.9%	2.63	2.39	
RIDGECREST	RDGCCAXG	47.73	0.1108	0.3386	26.2%	46.46	49.00	-0.1047	-0.3149	24.4%	57.14	54.73	5.10	-0.0828	-1.0842	71.1%	6.06	4.15	3.76	-0.0066	-0.1530	12.0%	3.84	3.69	
ALONDRA NORWLK	NRWLCAXG	66.42	0.1134	0.4590	34.9%	65.11	67.72	-0.2270	-1.0678	70.3%	78.50	73.28	3.56	-0.1800	-1.8799	92.7%	5.63	1.49	2.14	-0.0159	-1.0210	68.2%	2.32	1.96	
CONEJO 2	THOCXAXH	66.74	0.1210	0.4005	30.8%	65.35	68.13	0.1029	0.4167	31.9%	73.41	75.78	2.93	-0.0753	-1.8818	92.7%	3.80	2.06	2.45	-0.0438	-1.3925	82.3%	2.95	1.94	
SUNSET	SNMNCAXJ	63.41	0.1250	0.3626	28.0%	61.97	64.85	-0.1478	-0.6276	46.4%	75.63	72.23	3.86	-0.1138	-1.2639	78.1%	5.17	2.55	2.58	-0.0090	-0.2664	20.0%	2.68	2.47	
PACOIMA 2	PACMCAXF	65.40	0.1283	0.4369	33.4%	63.92	66.87	0.0971	0.4365	33.3%	73.51	75.74	3.19	-0.0595	-1.5282	86.0%	3.88	2.51	2.34	-0.0390	-1.7053	89.8%	2.79	1.89	
UPLAND 1	UPLDCAXF	59.40	0.1344	0.5659	42.3%	57.85	60.94	-0.2769	-1.6554	88.9%	72.09	65.73	3.48	-0.0857	-1.4037	82.6%	4.46	2.49	2.44	0.0010	0.0609	4.8%	2.43	2.45	
POMONA 1	POMNCAXF	69.72	0.1427	0.6317	46.6%	68.08	71.36	0.1891	1.3696	81.6%	76.78	81.12	2.78	-0.0953	-1.5800	87.2%	3.88	1.69	1.83	-0.0149	-1.3868	82.1%	2.01	1.66	
INYOKERN	INYKXAXF	42.57	0.1434	0.3865	29.7%	40.92	44.22	-0.2708	-0.6315	46.6%	54.04	47.81	5.54	-0.1083	-1.2380	77.2%	6.78	4.29	4.10	-0.0206	-0.4227	32.4%	4.34	3.87	
YUCCA VALLEY 1	YVVCYXAG	61.34	0.1516	0.4254	32.6%	59.60	63.09	-0.6278	-2.7935	99.0%	81.53	67.09	3.45	-0.1631	-2.0473	94.8%	5.32	1.57	2.16	-0.0066	-0.3016	23.4%	2.24	2.09	
IDYLLWILD	IDYLCAXF	49.25	0.1519	0.4856	36.8%	47.50	51.00	-0.0772	-0.2792	21.7%	69.77	68.00	3.86	-0.0907	-2.3610	97.3%	4.90	2.82	2.87	0.0019	0.0727	5.7%	2.85	2.89	
YERMO	YERMCAAF	53.81	0.1530	0.3155	24.5%	52.05	55.57	-0.5929	-1.3611	81.3%	72.16	58.52	5.08	-0.0868	-0.8945	62.0%	6.08	4.08	3.26	0.0754	1.1948	75.6%	2.39	4.13	
VALLEY VIEW	WHTRCAXH	68.57	0.1599	0.6423	47.3%	66.73	70.41	-0.1267	-0.5617	42.0%	79.23	76.31	3.25	-0.1456	-1.5622	86.8%	4.93	1.58	1.89	0.0037	0.3625	28.0%	1.85	1.93	
SAN DIMAS	SNDMCAXF	69.23	0.1668	0.6985	50.8%	67.31	71.15	-0.0004	-0.0024	0.2%	78.22	78.21	2.69	-0.1246	-2.0922	95.2%	4.12	1.26	1.89	-0.0367	-2.2991	96.9%	2.32	1.47	
MECCA	MECCXAXF	39.42	0.1776	0.4521	34.5%	37.38	41.46	0.1078	0.2692	21.0%	47.20	49.68	5.84	-0.0800	-1.1422	73.5%	6.76	4.92	4.39	0.0370	0.7201	52.1%	3.97	4.82	
BIG BEAR LAKE	BLBKXAXF	57.71	0.1779	0.4557	34.7%	55.67	59.76	-0.4803	-1.9026	93.0%	76.83	65.78	5.02	-0.2495	-2.1802	96.0%	7.88	2.15	3.25	-0.0969	-2.2181	96.3%	4.37	2.14	
MOUNTAIN	LSGTCAAG	39.82	0.1791	0.5035	38.1%	37.76	41.88	0.4856	1.3896	82.2%	45.15	56.32	5.33	-0.0852	-1.4826	84.8%	6.31	4.35	4.26	-0.0831	-1.8523	92.3%	5.22	3.31	
SANTA YNEZ 1	SLVNCAXG	52.50	0.1827	0.6087	45.1%	50.40	54.60	-0.2709	-0.9543	65.0%	65.85	59.61	4.13	-0.1080	-1.5873	87.4%	5.37	2.88	2.98	-0.0489	-1.4956	85.2%	3.54	2.42	
CLARK	LNBHCAXM	68.24	0.1876	0.7016	51.0%	66.08	70.40	-0.1683	-0.9967	67.1%	79.83	75.95	3.16	-0.1285	-1.5730	87.1%	4.64	1.68	2.11	-0.0117	-0.6380	47.0%	2.24	1.97	
CRESTLINE	CRNCXAXF	53.48	0.1927	0.3873	29.8%	51.26	55.70	-0.5386	-1.3145	79.8%	72.34	59.95	4.54	-0.0458	-0.5160	38.9%	5.06	4.01	3.33	0.0283	0.5183	39.1%	3.00	3.65	
LOMPOC	LMPCCAXF	60.59	0.1941	0.6778	49.5%	58.36	62.82	-0.1777	-0.6761	49.4%	70.52	66.44	3.45	-0.1189	-1.9428	93.6%	4.81	2.08	2.42	-0.0370	-1.6482	88.7%	2.85	2.00	
LAS POSITAS	SNBBCAXG	52.15	0.1965	0.5228	39.4%	49.89	54.41	-0.4110	-1.2661	78.2%	65.48	56.03	4.23	-0.1353	-1.8725	92.6%	5.78	2.67	3.07	-0.0573	-1.3973	82.4%	3.73	2.41	
MARTIN L KING 2	LNBHCAXL	61.56	0.1994	0.6307	46.6%	59.27	63.86	-0.1754	-0.7364	53.1%	74.04	70.00	3.67	-0.1315	-1.2280	76.8%	5.18	2.16	2.41	-0.0159	-0.6133	45.4%	2.60	2.23	
SANTA BARBARA 1	SNBCCAXF	62.13	0.2015	0.5507	41.3%	59.81	64.44	-0.2160	-0.7340	53.0%	72.62	67.66	3.75	-0.1235	-1.8545	92.3%	5.17	2.33	2.64	-0.0458	-1.1417	73.5%	3.17	2.11	
LAKE HUGHES 1	LKHGCAXF	52.37	0.2294	0.5810	43.3%	49.73	55.01	-0.2904	-0.7596	54.5%	72.03	65.35	4.36	0.0915	1.1421	73.5%	3.31	5.42	3.06	0.0841	1.3096	79.7%	2.09	4.02	
SUNLAND/TUJUNGA	SNLDCAXF	57.71	0.2311	0.7988	56.7%	55.05	60.36	0.0907	0.3624	28.0%	67.81	69.90	3.78	-0.1080	-1.9453	93.6%	5.02	2.54	2.58	-0.0508	-1.7678	91.0%	3.16	1.99	
NORWALK	NRLWCAXF	65.99	0.2434	0.9877	66.6%	63.19	68.79	-0.0127	-0.0590	4.7%	76.17	75.88	3.59	-0.2121	-1.8993	93.0%	6.03	1.15	2.11	-0.0146	-0.6901	50.3%	2.28	1.94	
CALIMESA	CLMSCAXF	71.45	0.2466	0.8567	60.0%	68.61	74.29	-0.0419	-0.2549	19.9%	80.82	79.86	2.87	-0.1384	-2.1524	95.8%	4.46	1.28	1.94	-0.0155	-0.8592	60.1%	2.12	1.77	
BIG BEAR CITY	BBCYCAAF	57.85	0.2500	0.7585	54.4%	54.98	60.73	-0.3823	-1.2738	78.5%	75.80	67.01	4.69	-0.2494	-2.2416	96.5%	7.56	1.82	2.86	-0.0542	-1.4711	84.5%	3.49	2.24	
BRIDGEPORT	BRPTCAXF	46.83	0.2555	0.5506	41.3%	43.89	49.77	-0.0653	-0.1194	9.4%	62.95	61.45	4.60	-0.1383	-1.3520	81.0%	6.19	3.01	3.57	-0.1427	-1.5903	87.5%	5.21	1.93	
ALAMITOS	SLBHCAXF	60.44	0.2558	1.0469	69.4%	57.50	63.38	0.0452	0.1709	13.4%	69.21	70.25	3.95	-0.1618	-1.9321	93.4%	5.81	2.09	2.64	-0.0395	-1.4967	85.2%	3.09	2.18	
NORTH SHORE	NSHSCAXF	36.79	0.2588	0.9427	64.4%	33.82	39.77	-0.3829	-1.1486	73.7%	50.72	41.91	5.75	-0.1514	-2.1221	95.5%	7.49	4.01	4.37	-0.0353	-0.6789	49.6%	4.77	3.96	
WESTMINSTER 1	WMNSCAXF	59.55	0.2593	1.0936	71.5%	56.57	62.53	-0.2595	-1.0584	69.9%	71.27	65.30	3.96	-0.1496	-1.6145	88.0%	5.69	2.24	2.62	-0.0266	-1.1155	72.4%	2.92	2.31	
EXETER	EXTRCAXF	56.46	0.2635	0.9701	65.8%	53.43	59.49	0.1131	0.3805	29.3%	62.37	64.97	4.05	-0.0466	-0.8813	61.3%	4.59	3.51	3.09	0.0224	0.6436	47.4%	2.83	3.34	
LOMA LINDA	LMLNCAXF	65.27	0.2722	1.0492	69.5%	62.14	68.40	-0.0187	-0.1080	8.5%	75.62	75.19	3.22	-0.0729	-1.2493	77.6%	4.06	2.38	2.16	0.0121	0.7521	54.0%	2.02	2.30	
PERRIS 1	PERSCAXF	65.26	0.2758	1.0741	70.6%	62.08	68.43	-0.0829	-0.4219	32.3%	76.13	74.22	3.20	-0.1020	-2.1575	95.8%	4.37	2.03	2.14	-0.0075	-0.5573	41.7%	2.23	2.06	
COLFAX	CLFXCAAF	59.70	0.2783	0.5229	39.4%	56.50	62.90	-0.2006	-0.4378	33.4%	73.73	69.12													

Table 4F.9 (page 5 of 5)

Sorted by Coef. Of Pet Cleared within 24 hours																								
Pct cleared within 24 hrs (actual)																								
Wire Center Name	CLLI	Pct cleared within 24 hrs (actual)				Days to Clear 90% (actual)					Days to Clear 90% (adjusted)													
		Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val	Mean Val	Coef	t-stat	Conf.	1Q10 Val	4Q15 Val						
WARNER 2	HNBHCAXL	59.18	0.3302	1.4282	83.3%	55.38	62.98	-0.1030	-0.4236	32.4%	68.49	66.12	4.28	-0.1494	-1.8756	92.7%	5.99	2.56	2.98	-0.0367	-1.2963	79.2%	3.41	2.56
BISHOP	BSHPCAXG	57.81	0.3438	1.1717	74.7%	53.85	61.76	0.0962	0.3355	26.0%	63.99	66.20	3.88	-0.1302	-2.0390	94.7%	5.38	2.38	2.60	-0.0583	-3.5427	99.8%	3.27	1.93
SYLMAR	SYLMCAXF	57.11	0.3466	1.3604	81.3%	53.13	61.10	0.2933	1.0036	67.4%	63.83	70.57	3.92	-0.1056	-1.9412	93.5%	5.13	2.70	2.72	-0.0553	-1.9933	94.2%	3.36	2.08
SUNNEYMEAD	SNYMCAXF	77.34	0.3534	2.0412	94.7%	73.28	81.41	0.0454	0.4056	31.1%	83.92	84.97	2.20	-0.0759	-2.5007	98.0%	3.07	1.32	1.51	-0.0149	-1.0364	68.9%	1.68	1.34
STADIUM 1	LNBHCAXS	68.36	0.3640	1.1275	72.9%	64.17	72.54	-0.0446	-0.2391	18.7%	79.49	78.46	3.53	-0.1644	-1.5304	86.0%	5.42	1.64	2.13	-0.0177	-0.7608	54.6%	2.33	1.92
TIVY VALLEY	TVVYCAFX	41.58	0.3642	1.0567	69.8%	37.39	45.77	-0.1437	-0.3449	26.7%	55.75	52.45	4.50	-0.0342	-0.9003	62.3%	4.89	4.10	3.84	-0.0015	-0.0493	3.9%	3.86	3.83
SEA RANCH	SERNCAFXG	37.44	0.3674	1.1651	74.4%	33.22	41.67	0.5937	1.4322	83.4%	37.31	50.97	5.38	0.0771	0.8155	57.7%	4.50	6.27	4.31	0.0444	0.5384	40.5%	3.80	4.82
ALISO	SLGBCAXF	51.42	0.3701	0.8509	59.6%	47.16	55.67	-0.1112	-0.2173	17.0%	61.85	59.30	5.60	-0.0472	-0.3937	30.3%	6.14	5.05	4.00	0.0490	0.5392	40.5%	3.43	4.56
PINYON	PNYNCAFX	31.11	0.3861	0.6046	44.9%	26.67	35.55	-0.4971	-0.7208	52.2%	46.61	35.17	6.70	-0.0134	-0.2106	16.5%	6.86	6.55	5.57	-0.0165	-0.2685	20.9%	5.76	5.38
WASHINGTON STREET	BRDNCAFX	70.26	0.3873	2.0198	94.5%	65.81	74.72	0.1423	0.7746	55.4%	75.91	79.18	2.58	-0.0842	-2.9403	99.3%	3.54	1.61	2.05	-0.0221	-1.1407	73.4%	2.30	1.79
NEWBURY PARK 1	NWPKCAXF	65.86	0.3906	1.2908	79.0%	61.37	70.35	0.1535	0.6617	48.5%	72.78	76.31	2.81	-0.0630	-1.9736	93.9%	3.54	2.09	2.32	-0.0529	-2.2071	96.2%	2.93	1.71
TEMECULA	TMCLCAXG	82.93	0.4129	1.6040	87.8%	78.18	87.68	0.1292	0.6005	44.6%	87.12	90.09	1.58	-0.0564	-2.2718	96.7%	2.23	0.93	1.25	-0.0365	-2.1804	96.0%	1.67	0.83
NORTH EDWARDS	NEDWCAFX	35.90	0.4183	0.7102	51.5%	31.09	40.71	0.4525	0.6904	50.3%	47.25	57.66	4.77	-0.0318	-0.3839	29.5%	5.13	4.40	3.52	-0.0964	-1.8858	92.8%	4.63	2.41
COACHELLA	COACHCAFX	52.58	0.4281	1.1180	72.5%	47.65	57.50	0.1230	0.2959	23.0%	57.88	60.70	3.73	-0.1284	-2.3053	96.9%	5.21	2.25	2.86	-0.0462	-1.2968	79.2%	3.39	2.33
SEPUVEDA 1	SPLVCAFX	66.87	0.4286	1.8351	92.1%	61.94	71.80	0.0297	1.4996	85.3%	72.23	79.03	3.26	-0.0858	-2.1551	95.8%	4.25	2.27	2.34	-0.0486	-1.9860	94.1%	2.90	1.79
MESA	LMPCCAXG	58.45	0.4318	1.1398	73.4%	53.48	63.41	0.2959	0.2014	15.8%	65.05	66.73	3.40	-0.1364	-2.5346	98.1%	4.97	1.83	2.51	-0.0748	-2.9115	99.2%	3.37	1.65
CALIFORNIA CITY	CFCYCAFX	48.16	0.4563	1.4914	85.1%	42.91	53.40	0.2749	0.7453	53.6%	55.06	61.38	4.48	-0.0925	-2.2425	96.5%	5.55	3.42	3.34	-0.0643	-2.0785	95.1%	4.08	2.60
MUSCOY	MSCYCAFX	64.72	0.4714	1.4704	84.5%	59.30	70.14	0.0405	0.1882	14.8%	79.68	80.61	3.11	-0.0825	-1.3226	80.1%	4.06	2.16	2.00	-0.0085	-0.5166	39.0%	2.10	1.90
LOS ALAMOS	LSALCAFX	61.52	0.4750	1.1579	74.1%	56.05	66.98	0.5124	1.2515	77.7%	62.59	74.37	3.26	-0.1138	-3.0367	99.4%	4.57	1.95	2.70	-0.0688	-2.1550	95.8%	3.49	1.91
SANGER	SNGRCAXF	47.90	0.4794	1.3368	80.6%	42.38	53.41	-0.0274	-0.0712	5.6%	56.56	55.93	4.33	-0.1637	-2.3260	97.1%	6.21	2.45	3.42	-0.0827	-2.3526	97.2%	4.38	2.47
BUSHARD	HNBHCAXH	50.37	0.5079	1.9788	94.0%	44.53	56.21	-0.0440	-0.1409	11.1%	60.39	59.38	4.44	-0.1684	-1.9393	93.5%	6.38	2.51	3.22	-0.0416	-1.5257	85.9%	3.70	2.74
ONTARIO	ONTRCAFX	67.78	0.5211	2.8288	99.0%	61.79	73.77	0.2995	2.1577	95.8%	72.65	79.53	2.87	-0.1015	-1.9402	93.5%	4.04	1.71	2.07	-0.0311	-3.2787	99.7%	2.43	1.71
EDGEMONT	EDMTCAXF	76.93	0.5489	2.5750	98.3%	70.61	83.24	0.0657	0.6000	44.6%	83.26	84.77	2.11	-0.0986	-3.1621	99.6%	3.25	0.98	1.49	-0.0201	-1.7561	90.8%	1.72	1.26
INDIO	INDICAXG	63.18	0.5747	2.0602	94.9%	56.57	69.79	0.1529	0.6088	45.1%	68.64	72.15	3.19	-0.1127	-2.5438	98.2%	4.49	1.90	2.47	-0.0370	-1.4751	84.6%	2.90	2.05
FOWLER	FWLRCAXF	52.02	0.5857	2.1530	95.8%	45.29	58.76	0.3548	1.0762	70.7%	59.52	67.68	3.70	-0.0873	-3.5186	99.8%	4.70	2.70	3.07	-0.0635	-2.6129	98.4%	3.80	2.34
LAQUINTA	LAQNCAXG	60.64	0.5937	2.1924	96.1%	53.81	67.47	0.1558	0.6337	46.7%	66.61	70.19	3.61	-0.1308	-2.6736	98.6%	5.11	2.10	2.73	-0.0435	-1.4490	83.9%	3.23	2.23
OASIS	OASSCAFX	42.81	0.6099	1.7947	91.4%	35.79	49.82	0.4127	1.0748	70.6%	49.02	58.51	5.32	-0.0834	-0.8531	59.8%	6.28	4.37	3.55	-0.0702	-1.4496	83.9%	4.36	2.75
BENTON	BNTNCAFX	27.40	0.6267	1.2214	76.6%	20.19	34.61	1.4114	2.2757	96.7%	26.14	58.60	5.13	-0.2255	-2.5113	98.0%	7.72	2.54	4.14	-0.1533	-2.0031	94.3%	5.90	2.37
BORON	BORNCAFX	42.51	0.6412	1.3694	81.6%	35.14	49.89	0.3698	0.6644	48.7%	49.21	57.72	5.04	-0.1236	-1.5566	86.7%	6.46	3.61	3.87	-0.0451	-0.8042	57.1%	4.39	3.35
TRONA	TRONCAFX	30.29	0.6422	1.6172	88.1%	22.90	37.68	-0.3843	-0.7649	54.8%	53.18	44.34	5.84	-0.1500	-1.6764	89.3%	7.57	4.12	4.56	-0.0792	-1.5400	86.3%	5.47	3.65
BRADLEY	ORCTCAXG	61.19	0.6514	2.2444	96.5%	53.70	68.68	0.2789	1.2218	76.6%	66.80	73.22	3.45	-0.1354	-2.1618	95.9%	5.00	1.89	2.45	-0.0588	-2.6779	98.7%	3.13	1.77
SURF	SURFCAFX	72.23	0.6557	0.9424	64.4%	64.69	79.77	0.2243	0.3203	24.8%	73.95	79.11	2.09	-0.0850	-2.2004	96.2%	3.07	1.12	2.06	-0.1182	-2.1252	95.5%	3.42	0.70
DESERT SHORES	DSSHCAFX	47.87	0.7669	1.1233	72.7%	39.05	56.69	0.0018	0.0025	0.2%	55.25	55.29	4.61	-0.2297	-2.7925	99.0%	7.25	1.97	3.54	-0.1225	-1.8028	91.5%	4.94	2.13
SALTON CITY	SLCYCAFX	48.71	0.7887	1.4850	84.9%	39.64	57.78	0.1432	0.2760	21.5%	56.72	60.02	4.61	-0.1539	-2.2422	96.5%	6.38	2.84	3.49	-0.0796	-1.4555	84.1%	4.40	2.57
RUNNING SPRINGS	RNSPCAFX	51.52	0.7940	1.9054	93.1%	42.39	60.65	0.3032	0.8395	59.0%	61.91	68.89	4.82	-0.2454	-2.5479	98.2%	7.65	2.00	3.56	-0.1499	-2.3603	97.3%	5.29	1.84
JUNE LAKE	JNLKCAFX	53.88	0.8404	0.9590	65.2%	44.22	63.55	0.5512	0.7666	54.9%	59.76	72.43	3.69	-0.1673	-1.6142	88.0%	5.61	1.76	2.69	-0.1000	-1.9196	93.3%	3.80	1.50
DESERT HEIGHTS	DSHGCAFX	54.22	0.9292	2.2060	96.2%	43.53	64.90	0.4816	1.3754	81.8%	61.74	72.81	4.06	-0.1879	-2.5180	98.1%	6.22	1.90	2.75	-0.0555	-1.5484	86.5%	3.39	2.11
RANDBURG	RNBGCAFX	28.72	0.9824	1.0855	71.1%	17.92	40.51	0.8874	0.8315	58.6%	34.99	55.40	8.04	-0.2052	-1.1042	71.9%	10.30	5.58	6.41	-0.1980	-1.1684	74.5%	8.59	4.03
MAMMOTH LAKES	MMLKCAFX	55.76	1.1664	4.0879	100.0%	42.35	69.17	0.4990	1.6588	88.9%	61.62	73.10	4.30	-0.1467	-1.6974	89.7%	5.98	2.61	2.91	-0.0770	-2.1508	95.8%	3.80	2.03
LONE PINE	LNPNCAXF	33.78	1.1972	2.8168	99.0%	20.01	47.55	0.6187	1.1935	75.5%	38.86	53.09	5.39	-0.1647	-2.4491	97.8%	7.29	3.50	4.28	-0.1334	-3.1882	99.6%	5.81	2.75
LEE VINING	LVNGCAFX	55.24	1.4076	1.4754	84.6%	38.86	71.23	-0.5362	-0.5678	42.4%	81.18	68.84	2.68	-0.0183	-0.2478	19.4%	2.90	2.48	1.59	-0.0278	-0.7776	55.5%	1.92	1.28
INDEPENDENCE	INDPCAAX	38.69	1.4942	2.1622	95.9%	21.51	55.87	1.2188	1.4511	84.0%	34.50	62.53	5.44	-0.2345	-2.1505	95.8%	8.14	2.74	4.43	-0.2230	-2.3643	97.3%	6.99	1.86
BIG PINE	BGPICAXF	52.15	1.5158	2.4868	97.9%	34.72	69.58	1.1866	2.2645	96.7%	45.84	73.13	3.68	-0.2024	-2.5081	98.0%	6.01	1.35	2.67	-0.1261	-3.7433	99.9%	4.12	1.22
PINE CREEK	PNCKCAFX	45.62	1.7782	3.0577	99.4%	25.17	66.07	2.0279	3.6198	99.9%	33.33	79.97	4.78	-0.0053	-0.0419	3.3%	4.85	4.72	2.99	-0.0503	-1.9548	93.7%	3.56	2.41

Table 4F.10

FRONTIER CALIFORNIA  
REPORTING UNIT PERFORMANCE TRENDS  
OVER THE PERIOD 2Q2016-4Q2017

Sorted by Coef. Of Pet Cleared within 24 hours

Wire Center Name	CLLI	Pct cleared within 24 hrs (actual)				Pct cleared within 24 hrs (adjusted)				Days to Clear 90% (actual)				Days to Clear 90% (adjusted)											
		Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val						
LEMON COVE	LMCVCAF	54.40	-24.3254	-5.8816	99.9%	115.21	-30.74	55.4398	-24.1468	-590.6%	1.00	115.81	-29.07	1.8003	0.3269	125.8%	0.74	0.98	2.94	1.6187	0.3175	188.2%	0.89	0.83	2.72986
LEGETT	LGTCAXF	29.52	-14.7619	-3.7456	99.0%	73.81	-14.76	41.4286	-14.4643	-343.8%	0.99	84.82	-1.96	5.7870	2.0594	223.8%	0.93	-0.39	11.97	4.9512	1.6719	208.8%	0.92	-0.06	9.96689
BENTON	BNTNCAF	33.35	-8.8605	-2.7814	96.8%	59.93	6.77	41.1054	-6.4116	-122.4%	0.73	60.34	21.87	4.0100	-0.1677	-37.9%	0.28	4.51	3.51	3.3426	-0.1202	-29.6%	0.22	3.70	2.98185
BADGER	BDGRCAF	34.23	-8.1297	-2.1496	92.5%	58.62	9.84	50.8966	-5.1535	-90.2%	0.60	66.36	35.44	4.1048	0.3658	78.0%	0.53	3.01	5.20	2.7447	-0.0999	-25.7%	0.19	3.04	2.44497
BERRENDA MESA	BRMSCAXF	10.00	-7.4324	-1.4402	80.0%	26.35	-18.24	30.0000	-2.0270	-15.2%	0.12	34.46	22.30	2.8367	-0.2103	-44.5%	0.33	3.30	2.04	2.1182	-0.2018	-54.4%	0.39	2.56	1.35145
LOST HILLS	LSHLCAF	33.99	-6.1905	-1.2809	75.2%	52.56	15.42	34.5421	-6.1905	-127.7%	0.75	53.11	15.97	9.3888	-4.7803	-177.5%	0.87	23.73	-4.95	8.0963	-4.0983	-180.3%	0.88	20.39	-4.1986
SEPULVEDA 1	SPLVCAF1	47.22	-4.5238	-0.4425	32.6%	59.29	32.14	52.7778	0.2381	2.3%	0.02	52.14	53.57	3.6304	0.7774	103.2%	0.66	1.56	6.22	3.2971	0.6203	92.9%	0.61	1.64	5.36473
ROBBINS	RBNSCAXG	26.19	-4.2857	-0.8577	57.6%	39.05	13.33	51.6667	-13.6905	-485.5%	1.00	92.74	10.60	2.2675	0.1667	126.3%	0.75	1.77	2.77	1.7154	0.2350	400.5%	0.99	0.89	2.30284
BRIDGEPORT	BRPTCAF	54.08	-3.5926	-1.1644	71.2%	64.85	43.30	62.1115	-3.3694	-79.3%	0.54	72.22	52.00	3.1439	0.1286	45.5%	0.33	2.76	3.53	2.3675	0.0993	39.0%	0.29	2.07	2.66543
ALDERPOINT	ALPNCAF	23.37	-3.4537	-0.7956	54.3%	33.73	13.01	35.6410	-3.8108	-89.2%	0.59	47.07	24.21	11.3753	3.1000	207.1%	0.92	2.08	20.68	9.8372	2.6879	215.6%	0.93	1.77	17.9008
GRANT GROVE	CVLCAF	40.02	-2.9928	-0.8129	55.3%	48.99	31.04	45.5948	-3.1434	-87.5%	0.58	55.03	36.16	3.4720	-0.2031	-133.9%	0.77	4.08	2.86	2.8047	-0.1712	-110.1%	0.69	3.32	2.29112
PARKFIELD	PRDFCAF	75.00	-2.8571	-0.2425	18.4%	81.43	64.29	87.5000	-4.2857	-43.3%	0.32	97.14	71.43	2.1901	0.5763	54.0%	0.39	0.89	4.35	1.6901	0.5191	57.3%	0.41	0.52	3.6369
COVELO	CVLCAF	13.43	-2.7788	-1.9856	90.6%	21.77	5.10	28.0541	-0.0367	-1.4%	0.01	28.16	27.94	7.5115	0.9797	155.3%	0.83	4.57	10.45	6.4121	0.8911	169.4%	0.86	3.74	9.08539
LOS ALAMOS	LSALCAF	39.29	-2.2024	-0.7955	54.3%	45.90	32.68	48.6935	0.1190	2.8%	0.02	48.34	49.05	4.8670	0.2456	58.6%	0.42	4.13	5.60	3.5948	0.0333	7.3%	0.06	3.49	3.69469
WHITEHORN	WHTRCAXG	32.15	-2.1275	-0.7455	51.6%	38.53	25.77	40.8231	-3.5037	-114.7%	0.71	51.33	30.31	5.5795	0.4645	73.4%	0.51	4.19	6.97	4.7766	0.5392	92.2%	0.61	3.16	6.39407
LAYTONVILLE	LYVLCAF	20.58	-1.7938	-0.7829	53.7%	25.96	15.19	35.8353	-1.6882	-56.2%	0.41	40.90	30.77	6.7841	0.9021	229.3%	0.94	4.08	9.49	5.5167	0.8946	246.8%	0.95	2.83	8.20059
JUNE LAKE	JNLKCAF	64.71	-1.7367	-0.2599	19.6%	69.92	59.50	65.4662	-2.3006	-34.1%	0.26	72.37	58.56	3.0042	0.5173	107.8%	0.68	1.45	4.56	2.5564	0.5078	126.3%	0.75	1.03	4.07989
MAMMOTH LAKES	MLLKCAF	55.69	-1.6508	-0.4655	34.2%	60.64	50.74	60.2697	-0.8539	-24.9%	0.19	62.83	57.71	14.1742	0.8569	193.2%	0.90	-10.00	38.34	11.8043	7.0755	194.9%	0.90	-9.42	33.0308
WILLOW CRK	WHTRCAXF	20.98	-1.6161	-0.9469	62.0%	25.83	16.13	32.3409	-0.3815	-16.5%	0.13	33.49	31.20	6.0032	0.4674	204.6%	0.91	4.60	7.41	4.8488	0.2379	112.1%	0.70	4.14	5.56241
CROWLEY LAKE	CRLKCAF	66.30	-1.5724	-0.2919	22.0%	71.01	61.58	70.5875	-2.2681	-42.4%	0.31	77.39	63.78	3.1532	0.2422	55.7%	0.40	2.43	3.88	2.5101	0.3197	86.9%	0.58	1.55	3.46927
GLENNVILLE	GLNLCAF	6.55	-1.3068	-1.1436	70.4%	10.47	2.63	11.3450	-2.8977	-185.8%	0.89	20.04	2.65	7.2432	-0.0635	-18.0%	0.14	7.43	7.05	6.2807	-0.2283	-69.1%	0.48	6.97	5.59577
SNELLING	SNNGCAF	11.42	-1.3039	-0.8736	58.4%	15.33	7.51	20.3587	0.3224	24.0%	0.18	19.39	21.33	6.9147	0.1548	105.4%	0.67	6.45	7.38	5.8130	0.1548	125.0%	0.74	5.35	6.2775
WEAVERVILLE	WVVLCAF	50.30	-1.2608	-0.4058	30.1%	54.08	46.51	65.2902	0.2917	118.2%	0.72	56.38	74.21	4.1274	0.3691	103.0%	0.66	3.02	5.23	2.6453	-0.0401	-29.8%	0.22	2.77	2.52486
HAYFORK	HYFKCAF	48.12	-1.2542	-0.3322	24.9%	51.88	44.35	57.7172	-1.3888	-38.9%	0.29	61.88	53.55	3.9112	0.0356	13.9%	0.11	3.80	4.02	3.3161	-0.0250	-13.7%	0.10	3.39	3.24092
GAVIOTA	805567	18.21	-0.7937	-0.3596	26.9%	20.59	15.83	20.5514	-1.1905	-52.3%	0.38	24.12	16.98	8.4067	1.6722	374.3%	0.99	3.39	13.42	7.0424	1.3829	373.8%	0.99	2.89	11.1909
BISHOP	BSHPCAXG	54.00	-0.6671	-0.1514	11.5%	56.01	52.00	58.6344	-0.0561	-1.3%	0.01	58.80	58.47	3.4537	-0.0806	-27.8%	0.21	3.70	3.21	2.5577	-0.0833	-30.7%	0.23	2.81	2.30789
TRONA	TRONCAF	37.10	-0.3401	-0.1716	13.1%	38.12	36.08	41.2520	-1.0332	-43.6%	0.32	44.35	38.15	2.7848	-0.1045	-38.9%	0.29	3.10	2.47	2.4247	-0.1346	-70.0%	0.49	2.83	2.02098
REEDLEY	RDLYCAF	61.44	-0.3099	-0.1743	13.3%	62.37	60.51	64.2639	0.0608	3.6%	0.03	64.08	64.45	2.7984	-0.0188	-11.7%	0.09	2.85	2.74	2.1563	-0.0946	-85.3%	0.57	2.44	1.87257
LEE VINING	LVNGCAF	36.90	-0.2976	-0.0486	3.7%	37.80	36.01	45.8333	-3.4226	-42.0%	0.31	56.10	35.57	3.9212	0.6067	192.0%	0.90	2.10	5.74	3.1113	0.5330	167.5%	0.86	1.51	4.71019
KENWOOD	KNWDCAF	12.65	-0.1311	-0.0908	6.9%	13.04	12.25	31.4432	3.1772	75.4%	0.52	21.91	40.97	16.3508	2.7482	73.6%	0.51	8.11	24.60	13.9444	2.6140	81.0%	0.55	6.10	21.7864
FARMERSVILLE	FRVLCAXF	54.55	-0.1079	-0.0408	3.1%	54.87	54.22	61.9208	1.7289	55.3%	0.40	56.73	67.11	3.4166	-0.0813	-50.5%	0.37	3.66	3.17	2.3690	-0.1979	-160.4%	0.84	2.96	1.77543
RANDBURG	RNBGCAXF	12.86	-0.0965	-0.0148	1.1%	13.22	12.64	19.5238	-6.4028	-118.2%	0.72	43.85	5.44	5.7599	-0.0100	-6.7%	0.05	5.80	5.74	3.9783	0.7293	390.2%	0.99	1.21	5.58279
PINE CREEK	PNCKCAF	36.80	-0.0850	-0.0205	1.6%	37.06	36.55	37.7551	-0.0850	-2.1%	0.02	38.01	37.50	4.6990	0.3854	61.8%	0.44	3.54	5.86	3.8491	0.3140	69.1%	0.48	2.91	4.791
VTYL HSPR	760995	100.00	0.0000		100.00	100.00	100.0000	0.0000			100.00	100.00	0.2042	0.0375			0.19	0.41	0.2042	0.0375			0.19	0.41	0.41042
EXETER	EXTRCAF	53.05	0.0502	0.0189	1.4%	52.90	53.20	58.1174	1.2765	52.2%	0.38	54.29	61.95	3.4857	0.0179	16.3%	0.12	3.43	3.54	2.6891	0.0391	34.6%	0.26	2.57	2.8064
CALIFORNIA HOT SPRING	CHSPCAF	18.17	0.0803	0.0467	3.6%	17.93	18.41	27.4050	-1.2894	-48.8%	0.36	31.27	23.54	7.1904	0.0319	15.7%	0.12	7.09	7.29	6.1679	0.0207	9.9%	0.08	6.11	6.22991
MORGAN HILL	MRHLCAF	42.64	0.3032	0.1195	9.1%	41.73	43.55	48.9590	0.0568	2.1%	0.02	48.79	49.13	4.2348	0.1093	22.6%	0.17	3.91	4.56	3.7945	0.0891	20.6%	0.16	3.53	4.06195
INDEPENDENCE	INDPCAXF	59.39	0.3571	0.0527	4.0%	58.32	60.47	65.9416	-2.3214	-31.7%	0.24	72.91	58.98	2.8424	0.2306	49.0%	0.36	2.15	3.53	2.2523	0.1732	43.3%	0.32	1.73	2.77178
TIMBER COVE	TMCVCAF	43.48	0.7575	0.3129	23.5%	41.21	45.76	55.0794	-1.5930	-37.2%	0.28	59.86	50.30	4.7967	-0.3533	-152.7%	0.82	5.86	3.74	3.4986	0.0131	5.8%	0.04	3.46	3.53797
DUNLAP	DNLPCAXF	47.44	0.9198	0.3049	22.9%	44.68	50.20	55.9483	1.3040	38.6%	0.29	52.04	59.86	3.0888	0.0715	32.9%	0.25	2.87	3.30	2.7594	-0.0536	-24.6%	0.19	2.92	2.5987
GARBERVILLE	GRVLCAXF	31.88	0.9646	0.3796	28.3%	28.99	34.78	45.6345	0.7140	22.5%	0.17	43.49	47.78	6.2997	1.0112	259.9%	0.96	3.27	9.33	5.3555	0.9189	234.8%	0.94	2.60	8.11215
LINDSAY	LNSDCAF	52.87	1.0755	0.8589	57.7%	49.64	56.09	58.5103	1.1443	86.3%	0.58	55.08	61.94	3.3355	-0.1361	-137.6%	0.78	3.74	2.93	2.6911	-0.0830	-97.8%	0.63	2.94	2.44201
MAD RIVER	MDRVCAF	14.00	1.2600	0.4528	33.3%	10.22	17.78	28.1241	2.8077	112.5%	0.70	19.70	36.55	6.3948	1.3503	265.1%	0.96	2.34	10.45	5.2562	1.1962	289.6%	0.97	1.67	8.84462
SAN JOAQUIN	SNJQCAF	26.38	1.2920	2.1042	92.0%	22.50	30.26	34.3574	3.3939	196.2%	0.90	24.18	44.54	5.6109	-0.2872	-117.9%	0.72	6.47	4.75	4.3060	-0.2472	-81.1%	0.55	5.05	3.56436
SANGER	SNGRCAF	61.52	1.5085	1.1469	70.5%	57.00	66.05	66.1950	1.0698	65.3%	0.46	62.99	69.40	2.6453	-0.2012	-346.7%	0.99	3.25	2.04	1.9285	-0.1786	-312.0%	0.98	2.46	1.39276
FLOWER	FLWRCAF</																								

Table 4F.10 (page 2 of 4)

		Sorted by Coef. Of Pet Cleared within 24 hours				Pct cleared within 24 hrs (actual)				Pct cleared within 24 hrs (adjusted)				Days to Clear 90% (actual)				Days to Clear 90% (adjusted)							
Wire Center Name	CLLI	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val
GUADALUPE	GDLPXCAG	68.77	2.1597	0.5606	40.5%	62.29	75.25	70.0694	2.1597	61.5%	0.44	63.59	76.55	2.5374	0.2568	53.9%	0.39	1.77	3.31	2.3837	0.1933	47.6%	0.35	1.80	2.96364
GUADALUPE	GDLPXCAG	68.77	2.1597	0.5606	40.5%	62.29	75.25	70.0694	2.1597	61.5%	0.44	63.59	76.55	2.5374	0.2568	53.9%	0.39	1.77	3.31	2.3837	0.1933	47.6%	0.35	1.80	2.96364
OLANCHA	OLNCCAXF	14.29	2.3810	0.4472	33.0%	7.14	21.43	14.2857	2.3810	44.7%	0.33	7.14	21.43	5.8871	-0.2442	-70.5%	0.49	6.62	5.15	5.0300	-0.1371	-44.8%	0.33	5.44	4.6188
DESERT CENTER	DSCTCAXG	25.00	2.4224	0.5360	38.9%	18.14	32.67	28.3333	4.7826	95.9%	0.63	14.78	43.48	7.6648	1.5032	138.1%	0.78	3.41	12.43	6.4867	1.3939	145.1%	0.80	2.54	10.9007
ORLEANS	ORLNCXAF	46.93	2.4496	0.3078	23.1%	39.58	54.28	49.1300	0.8013	10.6%	0.68	46.73	51.53	3.9364	-0.0230	-4.2%	0.03	4.01	3.87	3.1764	-0.0245	-5.4%	0.04	3.25	3.10303
LONE PINE	LNPNCAXF	19.16	2.4673	0.7054	49.3%	11.76	26.56	26.0560	0.4607	15.7%	0.12	24.67	27.44	4.9531	-0.1802	-59.1%	0.42	5.49	4.41	4.1318	-0.0641	-25.3%	0.19	4.32	3.93965
RIPON	SURFCAXF	45.85	2.4746	1.0074	64.7%	38.43	53.28	50.4938	3.3057	133.5%	0.77	40.58	60.41	4.2152	-0.1913	-105.8%	0.67	4.79	3.64	3.1156	-0.2534	-132.8%	0.77	3.88	2.35523
FARMINGTON	FRTNCAXF	58.08	2.5255	0.3711	27.7%	50.50	65.65	66.4683	1.0516	16.3%	0.12	63.31	69.62	4.8879	0.3382	36.8%	0.27	3.87	5.90	3.4443	0.4782	66.5%	0.47	2.01	4.87901
HI VISTA		21.67	2.5641	0.3487	26.1%	13.97	29.36	21.6667	2.5641	34.9%	0.26	13.97	29.36	2.4938	-0.1783	-89.5%	0.59	3.03	1.96	2.2938	-0.0629	-40.8%	0.30	2.48	2.10513
GILROY	GLRYCAXF	41.14	2.6725	1.1014	68.7%	33.12	49.16	46.4821	2.0448	79.7%	0.54	40.35	52.62	4.0693	0.0780	25.0%	0.19	3.84	4.30	3.5410	0.0656	25.6%	0.19	3.34	3.7377
COLFAX	CLFXCAXF	51.69	2.9549	1.1307	69.9%	42.83	60.55	62.3625	2.9108	97.3%	0.63	53.63	71.09	3.6585	-0.1461	-113.0%	0.70	4.10	3.22	2.7057	-0.2485	-181.4%	0.88	3.45	1.96027
BUTTONWILLOW	BTNWCAXF	38.08	3.0727	1.2993	75.8%	28.86	47.30	39.7342	3.9656	174.3%	0.87	27.84	51.63	4.7129	0.1304	13.6%	0.10	4.32	5.10	3.9274	0.2677	32.1%	0.24	3.12	4.73058
CAZADERO	CZDRXCAG	45.92	3.0762	0.8330	56.3%	36.69	55.15	60.6158	6.2005	165.4%	0.85	42.01	79.22	4.9619	0.1703	32.2%	0.24	4.45	5.47	3.6427	-0.3141	-53.1%	0.39	4.58	2.70032
TAFT	TAFTCAXF	51.90	3.2776	0.9966	64.3%	42.07	61.73	53.4621	2.9422	94.5%	0.62	44.64	62.29	3.4102	-0.3120	-241.4%	0.95	4.35	2.47	2.8727	-0.1208	-119.6%	0.72	3.24	2.51024
MANTECA	THOKCAXF	48.44	3.2779	1.6008	83.9%	38.60	58.27	54.1707	4.4889	212.0%	0.92	40.70	67.64	3.5371	0.0383	39.7%	0.29	3.42	3.65	2.7021	-0.1492	-130.2%	0.76	3.15	2.25454
LOS GATOS	LSGTCAAX	35.94	3.3485	1.4030	79.0%	25.89	45.98	45.0646	3.9147	155.2%	0.83	33.32	56.81	5.5687	0.1324	24.1%	0.18	5.17	5.97	4.3781	0.0882	18.3%	0.14	4.11	4.64278
CANTUA CREEK	CNCKCAXF	17.02	3.4694	1.0363	66.0%	5.46	26.28	46.9048	1.4286	18.6%	0.14	42.14	50.71	7.4110	0.3948	32.5%	0.24	6.09	8.46	5.1869	-0.3426	-28.1%	0.21	6.42	4.36473
FORT IRWIN	FTIRCAXF	59.52	3.5714	0.4321	31.9%	48.81	70.24	72.6190	5.3571	76.9%	0.53	56.55	88.69	2.8745	-1.0656	-128.9%	0.76	6.07	-0.32	1.2969	-0.0610	-26.3%	0.20	1.48	1.11381
ALPAUGH	ALPGCAXF	28.36	3.8690	1.1751	71.6%	16.75	39.97	28.3613	3.8690	117.5%	0.72	16.75	39.97	5.2848	-0.4170	-80.9%	0.55	6.54	4.03	4.2848	-0.4527	-112.9%	0.70	5.64	2.92679
SANTA YNEZ	LAPNCAXF	42.44	4.1774	1.5830	83.5%	29.91	54.97	49.8963	4.4781	151.8%	0.82	36.46	63.33	3.7585	-0.1090	-38.7%	0.29	4.09	3.43	3.2380	-0.1053	-42.4%	0.31	3.55	2.922
LAGUNA BEACH	LGBHCAXF	37.89	4.3286	2.1577	92.6%	24.90	50.87	45.4661	3.3791	148.6%	0.81	35.33	55.60	4.6937	-0.0558	-14.1%	0.11	4.86	4.53	3.7471	-0.0652	-18.9%	0.14	3.94	3.55151
SANTA MARIA	SNTMCAXF	56.90	4.4169	1.5123	81.9%	43.65	70.16	63.5138	4.4562	151.0%	0.82	50.15	76.88	3.2473	-0.1022	-38.3%	0.28	3.55	2.94	2.5156	-0.1562	-66.7%	0.47	2.98	2.04714
SEA RANCH	SERNXCAG	46.47	4.7189	2.7512	96.7%	32.31	60.62	53.0299	4.0572	177.7%	0.87	40.86	65.20	3.9454	0.0010	5.0%	0.04	3.94	3.95	2.9464	0.0219	97.2%	0.63	2.88	3.01213
LAKE HUGHES	LKHGCAXF	45.28	4.9062	1.2397	73.9%	30.56	60.00	57.4907	7.7362	226.4%	0.94	34.28	80.70	5.0669	0.0627	15.7%	0.12	4.88	5.26	3.7579	0.0114	-3.2%	0.02	3.79	3.72371
CUYAMA	CUYMCAXF	29.00	4.9745	1.6155	84.3%	14.07	43.92	31.8547	7.1173	226.3%	0.94	10.50	53.21	3.7914	-0.1610	-92.4%	0.61	4.27	3.31	3.1407	-0.1656	-125.5%	0.74	3.64	2.74436
LAKE ISABELLA	LKISCAXF	48.63	5.0913	1.5629	83.1%	33.03	63.90	59.3411	2.9370	83.8%	0.57	50.53	68.15	4.1153	0.0721	20.8%	0.16	3.90	4.33	3.0974	-0.1169	-36.3%	0.27	3.45	2.7668
TOPANGA	TPNGCAXF	25.73	5.1410	2.3145	94.0%	10.31	41.15	38.3527	5.5882	164.8%	0.85	21.59	55.12	6.3973	-0.0021	-0.4%	0.00	6.40	6.39	4.8713	-0.2135	-61.8%	0.44	5.51	4.2308
SEPULVEDA 2		59.69	5.1977	1.2203	73.2%	54.09	85.28	71.4711	4.7513	106.7%	0.67	57.22	85.72	3.2860	-0.2892	-36.6%	0.27	4.15	2.42	2.5491	-0.0743	-11.1%	0.08	2.77	3.26234
EL RIO	ELRXCAXF	46.18	5.2743	2.6665	96.3%	30.36	62.01	51.3527	5.0164	250.7%	0.95	36.30	66.40	4.6551	-0.9856	-231.5%	0.94	7.61	1.70	3.7873	-0.9135	-241.6%	0.95	6.53	1.04675
DESERT SHORES	DSSHCAXF	48.80	5.2879	1.6648	85.3%	33.81	65.54	53.8385	5.7863	206.5%	0.92	37.44	72.16	4.4083	-0.3954	-111.2%	0.69	5.53	3.16	3.5931	-0.2888	-86.1%	0.58	4.41	2.67845
KERNVILLE	KRVLCAXF	41.41	5.3823	2.3454	94.3%	25.27	57.56	51.4276	4.6861	160.6%	0.84	37.37	65.49	4.5446	-0.1757	-49.4%	0.36	5.07	4.02	3.5821	-0.1763	-55.0%	0.40	4.11	3.05335
TIVY VALLEY	TVVYCAXF	53.58	5.4930	2.6279	96.1%	37.11	70.06	59.3652	5.3220	234.3%	0.94	43.40	75.33	2.7026	-0.0633	-41.2%	0.31	2.89	2.51	2.1601	-0.0568	-40.2%	0.30	2.33	1.98976
SAN MIGUEL	SNMGCAXF	31.18	5.5790	1.2561	74.4%	14.44	47.91	39.3001	5.0162	112.4%	0.70	24.25	54.35	16.1272	8.3325	162.6%	0.84	-8.87	41.12	13.2611	7.4622	171.2%	0.86	-9.13	35.6476
DIAMOND BAR	DMBRXCAG	50.76	5.6292	2.1273	92.3%	33.88	67.65	57.8936	6.9076	295.9%	0.97	37.17	78.62	3.4293	-0.3167	-134.3%	0.77	4.38	2.48	2.7656	-0.3239	-174.1%	0.87	3.74	1.794
RIDGECREST	RDGCCAXG	49.18	5.7883	3.3530	98.5%	31.81	66.54	55.6297	5.3367	239.3%	0.95	39.62	71.64	3.5890	-0.2048	-95.7%	0.62	4.20	2.97	2.6970	-0.1591	-78.2%	0.54	3.17	2.21982
HUNTINGTON BEACH	HNBXCAXG	43.58	6.0058	2.7409	96.6%	25.57	61.60	48.4655	6.4903	298.1%	0.98	28.99	67.94	4.6812	-0.3530	-102.5%	0.66	5.74	3.62	3.7989	-0.2728	-97.0%	0.63	4.62	2.98038
CRESTLINE	CRNLCAXF	45.41	6.0804	1.9625	90.3%	27.17	63.65	49.0737	6.0399	188.4%	0.89	30.95	67.19	4.8020	-0.2155	-36.2%	0.27	5.45	4.16	3.9122	-0.2236	-45.7%	0.34	4.58	3.24137
INYKERN	INYKCAXF	53.28	6.1611	1.7786	87.4%	34.80	71.77	61.6506	6.8179	159.4%	0.84	41.20	82.10	3.0845	-0.3709	-169.4%	0.86	4.20	1.97	2.3384	-0.2963	-191.3%	0.90	3.23	1.44963
WEIMAR	WEMRCAXF	41.77	6.2468	1.8295	88.3%	23.03	60.51	52.0292	7.3336	222.6%	0.93	30.03	74.03	3.5614	-0.2010	-95.2%	0.62	4.16	2.96	2.3675	0.1070	10.1%	0.08	2.32	2.4184
SYLMAR	SYLMCAXF	51.29	6.2799	2.5266	95.5%	32.45	70.13	59.4958	6.4099	240.4%	0.95	40.27	78.73	4.0669	-0.2786	-103.2%	0.66	4.90	3.23	3.0486	-0.3438	-136.4%	0.78	4.08	2.01729
ADELANTO	ADLNCAXF	55.55	6.3935	3.3696	98.5%	36.37	74.73	61.0945	7.4157	366.3%	0.99	38.85	83.34	3.7653	-0.5280	-245.6%	0.95	5.35	2.18	3.0269	-0.5330	-266.4%	0.96	4.63	1.42805
SANTA BARBARA	ORLNCXAF	48.42	6.5084	2.2937	93.8%	28.89	67.94	53.9039	7.1437	233.0%	0.94	32.47	75.33	3.9910	-0.1349	-32.6%	0.24	4.40	3.59	3.2809	-0.1351	-35.7%	0.27	3.69	2.87557
ALAMITOS	SLBXCAXF	49.78	6.5587	1.9047	89.5%	30.10	69.45	56.0809	7.2137	202.6%	0.91	34.44	77.72	3.9972	-0.4789	-150.9%	0.82	5.43	2.56	3.3280	-0.4083	-142.0%	0.79	4.55	2.10305
SEPULVEDA	SPLVCAXF	53.83	6.5713	2.7686	96.8%	34.11	73.54	60.0417	7.9777	297.3%	0.98	36.11	83.97	3.5158	-0.6786	-268.7%	0.96	5.55	1.48	2.7965	-0.5593	-241.3%	0.95	4.47	1.11855
LAKEVIEWNU	951928	52.37	6.5791	2.6858	96.4%	32.63	72.11	58.7457	7.5049	303.7%	0.98	36.23	81.26	3.8457	-0.3354	-174.3%	0.87	4.85	2.84	2.8791	-0.3873	-225.8%	0.94	4.04</	

Table 4F.10 (page 3 of 4)

		Sorted by Coef. Of Pet Cleared within 24 hours					Pct cleared within 24 hrs (actual)					Pct cleared within 24 hrs (adjusted)					Days to Clear 90% (actual)					Days to Clear 90% (adjusted)									
Wire Center Name	CLLI	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val
AZUSA	AZUSCAXF	51.69	7.3069	2.7676	96.7%	29.77	73.61	57.0146	7.7035	318.1%	0.98	33.90	80.13	3.2621	-0.3639	-159.7%	0.84	4.35	2.17	2.7510	-0.3714	-176.5%	0.87	3.87	1.63677						
WELDON	WLDNCAXF	37.84	7.3096	2.3261	94.1%	15.91	59.77	50.3188	8.8523	115.8%	0.71	38.76	61.88	4.0630	-0.1879	-47.2%	0.35	4.63	3.50	3.3336	-0.1347	-38.2%	0.28	3.74	2.92954						
MONROVIA	MNRVCAXG	52.37	7.3164	3.2504	98.3%	30.42	74.32	59.1787	8.9199	430.4%	0.99	32.42	85.94	3.1614	-0.3537	-198.1%	0.91	4.22	2.10	2.4875	-0.3669	-239.3%	0.95	3.59	1.3869						
NORWALK	NRWLCAXF	49.03	7.3629	2.2968	93.9%	26.94	71.11	55.8623	7.7919	234.2%	0.94	32.49	79.24	4.1473	-0.6420	-185.3%	0.89	6.07	2.22	3.2952	-0.5980	-193.6%	0.90	5.09	1.50133						
GRANADA HILLS	GRHLCAXF	47.91	7.3645	3.2917	98.3%	25.82	70.01	53.5035	7.5173	309.1%	0.98	30.95	76.06	3.4166	-0.7136	-257.5%	0.96	6.46	2.18	3.6404	-0.6576	-245.2%	0.95	5.61	1.66773						
LOMPOC	LMPCCAXF	59.07	7.4382	3.2972	98.4%	36.76	81.38	64.4317	7.8045	317.4%	0.98	41.02	87.85	3.0525	-0.3312	-120.9%	0.73	4.05	2.06	2.4336	-0.3415	-139.6%	0.79	3.46	1.40923						
LINDEN	LINDCAXF	31.67	7.5128	3.1370	98.0%	9.14	54.21	40.5221	4.4671	155.7%	0.83	27.12	53.92	4.5645	-0.0950	-33.6%	0.25	4.85	4.28	3.8433	-0.1287	-48.1%	0.35	4.23	3.45709						
SUNLD TJNG	LNCSCAXF	46.82	7.6236	2.9248	97.4%	23.94	69.69	57.3997	8.2235	256.5%	0.96	32.73	82.07	3.8690	-0.4757	-151.8%	0.82	5.30	2.44	2.9514	-0.4342	-166.0%	0.85	4.25	1.64893						
MENTONE	MENTCAXF	38.14	7.7810	4.8718	99.7%	14.79	61.48	48.7963	8.8155	417.2%	0.99	22.35	75.24	5.3400	-0.4226	-107.8%	0.68	6.61	4.07	4.5904	-0.3751	-102.4%	0.65	5.72	3.46524						
BANNING	BNNGCAXF	41.49	7.7863	2.9143	97.3%	18.13	64.85	48.3929	8.5327	360.3%	0.99	22.79	73.99	4.8408	-0.2821	-100.1%	0.64	5.69	3.99	3.9881	-0.2807	-109.2%	0.68	4.83	3.14591						
SANTA PAULA	SNPLCAXF	40.52	7.8520	3.1986	98.1%	16.96	64.07	44.3299	7.6006	271.1%	0.96	21.53	67.13	4.6705	-0.4435	-140.4%	0.79	6.00	3.34	3.8006	-0.4261	-143.8%	0.80	5.08	2.52223						
VICTORVILLE	VTVLCAXA	49.08	7.8557	5.0974	99.8%	25.51	72.64	54.7364	8.0347	482.8%	1.00	30.63	78.84	3.7327	-0.4744	-245.1%	0.95	5.16	2.31	2.8361	-0.4228	-238.1%	0.95	4.10	1.5678						
POINT MUGU	MUGUCAXF	38.23	7.8988	4.8410	99.7%	14.53	61.92	45.3131	10.4530	518.6%	1.00	13.95	76.67	4.1646	-0.2508	-55.9%	0.40	4.92	3.41	3.4917	-0.2632	-65.1%	0.46	4.28	2.70216						
ONTARIO	ONTRCAXF	58.32	7.9295	3.1707	98.1%	34.53	82.10	62.5086	8.8602	345.5%	0.99	35.93	89.09	2.9818	-0.4594	-318.8%	0.98	4.36	1.60	2.3708	-0.4331	-311.8%	0.98	3.67	1.07142						
WESTMINSTER	WMNSCAXF	46.00	7.9488	3.2884	98.3%	22.15	69.84	51.1696	8.1436	322.1%	0.98	26.74	75.60	4.0302	-0.4073	-150.6%	0.82	5.25	2.81	3.2879	-0.3513	-159.2%	0.84	4.34	2.2341						
DOWNEY	DNWYCAXF	45.30	7.9960	2.7913	96.8%	21.31	69.29	51.5799	8.7277	310.5%	0.98	25.40	77.76	3.9304	-0.5647	-200.9%	0.91	5.62	2.24	3.2716	-0.4949	-196.5%	0.90	4.76	1.78688						
BIG BEAR LAKE	BBLCAXF	50.13	8.0673	2.1464	92.5%	25.93	74.33	57.0985	8.9907	222.6%	0.93	30.13	84.07	3.4863	-0.4580	-140.9%	0.79	4.86	2.11	2.8187	-0.4859	-201.2%	0.91	4.28	1.36109						
RUNNING SPRINGS	RNSPCAXF	54.90	8.2403	1.7019	86.0%	30.18	79.62	56.1707	7.7232	162.4%	0.84	33.00	79.34	3.6521	-0.6539	-206.7%	0.92	5.61	1.69	3.0562	-0.6125	-239.8%	0.95	4.89	2.18158						
SAGE	CSMNCAXF	50.03	8.2409	2.9347	97.4%	25.31	74.75	52.3755	7.8302	301.6%	0.98	28.88	75.87	3.8228	-0.2412	-77.2%	0.53	4.55	3.10	3.0079	-0.3206	-156.4%	0.83	3.97	2.04603						
IDYLLWILD	IDYLCAXF	49.65	8.3092	4.2612	99.5%	24.72	74.57	61.6354	9.0410	343.1%	0.99	34.51	88.76	3.0311	-0.5226	-289.6%	0.97	4.60	1.46	2.1788	-0.3640	-240.6%	0.95	3.27	1.08666						
CLAREMONT	CLMTCAXF	51.84	8.3187	4.2834	99.5%	26.88	76.79	57.1418	8.9907	439.4%	1.00	31.97	82.31	3.6391	-0.4125	-205.7%	0.91	4.89	2.39	2.8586	-0.3993	-234.6%	0.94	4.06	1.66064						
PERRIS	PERSCAXF	55.00	8.3682	2.5644	95.7%	29.90	80.10	61.6147	8.5843	294.3%	0.97	35.86	87.37	3.1277	-0.4500	-232.8%	0.94	4.48	1.78	2.6913	-0.5037	-364.4%	0.99	4.20	1.18026						
SANTA MONICA	SNMNCAXG	47.70	8.4287	3.3979	98.5%	22.42	72.99	52.7306	9.1094	366.6%	0.99	25.40	80.06	3.6417	-0.5908	-232.4%	0.94	5.41	1.87	3.0023	-0.5040	-234.5%	0.94	4.51	1.49015						
HESPERIA	HSPRCAXF	53.34	8.4615	3.7708	99.1%	27.95	78.72	58.8726	8.5288	400.6%	0.99	33.29	84.46	3.7405	-0.5854	-325.8%	0.98	5.50	1.98	2.8807	-0.5816	-303.2%	0.98	4.63	1.13597						
PICO RIVERA	WHTRCAXJ	50.45	8.4643	2.9271	97.4%	25.05	75.84	56.4280	8.9813	286.2%	0.97	29.48	83.37	3.3459	-0.5658	-198.8%	0.91	5.04	1.65	2.7214	-0.4727	-200.2%	0.91	4.14	1.30342						
LONG BEACH	LNBCAXF	51.03	8.4672	2.9455	97.4%	25.63	76.44	57.7246	9.2690	295.9%	0.97	29.92	85.53	3.7007	-0.4687	-183.0%	0.88	5.11	2.29	2.8087	-0.4032	-168.1%	0.86	4.02	1.59898						
SAN BERNARDINO	SNBRCAFX	49.36	8.5160	2.8030	96.9%	23.81	74.91	54.0021	8.7848	297.3%	0.98	27.65	80.36	3.7404	-0.5748	-205.1%	0.91	5.46	2.02	3.1411	-0.4819	-216.0%	0.93	4.59	1.69536						
CALIMESA	CLMSCAXF	44.89	8.5447	3.3486	98.5%	19.26	70.53	51.7964	9.3339	350.7%	0.99	23.79	79.80	4.6071	-0.5838	-237.4%	0.94	6.36	2.86	3.7643	-0.4414	-181.4%	0.88	5.09	2.44003						
REDLANDS	RDLDCAXF	48.63	8.6258	3.5582	98.8%	22.75	74.51	55.1778	8.8623	381.6%	0.99	28.59	81.76	3.9841	-0.5624	-211.7%	0.92	5.67	2.30	3.1750	-0.5928	-255.1%	0.96	4.95	1.3965						
SIERRA MADRE	SRMDCAXF	48.33	8.6473	3.5525	98.8%	22.39	74.28	54.7715	9.9527	426.3%	0.99	24.91	84.63	3.7573	-0.3680	-137.0%	0.76	4.86	2.65	3.0406	-0.4158	-232.9%	0.94	4.29	1.79371						
ARROWHEAD	ARHDCAXF	42.89	8.6492	2.9010	97.3%	16.95	68.84	48.6455	9.7332	323.4%	0.98	19.45	77.85	5.3952	-0.6825	-99.0%	0.64	7.44	3.35	4.1669	-0.6120	-94.3%	0.62	6.00	2.33083						
THOUSAND OAKS	THOKCAXF	51.06	8.6950	3.2416	98.2%	24.97	77.14	55.7307	8.6113	315.7%	0.98	29.90	81.56	4.6137	-0.7729	-203.9%	0.91	6.93	2.29	3.8315	-0.6606	-185.5%	0.89	5.81	1.84965						
CAMARILLO	CMRLCAXF	48.61	8.7685	4.0927	99.4%	22.30	74.91	54.4228	9.0023	343.1%	0.99	27.42	81.43	4.6471	-0.9246	-303.2%	0.98	7.42	1.87	3.6843	-0.7993	-328.1%	0.98	6.08	1.28648						
REDONDO	HRBHCAXH	51.47	8.7732	4.0587	99.3%	25.15	77.79	57.5206	9.3994	444.2%	1.00	29.32	85.72	3.8357	-0.5837	-253.6%	0.96	5.59	2.08	3.0581	-0.5395	-260.5%	0.96	4.68	1.43953						
CONEJO	THOKCAXH	47.20	8.8499	3.7453	99.0%	20.65	73.75	53.6056	9.2028	367.8%	0.99	26.00	81.21	4.1219	-0.1246	-31.8%	0.24	4.50	3.75	3.3325	-0.1402	-38.5%	0.29	3.75	2.91203						
PALM SPRINGS	PLSPCAXF	47.07	8.8925	4.9890	99.8%	20.39	73.74	52.2250	9.5287	548.8%	1.00	23.64	80.81	4.3970	-0.5939	-207.5%	0.92	6.18	2.62	3.6555	-0.4944	-206.5%	0.92	5.14	2.1722						
NEWBURY PARK	NWPKCAXF	50.79	8.9073	2.9736	97.5%	24.07	77.51	56.1610	9.6556	301.5%	0.98	27.19	85.13	4.5834	-0.9723	-192.9%	0.90	7.50	1.67	3.8984	-0.7365	-181.2%	0.88	6.11	1.68876						
POMONA	WHMNCAXF	52.56	8.9328	6.0027	99.9%	25.76	79.35	57.3734	8.5818	543.3%	1.00	31.63	83.12	3.5109	-0.6072	-274.3%	0.97	5.33	1.69	2.9366	-0.4361	-205.1%	0.91	4.24	1.62835						
WHITTIER	WHTRCAXF	51.85	8.9627	2.5218	95.5%	24.96	78.73	56.8013	8.9885	260.8%	0.96	29.84	83.77	3.6707	-0.5292	-194.2%	0.90	5.26	2.08	2.9778	-0.5279	-260.6%	0.96	4.56	1.39422						
LAKEWOOD	MNRVCAXG	53.67	8.9637	2.2375	93.3%	26.78	80.56	59.4006	9.1151	232.1%	0.94	32.06	86.75	3.5473	-0.6488	-165.5%	0.85	5.49	1.60	2.9371	-0.5126	-161.1%	0.84	4.47	1.39934						
LA HABRA	LAHBCAXF	48.21	9.0285	2.6217	96.1%	21.12	75.29	54.5375	10.5557	296.5%	0.97	22.87	86.20	3.6925	-0.5552	-200.8%	0.91	5.36	2.03	3.0054	-0.5411	-234.0%	0.94	4.63	1.38207						
TWENTYNINE PALMS	TWPLCAXF	57.44	9.0817	2.8348	97.0%	30.19	84.68	61.7666	9.0278	288.9%	0.97	34.68	88.85	3.5336	-0.5239	-116.1%	0.71	5.11	1.96	2.8994	-0.4159	-103.2%	0.66	4.15	1.65171						
BIG BEAR CITY	BBYCCAXF	45.72	9.0860	3.0223	97.7%	18.46	72.97	51.5991	9.3683	333.9%	0.98	23.49	79.70	3.7651	-0.4667	-200.3%	0.91	5.17	2.37	2.8348	-0.3522	-156.8%	0.83	3.89	1.77813						
APPLE VALLEY	APVYCAFX	57.17	9.1138	5.5093	99.8%	29.82	84.51	64.4118	10.8873	682.3%	1.00	31.75	97.07	3.4607	-0.6819	-355.8%	0.99	5.51	1.41	2.7234	-0.6118	-322.2%	0.98	4.56	0.88814						
OXNARD	OXNRCAXF	44.29	9.1400	4.0347	99.3%	16.87	71.71	50.0780	9.2440	372.8																					

Table 4F.10 (page 4 of 4)

Sorted by Coef. Of Pet Cleared within 24 hours																									
Pct cleared within 24 hrs (actual)						Pct cleared within 24 hrs (adjusted)						Days to Clear 90% (actual)						Days to Clear 90% (adjusted)							
Wire Center Name	CLLI	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val	Mean Val	Coef	t-stat	Conf.	2Q16 Val	4Q17 Val
NEWBERRY	TMCVCAXH	42.19	9.9701	3.8861	99.2%	12.28	72.10	50.7599	12.7280	515.3%	1.00	12.58	88.94	4.9865	-0.7446	-220.5%	0.93	7.22	2.75	4.0698	-0.7046	-219.4%	0.93	6.18	1.956
PHELAN	PHLNCAXF	56.77	10.0250	3.9850	99.3%	26.69	86.84	64.3439	9.8275	419.3%	0.99	34.86	93.83	3.5662	-0.7967	-371.8%	0.99	5.96	1.18	2.9896	-0.7286	-404.3%	0.99	5.18	0.80373
SOMIS	BELRCAXF	33.59	10.1041	4.8012	99.7%	3.28	63.90	36.0377	10.8995	472.8%	1.00	3.34	68.74	7.1203	-0.3784	-45.2%	0.33	8.26	5.98	5.8054	-0.3394	-44.2%	0.33	6.82	4.78721
DESERT HOT SPRINGS	DHSPCAXF	46.57	10.2490	6.4478	99.9%	15.82	77.31	51.4131	10.3192	603.4%	1.00	20.46	82.37	4.6272	-0.6092	-215.3%	0.93	6.45	2.80	3.8214	-0.5733	-232.3%	0.94	5.54	2.10149
CARPINTERIA	CRPRCAXF	56.75	10.3314	2.3598	94.4%	25.75	87.74	59.4599	11.0392	261.0%	0.96	26.34	92.58	3.8475	-0.5681	-111.5%	0.69	5.55	2.14	3.3033	-0.4942	-114.1%	0.70	4.79	1.82073
LUCERNE VALLEY	LCVYCAXF	48.63	10.4324	7.6423	100.0%	17.33	79.93	55.4375	9.6731	556.0%	1.00	26.42	84.46	3.5662	-0.4377	-160.2%	0.84	4.88	2.25	2.9429	-0.2399	-100.7%	0.65	3.66	2.22321
ELSINORE	ELSNCAHX	53.86	10.6282	5.9020	99.9%	21.98	85.75	60.3201	10.4140	610.7%	1.00	29.08	91.56	4.2150	-1.1057	-339.6%	0.99	7.53	0.90	3.2776	-0.9772	-288.9%	0.97	6.21	0.34603
BARSTOW	BRSWCAXH	56.73	10.6676	5.7753	99.9%	24.73	88.73	61.8970	9.6921	474.7%	1.00	32.82	90.97	3.6291	-0.6432	-233.0%	0.94	5.56	1.70	3.1027	-0.4914	-211.0%	0.92	4.58	1.6284
EL MIRAGE	ELMGCAXF	64.29	10.7143	1.7321	86.6%	32.14	96.43	71.4286	7.1429	158.1%	0.84	50.00	92.86	2.3278	-0.6895	-173.1%	0.87	4.40	0.26	1.8992	-0.5466	-176.5%	0.87	3.54	0.2594
CLEMENTS	CLEMCAHF	30.81	10.7394	4.7404	99.7%	-1.41	63.02	43.8312	8.7814	180.8%	0.88	17.49	70.18	5.6970	-0.0780	-14.2%	0.11	5.93	5.46	3.2277	-0.0568	-22.3%	0.17	3.40	3.05729
SALTON CITY	SLCYCAXF	56.31	10.8789	5.0738	99.8%	23.68	88.95	64.8117	8.8120	417.5%	0.99	38.38	91.25	3.9181	-0.6137	-191.6%	0.90	5.76	2.08	3.0051	-0.4698	-155.7%	0.83	4.41	1.59561
WRIGHTWOOD	WRWDCAXF	51.36	10.9325	4.9611	99.7%	18.57	84.16	64.6693	12.0254	363.8%	0.99	28.59	100.75	4.1709	-0.7842	-290.3%	0.97	6.52	1.82	2.9675	-0.6486	-251.2%	0.95	4.91	1.02178
TEMECULA	TMCLCAXG	53.72	11.0532	6.8567	100.0%	20.56	86.88	60.0827	11.1591	745.7%	1.00	26.61	93.56	3.3979	-0.7842	-422.3%	0.99	5.75	1.05	2.7852	-0.7482	-507.3%	1.00	5.03	0.54045
BRSW YERM	WHTRCAXH	58.75	11.4222	2.6945	96.4%	24.48	93.02	65.9504	12.1514	361.5%	0.99	29.50	102.40	3.0176	-0.3777	-143.3%	0.80	4.15	1.88	2.2913	-0.3182	-154.1%	0.83	3.25	1.33677
YUCCA VALLEY	YCVYCAXG	55.20	11.5728	3.8911	99.2%	20.48	89.92	61.3204	11.0575	330.0%	0.98	28.15	94.49	3.6657	-0.7695	-221.6%	0.93	5.97	1.36	2.9599	-0.6255	-195.0%	0.90	4.84	1.08336
MURRIETA	MURTCAXF	55.27	11.8326	5.6244	99.9%	19.77	90.77	61.9178	11.9225	571.2%	1.00	26.15	97.69	3.1630	-0.6995	-314.5%	0.98	5.26	1.06	2.3736	-0.4891	-346.7%	0.99	3.84	0.9062
SUMMIT VLY	WLDNCAXF	59.44	12.0437	1.9697	90.4%	23.31	95.58	60.2381	11.6468	189.4%	0.89	25.30	95.18	2.9206	-0.9026	-233.1%	0.94	5.63	0.21	2.4676	-0.7401	-221.4%	0.93	4.69	0.24717
HOMESTEAD VALLEY	HMVYCAXF	59.81	12.0792	3.2020	98.1%	23.57	96.05	66.9778	9.6044	235.2%	0.94	38.16	95.79	3.1150	-0.6072	-123.9%	0.74	4.94	1.29	2.7418	-0.4979	-115.5%	0.71	4.24	1.24794
SEPULVEDA 3	SPLVCAXF2	52.86	12.2321	4.3008	99.5%	16.16	89.55	64.1667	8.6607	192.7%	0.90	38.18	90.15	4.8118	-0.7412	-101.1%	0.65	7.04	2.59	3.1000	-0.2093	-44.1%	0.33	3.73	2.47202
MIRANTPHST	FRVLCAXF	50.80	12.4053	3.3769	98.5%	13.58	88.01	55.5643	13.0682	357.5%	0.99	16.36	94.77	4.1779	-0.8048	-99.6%	0.64	6.59	1.76	3.4422	-0.6875	-101.0%	0.65	5.50	1.3796
PINYON	HMLDCAXF	52.45	12.8571	4.7263	99.7%	13.88	91.02	59.5011	12.7778	434.8%	1.00	21.17	97.83	4.2531	-0.4566	-64.8%	0.46	5.62	2.88	3.5707	-0.3734	-65.5%	0.46	4.69	2.4505
LENWOOD	LNWDCAXF	47.95	13.0550	3.8600	99.2%	8.79	87.12	51.7394	13.2867	375.2%	0.99	11.88	91.60	3.6524	-0.9310	-255.0%	0.96	6.45	0.86	3.0204	-0.7640	-237.0%	0.94	5.31	0.72835
MORONGO VALLEY	MRVYCAXF	52.84	14.0207	3.2658	98.3%	10.78	94.90	61.1593	13.0121	353.8%	0.99	22.12	100.20	3.6793	-0.5479	-111.3%	0.69	5.32	2.04	3.0412	-0.5506	-134.7%	0.77	4.69	1.38924

There is a three-month gap in the time periods included within each of these two sets of regression calculations, covering the first quarter of 2015. We determined that this period should be excluded for several reasons:

- (1) First, the data covering the first quarter of 2016 was incomplete. While the ILEC was still owned by Verizon during this period, the GO 133-C/D reports and data were submitted by Frontier during the second quarter, under its, not Verizon's, ownership. Frontier did not provide access line counts at the individual wire center level for this period, and we could not be certain that the data that had been submitted by Frontier for that first quarter of 2016 was prepared in a manner that was consistent with the Verizon data formats and compilations.
- (2) As we have discussed, in its December 2015 Order approving the transfer of the company from Verizon to Frontier, the CPUC, having determined that Verizon had never achieved the GO 133-C/D 90% cleared within 24 hours requirement, directed that this be accomplished prior to the transaction's closing data as a condition for approval. As noted, Verizon achieved the 90% cleared standard during each of the last two months prior to the closing (February and March 2016), perhaps by temporarily deploying forces from elsewhere in the country. Immediately upon assuming ownership of the California ILEC, Frontier reverted to the prior pattern of failing to meet the 90% cleared requirement. Including these last three months of Verizon ownership in any regression analysis would serve only to distort the results and portray a fictitious improvement that was in no sense characteristic of the ILEC's performance either before or after its transfer to Frontier.

The regression calculations were prepared using quarterly time-series data. The tables provide the starting and ending values for the variable being examined (e.g., the starting and ending values for the percentage of out-of-service tickets cleared within 24 hours) and the mean value over the period. The regression coefficient represents the change, up or down, in the trend on a per-quarter basis. For example, the following values are shown for Verizon's Squaw Valley wire center (SVYFCAXF) with respect to the percent cleared within 24 hours.

Squaw Valley – Percent out-of-service cleared within 24 hours					
Mean Value (Mean Val)	Regression Coefficient (Coef)	t-statistic (t-stat)	Confidence Interval (Conf.)	Starting value - 1st Quarter 2010 (1Q10 Val)	Ending value - 4th Quarter 2015 (4Q15 Val)
37.33	-1.3103	-2.3309	97.1%	52.39	22.26

From this, we learn that the mean (average) percentage of out-of-service conditions cleared by Verizon within 24 hours was 37.33%. At the beginning of the period (first quarter 2010), Verizon was clearing 52.39% within 24 hours; by the end of the period (fourth quarter of 2015), only 22.26% were being cleared within 24 hours. The "regression coefficient" of -1.3103 is interpreted as the change in the predicted trend per quarter – *i.e.*, as each quarter went by, the

percent cleared within 24 hours was *decreasing* by approximately 1.31%. The *t*-statistic is a measure of the statistical significance of the estimated coefficient. In general, a *t*-value with an absolute value in excess of roughly 2.0 denotes statistical significance at the 95% confidence level. The confidence level corresponding with the *t*-value is also provided on the tables.

The tables have been sorted by the coefficient of percentage cleared within 24 hours based upon the actual duration of the service outage, from worst to best performing over the study period.

### **Effects of geographic and other wire center attributes upon performance results**

While examinations of individual wire centers is essential to isolating specific problem areas and sources of concern, it is also instructive to create groups of individual wire centers having similar geographic or other attributes. In that regard, ETI has constructed five different attribute dimensions – (1) the presence of *FiOS* broadband availability; (2) wire center size (number of access lines); (3) the percentage decrease (loss) in the number of access lines in service to competing providers and/or to competing services over the study period; (4) the Frontier Operating Area to which the wire center has been assigned; and (5) the population density of the area served by the wire center (population per square mile). For each of these five attribute dimensions, ETI has defined a set of categories whose potential effect upon service quality was then individually examined. These are summarized in Table 4F.11 below. As we did with respect to AT&T, ETI applied five similar attribute dimensions to the Verizon/Frontier data and, for each, we developed summary tabulations of pertinent performance data. In Table 4F.12, we show, for each of these five attribute dimensions, the category in which each individual Verizon/Frontier wire center has been classified.

For example, the Apple Valley wire center in San Bernardino County (APVYCAXF) has been assigned to the “Yes” category with respect to *FiOS* availability under both the Verizon and Frontier ownership, to the “Large Urban” category with respect to Wire Center Size; to the 60%-80% category with respect to Access Line Loss (Frontier), to the “54-380 per Square Mile” Density category, and to the Desert Operating Area.

<b>Table 4F.11</b>	
<b>VERIZON/FRONTIER CALIFORNIA WIRE CENTER ATTRIBUTE DIMENSIONS AND CATEGORIES</b>	
<b>Attribute Dimension</b>	<b>Categories</b>
<i>FiOS</i> Broadband Availability	<i>FiOS</i> services available <i>FiOS</i> services not available
Wire Center Size	Fewer than 1000 lines 1,000-2,999 lines 3,000-10,000 lines 10,001-20,000 lines Over 20,000 lines
Access Line Loss	Lowest 20% 21%-40% 48%-60% 61%-80% Highest 20%
Operating Areas	Beach Cities Costal Desert Inland Northern
Density (Households per square mile)	0-16 per Sq. Mile 6-54 per Sq. Mile 54-380 per Sq. Mile 380-1700 per Sq. Mile 1700 + per Sq. Mile

Table 4F.12

VERIZON/FRONTIER CALIFORNIA  
WIRE CENTER ATTRIBUTE CLASSIFICATIONS

CLLI Code	Reporting Unit	County	Operating Area	Density Category	Wire Center Size	2010-15	2016-17	2010-17	Access Line	FTR	Verizon Line Loss	Frontier Line Loss	
						Access Line Loss	Access Line Loss	Access Line Loss	Loss Category				VZ FTTP
ADLNCAXF	ADELANTO	SAN BERNARDINO	Desert	6<54	Large Metro	-51.01%	-29.63%	-69.12%	60%-70%	Y	Y	80%-100%	80%-100%
SLBHCAXF	ALAMITOS	ORANGE	Beach Cities	380<1700	Very Large	-59.05%	-32.99%	-44.37%	<50%	Y	N	40%-60%	-
ALPNCAXF	ALDERPOINT	HUMBOLDT	Northern	0<6	Small	-27.72%	-21.92%	-38.04%	<50%	N	N	0%-20%	20%-40%
SLGBCAXF	ALISO	ORANGE	Beach Cities	380<1700	Medium	-49.79%		-100.00%		-	Y	60%-80%	-
NRWLCAXG	ALONDRA	LOS ANGELES	Coastal	>1700	Large Urban	-56.62%		-100.00%		-	N	60%-80%	-
ALPGCAXF	ALPAUGH	TULARE	Northern	0<6	Small	-50.00%	-20.16%	-58.13%	50%-60%	N	N	40%-60%	20%-40%
LNCSCAXF	ANTELOPE	LOS ANGELES	Gateway	6<54	Very Large	-49.47%		-100.00%		-	N	-	-
ANZACAXF	ANZA	RIVERSIDE	Inland	6<54	Medium	-57.88%	-34.24%	-73.52%	70%-80%	N	N	40%-60%	-
APVYXAXF	APPLE VALLEY	SAN BERNARDINO	Desert	54<380	Large Urban	-65.56%	-34.14%	-68.66%	60%-70%	Y	Y	40%-60%	60%-80%
ARHDCAXF	ARROWHEAD	SAN BERNARDINO	Desert	54<380	Large Metro	-53.83%	-32.71%	-70.39%	70%-80%	N	N	60%-80%	40%-60%
ARTSCAXF	ARTESIA	LOS ANGELES	Coastal	>1700	Very Large	-56.96%		-100.00%		-	N	40%-60%	60%-80%
AZUSCAXF	AZUSA	LOS ANGELES	Coastal	>1700	Large Urban	-53.00%	-31.64%	-32.18%	<50%	Y	Y	40%-60%	0%-20%
BDGRXAXF	BADGER	TULARE	Northern	0<6	Small	-53.37%	-23.23%	-63.46%	60%-70%	N	N	0%-20%	0%-20%
BLPKCAXF	BALDWIN PARK	LOS ANGELES	Coastal	>1700	Very Large	-53.31%	8.00%	-99.92%		-	N	80%-100%	80%-100%
BNNGCAXF	BANNING	RIVERSIDE	Desert	54<380	Large Metro	-63.53%	-30.49%	-37.30%	<50%	Y	Y	80%-100%	-
BRSWCAXH	BARSTOW	SAN BERNARDINO	Desert	54<380	Large Metro	-54.59%	-28.12%	-51.25%	50%-60%	N	N	60%-80%	80%-100%
BUMTCAXF	BEAUMONT	RIVERSIDE	Desert	380<1700	Large Urban	-63.12%		-100.00%		-	N	80%-100%	60%-80%
BELRCAXF	BEL AIR	LOS ANGELES	Beach Cities	380<1700	Very Large	-39.10%		-100.00%		-	N	20%-40%	20%-40%
BLFLCAXF	BELLFLOWER	LOS ANGELES	Coastal	>1700	Very Large	-59.17%	-34.62%	-99.93%		-	N	40%-60%	40%-60%
BNTNCAXF	BENTON	MONO	Gateway	0<6	Small	-31.10%	-17.09%	-37.32%	<50%	N	N	0%-20%	20%-40%
BRMSCAXF	BERRENDA MESA	KERN	Northern	0<6	Small					N	N	40%-60%	0%-20%
BBYCYAXF	BIG BEAR CITY	SAN BERNARDINO	Desert	54<380	Large Metro	-56.47%	-33.41%	-72.21%	70%-80%	N	N	40%-60%	40%-60%
BBLKXAXF	BIG BEAR LAKE	SAN BERNARDINO	Desert	54<380	Large Metro	-52.89%	-26.73%	-67.56%	60%-70%	N	N	40%-60%	80%-100%
BGPICAXF	BIG PINE	INYO	Gateway	6<54	Small	-56.10%		-24.35%	60%-70%	N	N	20%-40%	20%-40%
BSHPCAXG	BISHOP	INYO	Gateway	6<54	Large Metro	-44.20%	-21.58%	-62.49%	60%-70%	N	N	0%-20%	0%-20%
LSGTCAXA	BLOSSOM HILL	SANTA CLARA	Northern	380<1700	Large Metro	-51.92%		-100.00%		-	N	20%-40%	40%-60%
BORNAXF	BORON	KERN	Gateway	6<54	Small	-54.28%	-22.81%	-50.00%	50%-60%	N	N	20%-40%	80%-100%
ORCTCAXG	BRADLEY	SANTA BARBARA	Gateway	6<54	Large Urban	-50.92%		-100.00%	N/A	N	Y	40%-60%	60%-80%
BRPTCAXF	BRIDGEPORT	MONO	Gateway	0<6	Small	-31.08%	-24.44%	-44.68%	<50%	N	N	0%-20%	20%-40%
WLANCAXH	BUNDY WLA	LOS ANGELES	Beach Cities	>1700	Very Large	-44.94%	-22.99%	-98.94%		-	N	-	-
HNBHCAXH	BUSHARD	ORANGE	Beach Cities	>1700	Very Large	-57.23%		-100.00%		-	N	80%-100%	80%-100%
BTNWAXF	BUTTONWILLOW	KERN	Northern	6<54	Small	-50.76%	-12.67%	-54.64%	50%-60%	N	N	0%-20%	20%-40%
CHSPCAXF	CALIF HOT SPRINGS	TULARE	Northern	0<6	Small	-6.93%		-18.72%	<50%	N	N	0%-20%	20%-40%
CFCYXAXF	CALIFORNIA CITY	KERN	Gateway	6<54	Large Metro	-48.73%	-33.28%	-68.15%	60%-70%	N	N	0%-20%	0%-20%
CLMSCAXF	CALIMESA	RIVERSIDE	Desert	54<380	Large Metro	-60.09%	-32.19%	-21.25%	<50%	Y	Y	20%-40%	-
CMRLCAXF	CAMARILLO	VENTURA	Gateway	380<1700	Very Large	-54.84%	-25.45%	-69.03%	60%-70%	Y	Y	80%-100%	80%-100%
CNCKCAXF	CANTUA CREEK	FRESNO	Northern	0<6	Small	-54.03%	-3.48%	-55.24%	50%-60%	N	N	80%-100%	80%-100%
CRPRCAXF	CARPINTERIA	SANTA BARBARA	Gateway	54<380	Large Metro	-50.96%	-28.52%	-64.90%	60%-70%	N	N	80%-100%	80%-100%
CZDRCAXG	CAZADERO	SONOMA	Northern	6<54	Small	-35.30%		-43.82%	<50%	N	N	60%-80%	80%-100%
CHLKXAXF	CHINA LAKE	KERN	Gateway	6<54	Large Metro	-40.62%	0.00%	-99.75%		-	N	40%-60%	20%-40%
CHNOCAXF	CHINO	SAN BERNARDINO	Gateway	380<1700	Very Large	-56.30%	-27.69%	-53.91%	50%-60%	Y	Y	80%-100%	80%-100%
CLMTXAXF	CLAREMONT	LOS ANGELES	Coastal	>1700	Very Large	-51.38%	-28.42%	-25.86%	<50%	Y	Y	40%-60%	60%-80%
LNBHCAXM	CLARK	LOS ANGELES	Beach Cities	>1700						N	Y	-	-
CLEMCAXF	CLEMENTS	SAN JOAQUIN	Northern	0<6	Small	-31.30%	-21.16%	-41.34%	<50%	N	N	40%-60%	-
CCHLCAXF	COACHELLA	RIVERSIDE	Desert	6<54	Large Metro	-43.26%		-100.00%		-	N	80%-100%	80%-100%
CLFXAXF	COLFAX	PLACER	Northern	6<54	Medium	-56.79%	-23.79%	-65.93%	60%-70%	N	N	80%-100%	40%-60%
THOCAXH	CONEJO	VENTURA	Gateway	380<1700	Large Urban	-68.22%	-36.63%	-78.65%	70%-80%	Y	Y	40%-60%	20%-40%
CRRCAXF	CORCORAN	KINGS	Northern	6<54	Large Metro	-53.34%	-18.89%	-65.21%	60%-70%	N	N	60%-80%	80%-100%
CVELCAXF	COVELO	MENDOCINO	Northern	0<6	Small	-35.47%	-8.57%	-38.21%	<50%	N	N	0%-20%	0%-20%

Table 4F.12 (page 2 of 6)

CLLI Code	Reporting Unit	County	Operating Area	Density Category	Wire Center Size	2010-15	2016-17	2010-17	Access Line	FTR	Verizon Line Loss Category	Frontier Line Loss Category	
						Access Line Loss	Access Line Loss	Access Line Loss	Loss				
COVNCAXF	COVINA	LOS ANGELES	Coastal	>1700	Very Large	-51.42%	-29.27%	-30.29%	<50%	Y	Y	60%-80%	40%-60%
CRLNCAXF	CRESTLINE	SAN BERNARDINO	Desert	380<1700	Large Metro	-50.06%	-35.05%	-68.49%	60%-70%	N	N	80%-100%	-
CRLKCAXF	CROWLEY LAKE	MONO	Gateway	6<54	Small	-35.57%	-23.65%	-45.57%	<50%	N	N	20%-40%	60%-80%
CCMNCAXF	CUCAMONGA	SAN BERNARDINO	Inland	>1700	Very Large	-43.49%		-100.00%		N	Y	80%-100%	80%-100%
CUYMCAXF	CUYAMA	SANTA BARBARA	Northern	0<6	Small	-44.36%	-13.08%	-52.31%	50%-60%	N	N	-	-
TRNCCAXF	DEL AMO	LOS ANGELES	Beach Cities	>1700	Large Urban	-57.64%		-100.00%		N	Y	40%-60%	80%-100%
PDRYCAXF	DEL REY	LOS ANGELES	Beach Cities	>1700	Very Large	-50.52%	-33.57%	-68.10%	60%-70%	N	N	80%-100%	60%-80%
DSCTCAXG	DESERT CENTER	RIVERSIDE	Desert	6<54	Small	-100.00%	-33.82%	-66.91%	60%-70%	N	N	60%-80%	80%-100%
DSHGCAFX	DESERT HEIGHTS	SAN BERNARDINO	Desert	6<54	Small	-63.11%		-100.00%		N	N	80%-100%	-
DHSPCAXF	DESERT HOT SPRINGS	RIVERSIDE	Desert	54<380	Large Metro	-56.45%	-34.43%	-73.74%	70%-80%	Y	Y	20%-40%	80%-100%
DSKNCAXF	DESERT KNOLLS	SAN BERNARDINO	Desert	380<1700	Large Metro	-64.08%		-100.00%		N	Y	20%-40%	0%-20%
DSSHCAFX	DESERT SHORES	IMPERIAL	Desert	54<380	Small	-62.84%	-29.94%	-73.11%	70%-80%	N	N	80%-100%	0%-20%
DMBRCAFX	DIAMOND BAR	LOS ANGELES	Coastal	380<1700	Large Urban	-55.74%	-28.22%	-24.80%	<50%	Y	Y	20%-40%	60%-80%
DSPLCAXF	DOS PALOS	MERCED	Northern	6<54	Medium	-52.64%	-25.00%	-53.62%	50%-60%	N	N	0%-20%	60%-80%
DWNYCAXF	DOWNEY	LOS ANGELES	Coastal	>1700	Very Large	-47.70%		-31.72%	<50%	N	N	40%-60%	0%-20%
DNLPACAXF	DUNLAP	FRESNO	Northern	6<54	Small	-59.12%	-33.85%	-73.38%	70%-80%	N	N	20%-40%	0%-20%
EDMTCAXF	EDGEMONT	RIVERSIDE	Inland	380<1700	Large Urban	-52.13%		-100.00%		N	N	80%-100%	-
ELMGCAFX	EL MIRAGE	SAN BERNARDINO	Desert	0<6	Small	-45.98%	-16.96%	-64.37%	60%-70%	N	N	80%-100%	20%-40%
RDBHCAXF	EL NIDO	LOS ANGELES	Beach Cities	>1700	Very Large	-60.95%	-30.89%	-0.48%	<50%	N	Y	20%-40%	60%-80%
ELRICAXF	EL RIO	VENTURA	Gateway	380<1700	Large Urban	-52.03%	-21.97%	-62.70%	60%-70%	Y	Y	-	-
ELWDCAXF	ELLWOOD	SANTA BARBARA	Gateway	6<54	Large Metro	-49.57%		-100.00%		N	N	40%-60%	-
ELSNCAFX	ELSINORE GRAND	RIVERSIDE	Inland	54<380	Large Metro	-69.85%		-100.00%		Y	Y	80%-100%	60%-80%
ELSNCAFX	ELSINORE MAIN	RIVERSIDE	Inland	380<1700	Large Urban	-64.67%	-30.72%	-66.34%	60%-70%	N	Y	80%-100%	60%-80%
ETWNCAXF	ETIWANDA	SAN BERNARDINO	Inland	380<1700	Large Urban	-64.48%	-37.68%	-79.02%	70%-80%	Y	Y	20%-40%	-
EXTRCAXF	EXETER	TULARE	Northern	54<380	Large Metro	-34.74%	-23.67%	-60.65%	60%-70%	N	N	-	-
FRVLCAXF	FARMERSVILLE	TULARE	Northern	54<380						N	N	-	-
FRTNCAXF	FARMINGTON	STANISLAUS	Northern	6<54	Small	-46.33%	-27.56%	73.73%	<50%	N	N	20%-40%	0%-20%
FLWSCAXF	FELLOWS	KERN	Northern	0<6	Small	-18.75%	-20.38%	-58.00%	50%-60%	N	N	0%-20%	0%-20%
BLGRCAXF	FLORENCE	LOS ANGELES	Coastal	>1700	Large Urban	-49.42%	5.16%	-97.17%		N	N	60%-80%	60%-80%
FTIRCAXF	FORT IRWIN	SAN BERNARDINO	Desert	0<6	Medium	-80.20%	-22.94%	-6.97%	<50%	Y	N	80%-100%	80%-100%
FWLRCAXF	FOWLER	FRESNO	Northern	54<380	Large Metro	-45.70%	-16.78%	-66.29%	60%-70%	N	N	0%-20%	40%-60%
GRVLCAXF	GARBERVERILLE	HUMBOLDT	Northern	6<54	Medium	-34.35%	-24.61%	-91.35%		N	N	0%-20%	0%-20%
GLRYCAXF	GILROY	SANTA CLARA	Northern	54<380	Very Large	-48.33%	-26.96%	-64.27%	60%-70%	N	N	20%-40%	-
GLNDCAFX	GLENDORA	LOS ANGELES	Coastal	380<1700	Large Urban	-55.77%	-31.25%	-99.94%		N	Y	20%-40%	-
GLVLCAFX	GLENNVILLE	KERN	Northern	0<6	Small	-24.12%	-18.27%	-34.98%	<50%	N	N	0%-20%	0%-20%
GOLTCAXF	GOLETA	SANTA BARBARA	Gateway	54<380	Large Urban	-50.30%		-100.00%		N	N	20%-40%	60%-80%
GRHLCAXF	GRANADA HILLS	LOS ANGELES	Gateway	380<1700	Very Large	-56.84%	-34.18%	-71.36%	70%-80%	Y	Y	20%-40%	20%-40%
GGVGCAXF	GRANT GROVE	FRESNO	Northern	0<6	Small	-25.19%	-26.78%	-33.17%	<50%	N	N	60%-80%	60%-80%
GDLPCAXG	GUADALUPE	SANTA BARBARA	Gateway	6<54	Medium	-43.41%	-30.01%	-62.29%	60%-70%	Y	Y	60%-80%	-
HYFKCAXF	HAYFORK	TRINITY	Northern	0<6	Medium	-35.76%	-20.21%	-50.15%	50%-60%	N	N	0%-20%	20%-40%
HEMTCAXF	HEMET	RIVERSIDE	Inland	54<380	Very Large	-61.10%	-31.16%	-72.25%	70%-80%	N	N	80%-100%	40%-60%
HSPRCAXF	HESPERIA	SAN BERNARDINO	Desert	380<1700	Very Large	-59.14%	-35.66%	-75.87%	70%-80%	Y	Y	60%-80%	20%-40%
HMLDCAXF	HOMELAND	RIVERSIDE	Inland	54<380	Large Metro	-70.17%	-24.94%	-79.68%	70%-80%	Y	Y	20%-40%	40%-60%
HMVYCAXF	HOMESTEAD VALLEY	SAN BERNARDINO	Desert	0<6	Medium	-54.33%	-20.71%	-64.31%	60%-70%	N	N	40%-60%	40%-60%
HOPACAXF	HOOPA	HUMBOLDT	Northern	6<54	Medium	-32.52%	-14.04%	-45.69%	<50%	N	N	0%-20%	0%-20%
HNBHCAXG	HUNTINGTON BEACH	ORANGE	Beach Cities	>1700	Large Urban	-59.81%	-32.72%	38.74%	<50%	Y	Y	40%-60%	60%-80%
IDYLCAXF	IDYLLWILD	RIVERSIDE	Inland	6<54	Large Metro	-47.45%	-26.48%	-62.23%	60%-70%	N	N	80%-100%	20%-40%
DWNYCAXG	IMPERIAL	LOS ANGELES	Coastal	>1700	Large Metro	-48.16%		-100.00%		N	N	40%-60%	80%-100%
INDPCAXF	INDEPENDENCE	INYO	Gateway	0<6	Small	-23.00%	-19.21%	-72.01%	70%-80%	N	N	0%-20%	0%-20%
INDICAXG	INDIO	RIVERSIDE	Desert	380<1700	Large Urban	-48.74%	-32.76%	-21.36%	<50%	Y	Y	40%-60%	60%-80%
INYNKAXF	INYOKERN	KERN	Gateway	6<54	Medium	-50.26%	-23.20%	-60.91%	60%-70%	N	N	20%-40%	20%-40%

Table 4F.12 (page 3 of 6)

CLI Code	Reporting Unit	County	Operating Area	Density Category	Wire Center Size	2010-15	2016-17	2010-17	Access Line	FTR	Verizon Line Loss Category	Frontier Line Loss Category	
						Access Line Loss	Access Line Loss	Access Line Loss	Loss				VZ FTTP
JSTRCAXF	JOSHUA TREE	SAN BERNARDINO	Desert	6<54	Large Metro	-53.89%	-27.48%	-72.01%	70%-80%	N	N	80%-100%	20%-40%
JNLKCAXF	JUNE LAKE	MONO	Gateway	0<6	Small	-43.62%	-29.62%	-55.25%	50%-60%	N	N	0%-20%	20%-40%
KNWDCAXF	KENWOOD	SONOMA	Northern	54<380	Medium	-55.36%	-32.85%	-64.27%	60%-70%	N	N	0%-20%	80%-100%
KRVLCAFX	KERNVILLE	KERN	Gateway	6<54	Medium	-48.87%	-20.65%	-60.38%	60%-70%	N	N	20%-40%	20%-40%
KNLDCAXF	KNIGHTS LANDING	YOLO	Northern	0<6	Small	-50.91%	-20.25%	-57.05%	50%-60%	N	N	-	-
LAHBCAXF	LA HABRA	LOS ANGELES	Coastal	380<1700	Large Urban	-49.41%	-34.39%	-45.84%	<50%	N	N	60%-80%	40%-60%
LAPNCAFX	LA PUENTE	LOS ANGELES	Coastal	>1700	Very Large	-56.29%	-28.37%	-39.97%	<50%	Y	Y	40%-60%	-
LAQNCAXG	LA QUINTA	RIVERSIDE	Desert	380<1700	Large Urban	-52.94%	-31.16%	24.74%	<50%	N	Y	0%-20%	-
LVRNCAFX	LA VERNE	LOS ANGELES	Coastal	>1700	Large Urban	-52.68%	-100.00%	-100.00%		-	N	20%-40%	80%-100%
LGBHCAFX	LAGUNA BEACH	ORANGE	Beach Cities	380<1700	Large Metro	-51.69%	-33.14%	-54.51%	50%-60%	N	N	-	-
LKHGCAFX	LAKE HUGHES	LOS ANGELES	Gateway	6<54	Medium	-33.24%	-22.84%	-44.94%	<50%	N	N	60%-80%	-
LKISCAFX	LAKE ISABELLA	KERN	Gateway	6<54	Large Metro	-46.98%	-24.38%	-61.56%	60%-70%	N	N	0%-20%	20%-40%
LNCSAXG	LANCASTER	LOS ANGELES	Gateway	380<1700	Large Metro	-57.42%	-100.00%	-100.00%		-	Y	60%-80%	80%-100%
SNBBCAXG	LAS POSITAS	SANTA BARBARA	Gateway	380<1700	Large Urban	-54.55%	-100.00%	-100.00%		-	N	40%-60%	60%-80%
LTHPCAXF	LATHROP	SAN JOAQUIN	Northern	380<1700	Medium	-51.88%	-100.00%	-100.00%		-	N	0%-20%	40%-60%
LYVLCAXF	LAYTONVILLE	MENDOCINO	Northern	0<6	Medium	-36.29%	-14.45%	-41.09%	<50%	N	N	40%-60%	0%-20%
LVNGCAXF	LEE VINING	MONO	Gateway	0<6	Small	-33.33%	-20.99%	-41.82%	<50%	N	N	60%-80%	60%-80%
LGGTCAFX	LEGGETT	MENDOCINO	Northern	0<6	Small	-52.31%	-13.45%	-52.31%	50%-60%	N	N	80%-100%	-
LMCVCAFX	LEMON COVE	TULARE	Northern	6<54	Small	-47.84%	-18.40%	-56.03%	50%-60%	N	N	0%-20%	20%-40%
LNWDCAXF	LENWOOD	SAN BERNARDINO	Desert	6<54	Medium	-63.64%	-22.90%	-72.95%	70%-80%	N	N	20%-40%	-
LNDNCAFX	LINDEN	SAN JOAQUIN	Northern	6<54	Medium	-33.44%	-25.26%	-45.15%	<50%	N	N	20%-40%	40%-60%
LNDSAXF	LINDSAY	TULARE	Northern	54<380	Large Metro	-38.65%	-23.89%	-45.70%	<50%	N	N	20%-40%	-
LMLNCAFX	LOMA LINDA	SAN BERNARDINO	Desert	>1700	Large Metro	-45.49%	-100.00%	-100.00%		-	N	80%-100%	20%-40%
LMPCCAFX	LOMPOC	SANTA BARBARA	Gateway	54<380	Large Urban	-50.14%	-31.43%	-54.11%	50%-60%	N	Y	0%-20%	40%-60%
LNPNCAFX	LONE PINE	INYO	Gateway	0<6	Medium	-35.52%	-17.62%	-52.14%	50%-60%	N	N	0%-20%	80%-100%
LNHBAXF	LONG BEACH MAIN	LOS ANGELES	Beach Cities	>1700	Very Large	-44.83%	-28.90%	-7.46%	<50%	Y	Y	80%-100%	-
LSALCAFX	LOS ALAMOS	SANTA BARBARA	Gateway	0<6	Small	-24.13%	-25.23%	-38.74%	<50%	N	Y	20%-40%	-
LSSRCAXF	LOS SERRANOS	SAN BERNARDINO	Gateway	54<380	Large Urban	-62.47%	-32.87%	-61.37%	60%-70%	N	Y	0%-20%	0%-20%
LSHLCAFX	LOST HILLS	KERN	Northern	0<6	Small	-32.53%	-12.16%	-56.48%	50%-60%	N	N	20%-40%	-
LCVYCAFX	LUCERNE VALLEY	SAN BERNARDINO	Desert	6<54	Medium	-61.20%	-23.77%	-71.81%	70%-80%	N	N	0%-20%	-
MDRVCAFX	MAD RIVER	TRINITY	Northern	0<6	Small	-40.95%	-22.01%	-52.76%	50%-60%	N	N	0%-20%	0%-20%
MALBCAXG	MALIBU	LOS ANGELES	Coastal	54<380	Large Metro	-48.29%	-32.81%	-14.81%	<50%	Y	Y	40%-60%	-
MMLKCAFX	MAMMOTH LAKES	MONO	Gateway	0<6	Large Metro	-55.02%	-31.94%	-71.42%	70%-80%	N	N	-	-
MNBHCAFX	MANHATTAN	LOS ANGELES	Beach Cities	>1700	Large Urban	-64.04%	-100.00%	-100.00%		-	N	60%-80%	60%-80%
MNTCCAXG	MANTECA	SAN JOAQUIN	Northern	380<1700	Large Urban	-45.62%	-26.37%	-56.36%	50%-60%	N	N	20%-40%	60%-80%
OXNRCAXG	MANTILLA	VENTURA	Gateway	380<1700	Large Urban	-50.34%	-100.00%	-100.00%		-	N	20%-40%	60%-80%
LAPNCAXL	MAPLEGROVE	LOS ANGELES	Coastal	>1700	Large Urban	-52.62%	-100.00%	-100.00%		-	N	20%-40%	-
CLCYCAXG	MAR VISTA	LOS ANGELES	Beach Cities	>1700	Very Large	-54.61%	-30.20%	-68.85%	60%-70%	Y	Y	80%-100%	-
MRPCAXF	MARICOPA	KERN	Northern	0<6	Small	-48.10%	-100.00%	-100.00%		-	N	20%-40%	20%-40%
TWPLCAXG	MARINE PALMS	SAN BERNARDINO	Desert	0<6	Small	-41.80%	-100.00%	-100.00%		-	N	80%-100%	80%-100%
LNHBAXH	MARKET	LOS ANGELES	Beach Cities	>1700	Large Urban	-65.66%	-100.00%	-100.00%		-	N	80%-100%	-
SNBRCAHX	MARSHALL	SAN BERNARDINO	Desert	380<1700	Large Urban	-60.14%	-33.99%	-61.66%	60%-70%	Y	N	60%-80%	60%-80%
LNHBAXL	MARTIN L KING	LOS ANGELES	Beach Cities	>1700	Large Metro	-59.90%	-100.00%	-100.00%		-	N	0%-20%	-
MCFACAXF	MCFARLAND	KERN	Northern	6<54	Medium	-48.82%	-22.10%	-62.86%	60%-70%	N	N	0%-20%	0%-20%
MCKTCAFX	MCKITTRICK	KERN	Northern	0<6	Small	-32.18%	-18.45%	-56.32%	50%-60%	N	N	60%-80%	0%-20%
MECCAXF	MECCA	RIVERSIDE	Desert	6<54	Medium	-38.91%	-100.00%	-100.00%		-	N	-	-
MENTCAFX	MENTONE	SAN BERNARDINO	Desert	54<380	Large Metro	-56.58%	-29.88%	-69.59%	60%-70%	Y	Y	40%-60%	40%-60%
LMPCCAXG	MESA	SANTA BARBARA	Gateway	54<380	Large Metro	-47.39%	-100.00%	-100.00%		-	N	20%-40%	-
MIRMNCAFX	MIRAMONTE	FRESNO	Northern	6<54	Small	-55.59%	-29.79%	-67.43%	60%-70%	N	N	0%-20%	60%-80%
MNRVCAFX	MONROVIA	LOS ANGELES	Coastal	380<1700	Very Large	-46.40%	-29.76%	-64.08%	60%-70%	N	N	60%-80%	60%-80%
LSGTCAFX	MONTEBELLO	SANTA CLARA	Northern	54<380	Large Urban	-48.45%	-100.00%	-100.00%		-	N	20%-40%	60%-80%
MNTTCAFX	MONTECITO	SANTA BARBARA	Gateway	54<380	Large Metro	-47.82%	-100.00%	-100.00%		-	N	60%-80%	40%-60%

Table 4F.12 (page 4 of 6)

CLLI Code	Reporting Unit	County	Operating Area	Density Category	Wire Center Size	2010-15			2016-17			Access Line		FTR		Verizon Line Loss Category	Frontier Line Loss Category
						Access Line Loss	VZ FTTP	FTTP									
MRHLCAXF	MORGAN HILL	SANTA CLARA	Northern	54<380	Large Urban	-49.39%		-32.14%		-66.05%	60%-70%	N	N		20%-40%	60%-80%	
MRVYCAXF	MORONGO VALLEY	SAN BERNARDINO	Desert	6<54	Medium	-50.54%		-28.09%		-64.11%	60%-70%	N	N		80%-100%	40%-60%	
LSGTCAXG	MOUNTAIN	SANTA CLARA	Northern	54<380	Medium	-42.96%		-29.71%		226.32%	<50%	N	N		0%-20%	20%-40%	
MUGUCAXF	MUGU	VENTURA	Gateway	54<380	Large Metro	-48.34%		-31.70%		-96.97%		Y	Y		60%-80%	0%-20%	
MURTCAXF	MURRIETA	RIVERSIDE	Inland	380<1700	Very Large	-63.58%		-21.39%		-79.27%	70%-80%	Y	Y		60%-80%	-	
MSCYCAXF	MUSCOY	SAN BERNARDINO	Desert	54<380	Large Metro	-60.37%		-28.30%		160.41%	<50%	N	N		80%-100%	40%-60%	
NWBRCAXF	NEWBERRY	SAN BERNARDINO	Desert	0<6	Small	-58.99%		-27.69%		440.00%	<50%	N	N		-	-	
NWPKCAXF	NEWBURY PARK	VENTURA	Gateway	380<1700	Very Large	-54.30%		67.15%		-98.86%		Y	Y		40%-60%	0%-20%	
NEDWCAXF	NORTH EDWARDS	KERN	Gateway	0<6	Small	-39.30%		-22.80%		4482.62%	<50%	N	N		80%-100%	-	
NSHRCAXF	NORTH SHORE	RIVERSIDE	Desert	6<54								N	Y		-	-	
SNBRCAFN	NORTON	SAN BERNARDINO	Desert	6<54	Small	-21.82%				-100.00%		N	N		40%-60%	-	
NRWLCAXF	NORWALK	LOS ANGELES	Coastal	>1700	Very Large	-56.31%		-29.15%		-62.68%	60%-70%	Y	Y		0%-20%	0%-20%	
NOVTCAXF	NOVATO	MARIN	Northern	54<380	Large Urban	-54.33%		-40.29%		-45.47%	<50%	N	N		-	-	
OASSCAXF	OASIS	RIVERSIDE	Desert	6<54	Medium	-54.07%		-33.24%		406.04%	<50%	N	Y		40%-60%	-	
OLNCCAXF	OLANCHA	INYO	Gateway	0<6	Small	-42.35%		-34.04%		5080.13%	<50%	N	N		0%-20%	60%-80%	
ONTRCAXM	ONTARIO AIRPORT	SAN BERNARDINO	Inland	54<380	Large Metro	-45.79%				-100.00%	N/A	N	Y		80%-100%	80%-100%	
ONTRCAXF	ONTARIO MAIN	SAN BERNARDINO	Inland	>1700	Very Large	-59.73%		-34.91%		-43.79%	<50%	Y	Y		40%-60%	40%-60%	
ONTRCAXG	ONTARIO SOUTH	SAN BERNARDINO	Inland	380<1700	Large Urban	-50.30%		-28.34%		-74.37%	70%-80%	N	Y		20%-40%	40%-60%	
ORLNCAXF	ORLEANS	HUMBOLDT	Northern	0<6	Small	-11.76%		-26.16%		682.97%	<50%	N	N		0%-20%	0%-20%	
ORMACAXF	ORO LOMA	FRESNO	Northern	0<6	Small	-29.43%		-30.83%		3496.23%	<50%	N	N		20%-40%	20%-40%	
OXRNCAXF	OXNARD	VENTURA	Gateway	>1700	Large Urban	-53.68%		107.92%		-98.82%		Y	Y		20%-40%	40%-60%	
PCPLCAXF	PACIFIC PALISADES	LOS ANGELES	Beach Cities	380<1700	Large Urban	-42.20%				-100.00%		N	N		60%-80%	-	
PACMCAXF	PACOIMA	LOS ANGELES	Gateway	54<380	Very Large	-57.37%				-100.00%		Y	Y		60%-80%	-	
PLDSCAXF	PALM DESERT	RIVERSIDE	Desert	380<1700	Very Large	-50.75%				-100.00%		N	N		60%-80%	-	
PLSPCAXG	PALM SPRINGS EAST	RIVERSIDE	Desert	54<380	Very Large	-54.29%				-100.00%		Y	Y		0%-20%	80%-100%	
TRNCCAXG	PALOS VERDES	LOS ANGELES	Beach Cities	>1700	Large Urban	-55.19%				-100.00%		N	Y		-	-	
PRFDCAXF	PARKFIELD	MONTEREY	Gateway	0<6								N	N		20%-40%	20%-40%	
PERSCAXF	PERRIS	RIVERSIDE	Inland	54<380	Very Large	-57.72%				-100.00%		Y	Y		80%-100%	-	
PHLNCAXF	PHELAN	SAN BERNARDINO	Desert	54<380	Large Metro	-41.57%				-100.00%		N	N		40%-60%	40%-60%	
WHTRCAXJ	PICO	LOS ANGELES	Coastal	380<1700	Large Urban	-52.76%				-100.00%		Y	Y		60%-80%	40%-60%	
PIRCCAXF	PIERCY	MENDOCINO	Northern	0<6	Small	-100.00%				-100.00%		N	N		40%-60%	40%-60%	
PNCKCAXF	PINECREEK	INYO	Gateway	0<6	Small	-40.23%		-28.90%		-57.01%	50%-60%	N	N		60%-80%	20%-40%	
PNYNCAXF	PINYON	RIVERSIDE	Desert	0<6	Small	-35.92%		-99.59%		-99.71%		N	N		60%-80%	-	
POMNCAXF	POMONA	LOS ANGELES	Coastal	>1700	Very Large	-55.54%		-27.40%		-67.70%	60%-70%	Y	Y		20%-40%	-	
QVUYCAXF	QUAIL VALLEY	RIVERSIDE	Inland	380<1700	Large Metro	-70.14%				-100.00%		N	Y		80%-100%	80%-100%	
QZHLCAFX	QUARTZ HILL	LOS ANGELES	Gateway	380<1700	Large Urban	-55.03%				-100.00%		N	Y		20%-40%	60%-80%	
RNCACAXF	RANCHO CALIFORNIA	RIVERSIDE	Inland	54<380	Very Large	-60.77%		-32.90%		-58.50%	60%-70%	N	Y		80%-100%	-	
RNMGCAXF	RANCHO MIRAGE	RIVERSIDE	Desert	380<1700	Very Large	-54.18%				-100.00%		N	Y		40%-60%	-	
RNBGCAXF	RANDSBURG	KERN	Gateway	0<6	Small	-100.00%				-100.00%		N	N		20%-40%	40%-60%	
TMCLCAHX	REDHAWK	RIVERSIDE	Inland	54<380	Large Urban	-69.13%				-100.00%		N	Y		80%-100%	60%-80%	
RDLDCAFX	REDLANDS	SAN BERNARDINO	Desert	380<1700	Very Large	-53.24%		-25.14%		-55.53%	50%-60%	Y	Y		60%-80%	80%-100%	
HRBHCAXA	REDONDO	LOS ANGELES	Beach Cities	>1700								Y	Y		40%-60%	-	
RDLYCAXF	REEDLEY	FRESNO	Northern	54<380	Large Metro	-47.13%		-22.79%		-61.22%	60%-70%	N	N		60%-80%	0%-20%	
RDGCCAXG	RIDGECREST	KERN	Gateway	6<54	Large Metro	-44.97%		-25.41%		-45.67%	<50%	N	N		20%-40%	40%-60%	
PCRVCAXF	RIO HONDO	LOS ANGELES	Coastal	>1700	Large Urban	-45.22%				-100.00%		N	Y		-	-	
RIPNCAXF	RIPON	SAN JOAQUIN	Northern	54<380	Large Metro	-43.37%		-28.92%		-60.50%	60%-70%	N	N		20%-40%	0%-20%	
RBNSCAXG	ROBBINS	SUTTER	Northern	0<6	Small	-45.30%		623.08%		315.47%	<50%	N	N		0%-20%	0%-20%	
RLHLCAXF	ROLLING HILLS	LOS ANGELES	Beach Cities	380<1700	Large Urban	-50.74%				-100.00%		N	Y		20%-40%	40%-60%	
LAPNCAXF	ROWLAND	LOS ANGELES	Coastal	>1700	Very Large	-49.88%				-100.00%		N	Y		60%-80%	-	
RNSPCAXF	RUNNING SPRINGS	SAN BERNARDINO	Desert	54<380	Medium	-58.50%		-58.67%		-82.83%	>80%	N	N		20%-40%	20%-40%	
SLCYCAXF	SALTON CITY	IMPERIAL	Desert	6<54	Small	-61.26%		82.52%		-30.20%	<50%	N	N		80%-100%	60%-80%	
SNBRCAFX	SAN BERNARDINO	SAN BERNARDINO	Desert	>1700	Very Large	-48.09%		-23.88%		-63.58%	60%-70%	N	N		60%-80%	-	

Table 4F.12 (page 5 of 6)

CLLI Code	Reporting Unit	County	Operating Area	Density Category	Wire Center Size	2010-15	2016-17	2010-17	Access Line		FTR	Verizon Line Loss Category	Frontier Line Loss Category		
						Access Line Loss	Access Line Loss	Access Line Loss	Loss Category	VZ FTTP FTTP					
SNDMCAXF	SAN DIMAS	LOS ANGELES	Coastal	380<1700	Large Urban	-55.77%		-100.00%		-	N	Y	20%-40%	80%-100%	
SNFNCAXG	SAN FERNANDO	LOS ANGELES	Gateway	>1700	Large Urban	-47.60%	-29.67%	-66.26%	60%-70%		N	N	60%-80%	40%-60%	
SNJCCAXG	SAN JACINTO	RIVERSIDE	Inland	54<380	Large Urban	-62.21%	-29.75%	-75.95%	70%-80%		Y	Y	80%-100%	80%-100%	
SNJQCAXF	SAN JOAQUIN	FRESNO	Northern	6<54	Small	-55.59%	-15.19%	-34.95%	<50%		N	N	20%-40%	40%-60%	
SNMGCAXF	SAN MIGUEL	MONTEREY	Gateway	0<6	Medium	-42.68%	-22.64%	-55.38%	50%-60%		N	N	60%-80%	40%-60%	
SNGRCAFX	SANGER	FRESNO	Northern	54<380	Large Metro	-47.38%	-26.82%	-62.19%	60%-70%		N	N	80%-100%	20%-40%	
SNBBCAXF	SANTA BARBARA	SANTA BARBARA	Gateway	>1700	Very Large	-54.10%	-28.24%	4.28%	<50%		N	N	40%-60%	60%-80%	
SNTMCAXF	SANTA MARIA	SANTA BARBARA	Gateway	380<1700	Very Large	-50.55%	-29.87%	-53.20%	50%-60%		Y	Y	0%-20%	40%-60%	
SNNMCAXG	SANTA MONICA	LOS ANGELES	Beach Cities	>1700	Very Large	-47.89%	-27.78%	-13.60%	<50%		Y	Y	80%-100%	-	
SNPLCAXF	SANTA PAULA	VENTURA	Gateway	54<380	Large Metro	-45.89%	-27.41%	-63.77%	60%-70%		N	N	40%-60%	20%-40%	
SLVNCAXG	SANTA YNEZ	SANTA BARBARA	Gateway	6<54	Large Urban	-40.36%	-28.47%	-56.90%	50%-60%		N	N	0%-20%	-	
SERNCAFX	SEA RANCH	SONOMA	Northern	54<380	Medium	-27.82%	-54.44%	-65.14%	60%-70%		N	N	0%-20%	0%-20%	
SPLVCAFX	SEPULVEDA	LOS ANGELES	Gateway	>1700	Very Large	-56.79%	-27.59%	-71.46%	70%-80%		Y	N	40%-60%	80%-100%	
SRMDCAXF	SIERRA MADRE	LOS ANGELES	Coastal	>1700	Large Metro	-43.96%	-34.12%	-47.00%	<50%		N	N	-	-	
PSDNCAXF	SIERRA MADRE HASTIN	LOS ANGELES	Coastal	>1700	Medium	-40.77%		-100.00%			-	N	N	-	-
HNDLCAXF	SILVER LAKES	SAN BERNARDINO	Desert	380<1700	Medium	-58.53%		-100.00%			-	N	Y	-	-
HNBHCAXF	SLATER	ORANGE	Beach Cities	>1700	Large Urban	-54.95%		-100.00%			-	N	Y	80%-100%	-
SNNGCAXG	SNELLING	MERCED	Northern	0<6	Small	-41.95%	-31.33%	-54.02%	50%-60%		N	N	60%-80%	20%-40%	
BRSWCAJX	SOUTH BARSTOW	SAN BERNARDINO	Desert	6<54	Large Metro	-50.07%		-100.00%			-	N	N	0%-20%	0%-20%
SVYFCAXF	SQUAW VALLEY	FRESNO	Northern	6<54	Small	-61.04%	-23.76%	-69.08%	60%-70%		N	N	20%-40%	0%-20%	
LNBHCAXS	STADIUM	LOS ANGELES	Beach Cities	>1700	Very Large	-59.50%		-100.00%			-	N	Y	60%-80%	-
STMRCAXF	STRATHMORE	TULARE	Northern	6<54	Medium	-44.86%		-100.00%			-	N	N	40%-60%	20%-40%
SMVYCAFX	SUMMIT VALLEY	SAN BERNARDINO	Desert	0<6	Small	-28.37%		-35.46%	<50%		N	N	-	-	
SNCYCAFX	SUN CITY	RIVERSIDE	Inland	380<1700	Very Large	-66.10%	-35.10%	-73.04%	70%-80%		Y	Y	80%-100%	-	
SNLDCAXF	SUNLAND/TUJUNGA	LOS ANGELES	Gateway	380<1700	Large Urban	-49.89%	-35.00%	-68.85%	60%-70%		N	N	40%-60%	80%-100%	
SNYMCAXF	SUNNYMEAD	RIVERSIDE	Inland	380<1700	Very Large	-62.49%		-100.00%			-	N	N	0%-20%	20%-40%
SNNMCAXJ	SUNSET	LOS ANGELES	Beach Cities	>1700	Very Large	-54.16%		-100.00%			-	N	Y	80%-100%	-
SURFCAXF	SURF	SANTA BARBARA	Gateway	6<54	Medium	-26.34%		-100.00%			-	N	N	60%-80%	40%-60%
SYLMCAFX	SYLMAR	LOS ANGELES	Gateway	380<1700	Large Urban	-51.07%	-33.70%	-70.57%	70%-80%		N	N	80%-100%	80%-100%	
TAFTCAFX	TAFT	KERN	Northern	6<54	Large Metro	-55.61%	-17.93%	-60.39%	60%-70%		N	N	40%-60%	0%-20%	
TMCLCAXG	TEMECULA	RIVERSIDE	Inland	380<1700	Large Metro	-13.21%	-23.45%	154.70%	<50%		Y	Y	80%-100%	-	
LNBHCAXT	TERMINO	LOS ANGELES	Beach Cities	>1700	Large Urban	-62.74%		-100.00%			-	N	Y	0%-20%	-
THRMCAFX	THERMAL	RIVERSIDE	Desert	6<54	Medium	-53.06%		-100.00%			-	N	Y	60%-80%	-
THOKCAFX	THOUSAND OAKS 2	VENTURA	Gateway	380<1700	Very Large	-51.54%	-24.10%	-65.34%	60%-70%		Y	Y	60%-80%	80%-100%	
THPLCAFX	THOUSAND PALMS	RIVERSIDE	Desert	54<380	Medium	-56.62%		-100.00%			-	N	N	40%-60%	-
TMCVCAXH	TIMBER COVE	SONOMA	Northern	0<6	Small	-12.13%	-8.69%	-13.05%	<50%		N	N	20%-40%	40%-60%	
TVVYCAFX	TIVY VALLEY	FRESNO	Northern	6<54	Medium	-45.08%	-17.15%	-53.96%	50%-60%		N	N	0%-20%	-	
TPNGCAFX	TOPANGA	LOS ANGELES	Gateway	54<380	Medium	-61.50%	-36.68%	-72.34%	70%-80%		Y	N	0%-20%	0%-20%	
TRNQCAFX	TRANQUILITY	FRESNO	Northern	0<6	Small	-36.17%		-100.00%			-	N	N	0%-20%	20%-40%
TRONCAFX	TRONA	SAN BERNARDINO	Gateway	0<6	Small	-33.26%	-12.89%	-44.00%	<50%		N	N	40%-60%	-	
TWPLCAFX	TWENTYNINE PALMS	SAN BERNARDINO	Desert	6<54	Large Metro	-56.89%	-26.79%	-62.56%	60%-70%		N	N	80%-100%	60%-80%	
WLANCAJX	UNIVERSITY	LOS ANGELES	Beach Cities	>1700	Large Metro	-38.45%		-100.00%			-	N	Y	60%-80%	-
UPLDCAFX	UPLAND	SAN BERNARDINO	Inland	380<1700	Very Large	-49.20%	-28.15%	-12.13%	<50%		Y	Y	60%-80%	0%-20%	
LNBHCAJX	UPTOWN	LOS ANGELES	Beach Cities	>1700	Very Large	-57.56%		-100.00%			-	N	Y	-	-
VLVSCAXF	VALLE VISTA	RIVERSIDE	Inland	54<380	Large Metro	-66.86%		-100.00%			-	N	N	20%-40%	-
WHTRCAJX	VALLEY VIEW	LOS ANGELES	Coastal	>1700	Very Large	-50.83%		-100.00%			-	N	Y	60%-80%	0%-20%
VTVLCAXA	VICTORVILLE	SAN BERNARDINO	Desert	54<380	Very Large	-59.29%	-29.89%	-68.96%	60%-70%		Y	Y	-	-	
WLNTCAFX	WALNUT	LOS ANGELES	Coastal	380<1700	Very Large	-54.41%	0.00%	-99.94%			-	N	Y	60%-80%	40%-60%
HNBHCAXL	WARNER	ORANGE	Beach Cities	>1700	Large Urban	-61.49%		-100.00%			-	N	Y	40%-60%	40%-60%
BRDNCAXF	WASHINGTON STREET	RIVERSIDE	Desert	380<1700	Large Urban	-52.56%		-100.00%			-	N	N	40%-60%	60%-80%
SNBRCAJX	WATERMAN	SAN BERNARDINO	Desert	380<1700							-	N	N	-	-
WVVLCAJX	WEAVERVILLE	TRINITY	Northern	6<54	Large Metro	-32.18%	-13.20%	-43.46%	<50%		N	N	40%-60%	0%-20%	

Table 4F.12 (page 6 of 6)

CLI Code	Reporting Unit	County	Operating Area	Density Category	Wire Center Size	2010-15	2016-17	2010-17	Access Line	FTR	Verizon Line Loss Category	Frontier Line Loss Category	
						Access Line Loss	Access Line Loss	Access Line Loss	Loss Category				
WEMRCAXF	WEIMAR	PLACER	Northern	54<380	Medium	-59.10%	-26.81%	-67.45%	60%-70%	N	N	0%-20%	20%-40%
WLDNCAXF	WELDON	KERN	Gateway	0<6	Medium	-46.16%	-24.75%	-60.56%	60%-70%	N	N	40%-60%	-
WLANCAXF	WEST LOS ANGELES	LOS ANGELES	Beach Cities	>1700						N	N	-	-
WMNSCAXF	WESTMINSTER	ORANGE	Beach Cities	>1700	Very Large	-54.00%	-27.12%	-68.73%	60%-70%	Y	Y	60%-80%	-
WLANCAXG	WESTWOOD	LOS ANGELES	Beach Cities	>1700						N	Y	80%-100%	80%-100%
WHTNCAXF	WHITEHORN	HUMBOLDT	Northern	0<6	Medium	-30.52%	-19.66%	-39.15%	<50%	N	N	0%-20%	0%-20%
WHTRCAXF	WHITTIER SOUTH	LOS ANGELES	Coastal	>1700	Very Large	-55.14%	-24.86%	-37.29%	<50%	Y	Y	40%-60%	-
WHTRCAXG	WHITWOOD	LOS ANGELES	Coastal	>1700	Large Urban	-53.54%		-100.00%	0	N	Y	60%-80%	-
WWCKCAXF	WILLOW CREEK	HUMBOLDT	Northern	0<6	Medium	-28.23%	-15.18%	-36.98%	<50%	N	N	-	-
WRWDCAXF	WRIGHTWOOD	SAN BERNARDINO	Desert	6<54	Medium	-31.65%	-41.09%	-58.38%	50%-60%	N	N	20%-40%	-
YERMCAFX	YERMO	SAN BERNARDINO	Desert	0<6	Small	-47.37%		-100.00%	0	N	N	40%-60%	-
YUCPCAXF	YUCAIPA	SAN BERNARDINO	Desert	54<380	Large Urban	-51.11%		-100.00%	0	N	Y	60%-80%	60%-80%
YCVYCAXG	YUCCA VALLEY	SAN BERNARDINO	Desert	54<380	Large Metro	-55.98%	-29.63%	-70.11%	70%-80%	N	N	60%-80%	20%-40%
MALBCAXF	ZUMA	LOS ANGELES	Coastal	54<380	Large Metro	-54.79%		-100.00%	0	N	Y	80%-100%	60%-80%

We have prepared a set of four (4) graphs for each of the five category dimensions that correspond to Verizon/ Frontier Companywide graphs provided above. Table 4F.13 below provides a summary of the figures provided for each set of attributes.

<b>Table 4F.13</b>						
<b>SUMMARY OF VERIZON/FRONTIER ATTRIBUTE DIMENSION GRAPHS</b>						
	<b>Company wide</b>	<b>Broadband</b>	<b>Wire Center Size</b>	<b>POTS Line Loss</b>	<b>Density</b>	<b>OPA</b>
OOS per 100 Access Lines	Fig. 4F.3	Fig. 4F.14	Fig. 4F.18	Fig. 4F.22	Fig. 4F.26	Fig. 4F.30
Avg OOS>24 hrs Duration	Fig. 4F.7, 9	Fig. 4F.15	Fig. 4F.19	Fig. 4F.23	Fig. 4F.27	Fig. 4F.31
Pct OOS cleared in 24 hrs	Fig. 4F.10, 11	Fig. 4F.16	Fig. 4F.20	Fig. 4F.24	Fig. 4F.28	Fig. 4F.32
Days required to clear 90%	Fig. 4F.12, 13	Fig. 4F.17	Fig. 4F.21	Fig. 4F.25	Fig. 4F.29	Fig. 4F.33

ETI applied the same five attribute dimensions to the Verizon/ Frontier data, and for each we have developed summary tabulations of pertinent performance data. The absolute number of OOS conditions in all OOS categories has declined over the study period, which is to be expected given the 73.9% drop in POTS lines overall. Table 4F.12 summarizes the attribute categories associated with each of the Verizon wire centers and Frontier reporting units.

### Wire Centers that had been upgraded to FTTP

Although this study and GO-133-C/D are primarily focused upon traditional circuit-switched POTS services, the fact that a particular wire center has been upgraded with a Fiber-to-the-Premises (“FTTP”) distribution infrastructure enabling it to support *FiOS* services is an indication that Verizon/Frontier has undertaken to invest in and to upgrade the central office and outside plant facilities therein. *FiOS* branded services include high-speed Internet access, digital IPTV, and VoIP telephone services. These services replace the copper loop and drop segments with fiber.<sup>93</sup>

In Chapter 3, we noted that the overwhelming majority of the central office switches that provide POTS services are quite old, in some cases twenty to thirty years old. Thus, the switch upgrades that have occurred in the 2010-2017 time frame were primarily aimed at providing or expanding the scope of packet-switched services such as VoIP and high-speed Internet access in the residential/small business market or advanced high-capacity services to enterprise and government customers. Recent outside plant upgrades for advanced services will often confer a direct benefit to legacy POTS customers as these customers are migrated to the new distribution architecture. But however these new plant upgrades and acquisitions are being utilized, there is a reasonable expectation that some overall improvement in POTS service quality should result. To test this hypothesis, ETI deemed the presence of FTTP in a given wire center as an indicator that the ILEC had upgraded its central office and/or outside plant facilities overall.

As of 2015, approximately half of Verizon’s customers were served out of wire centers that were upgraded to offer *FiOS*.<sup>94</sup> Using FTTP availability as a surrogate for specific data on capital investment in each wire center, we determined that, as with AT&T, the presence of *FiOS* availability in any given wire center has had a positive impact upon POTS service quality being furnished out of that same building – specifically, on the incidence of OOS situations, their duration, and the extent to which the 90% cleared within 24 hours standard had been achieved. The results of this examination are shown in Figures 4F.14, 4F.15, 4F.16 and 4F.17 below. In general, wire centers that were upgraded to FTTP performed noticeably better on all OOS metrics than those for which no such upgrade investment had been made. In upgraded wire centers, the number of POTS out-of-service incidents per 100 lines in service was lower; their average duration was decidedly shorter, and the percentage of outages cleared within 24 hours was decidedly higher than in offices without broadband.

Under Verizon ownership from 2010 - 2015, in non-FTTP wire centers, the long-term trend of monthly out-of-service incidents per 100 POTS lines in service went from 0.91 in the first quarter of 2010 down to 0.63 as of the fourth quarter of 2015. *FiOS* equipped wire centers,

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93. See, e.g., Verizon, “Verizon FiOS – See the Light,” available at <http://thevillagecondos.com/Projects/VerizonFIOS/MDUPortfolio.pdf> (accessed 1/24/19).

94. Frontier response to DR-01

however decreased at a greater rate from 0.88 in 1Q2010 to 0.54 in 4Q2015 (Figure 4F.14). Similar trends are shown throughout Figures 4F.15, 4F.16 and 4F.17.

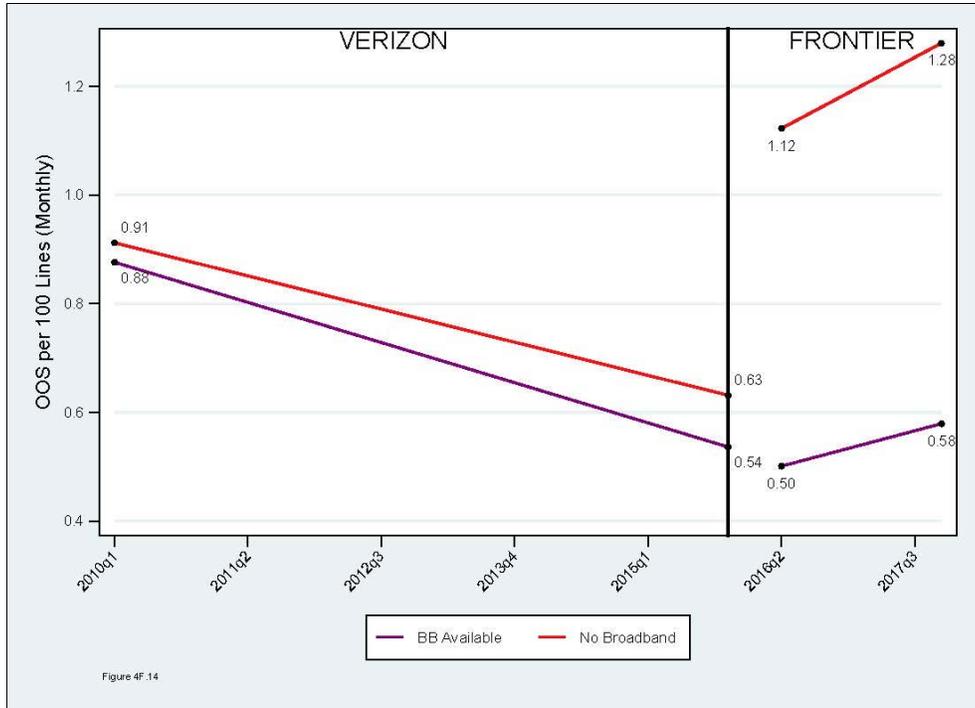
Under Frontier ownership from 2015 - 2016, mixed results are shown. In Figures 4F.14, 4F.15 and 4F.17, although OOS conditions are decreasing or staying relatively constant for reporting units with broadband available, OOS conditions are actually increasing for reporting units without broadband. However in Figure 4F.16, the percent cleared within 24 hours increased for broadband enabled reporting units from 28% in 2016 to 71% in 2017 and decreased for non equipped reporting units from 31% to 29%.



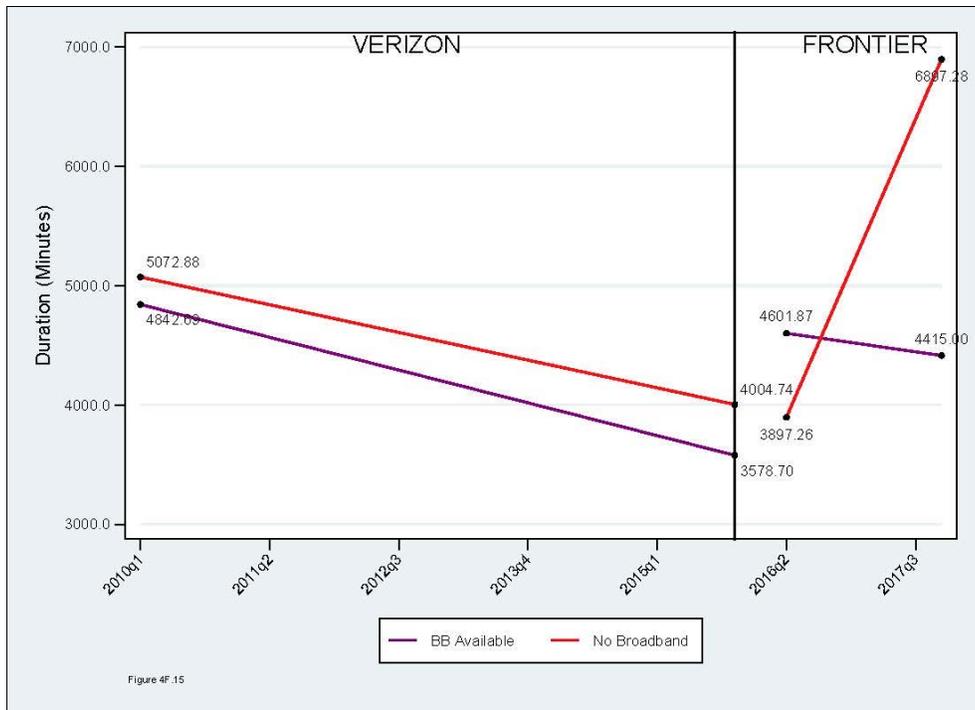
Wire centers upgraded with Fiber-to-the-Premises (“FTTP”) capable of providing *FiOS* broadband services achieve better service quality performance scores in virtually every category – lower numbers of Trouble Reports per Hundred Access Lines (“TRPH”), higher percentages of out-of-service conditions that are being resolved within 24 hours, and where out-of-service situations arise, their average durations are in all cases decidedly shorter.



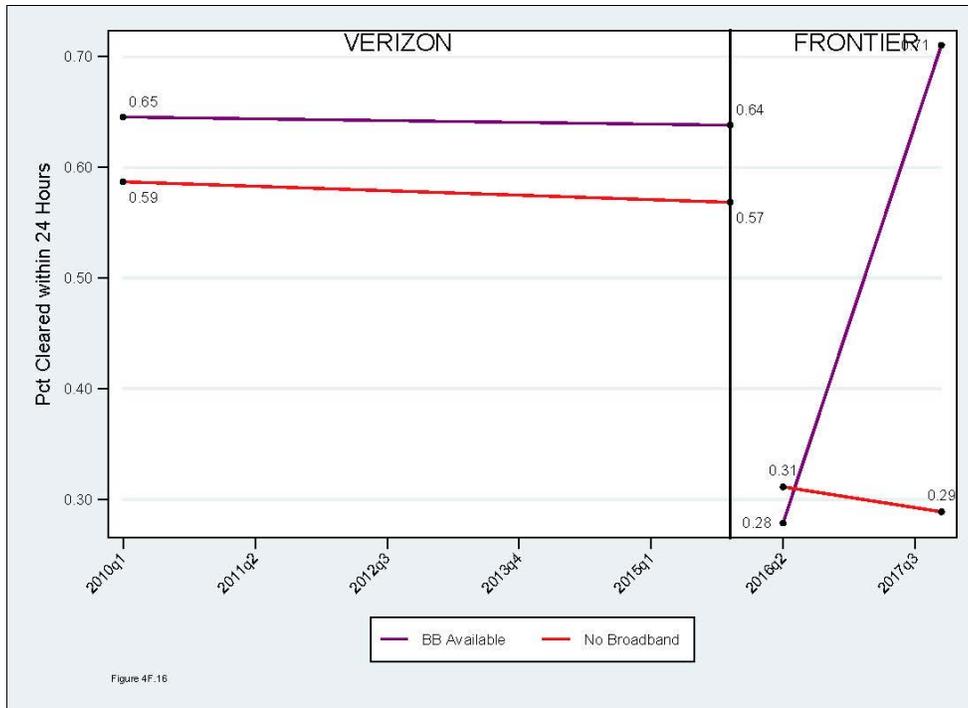
Broadband upgrades for high-speed Internet, VoIP, and IPTV video services confer a direct benefit to legacy POTS customers as they are migrated to the new distribution architecture. But however these new plant upgrades and acquisitions are being utilized, there is a reasonable expectation that some overall improvement in POTS service quality should result.



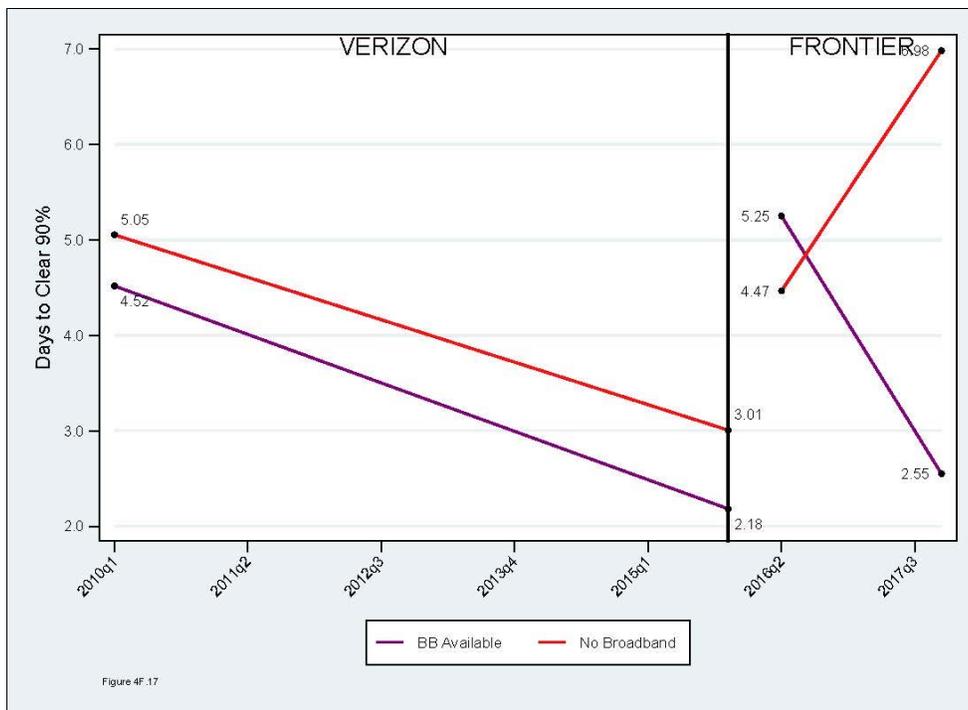
**Figure 4F.14.** There have been fewer out-of-service conditions per 100 access lines in wire centers with FTTP upgrades.



**Figure 4F.15.** Service outages are shorter in wire centers that have received FTTP upgrades.



**Figure 4F.16.** FTTP-upgraded wire centers clear a higher percentage of out-of-service conditions cleared within 24 hours.



**Figure 4F.17.** The number of days needed to clear 90% of service outages is shorter in FTTP-upgraded wire centers.

### Wire Center Size.

As with our analysis of the AT&T data, we expanded the list of wire center size categories from the three specified in GO 133-C/D (Small (1000 or fewer POTS lines), Medium (1001-2999 lines), and Large (3000 or more lines)<sup>95</sup>) to the same five categories that we used for AT&T, splitting Large into Large Metro, Large Urban, and Very Large. Table 4F.14 below indicates the number of Verizon wire centers and Frontier reporting units falling in each of these five size categories. Similar to the AT&T analysis, we assigned wire centers and reporting units to size categories based upon the number of access lines in service as of January 1, 2010 for Verizon and the number of access lines in service as of April, 2016 for Frontier.

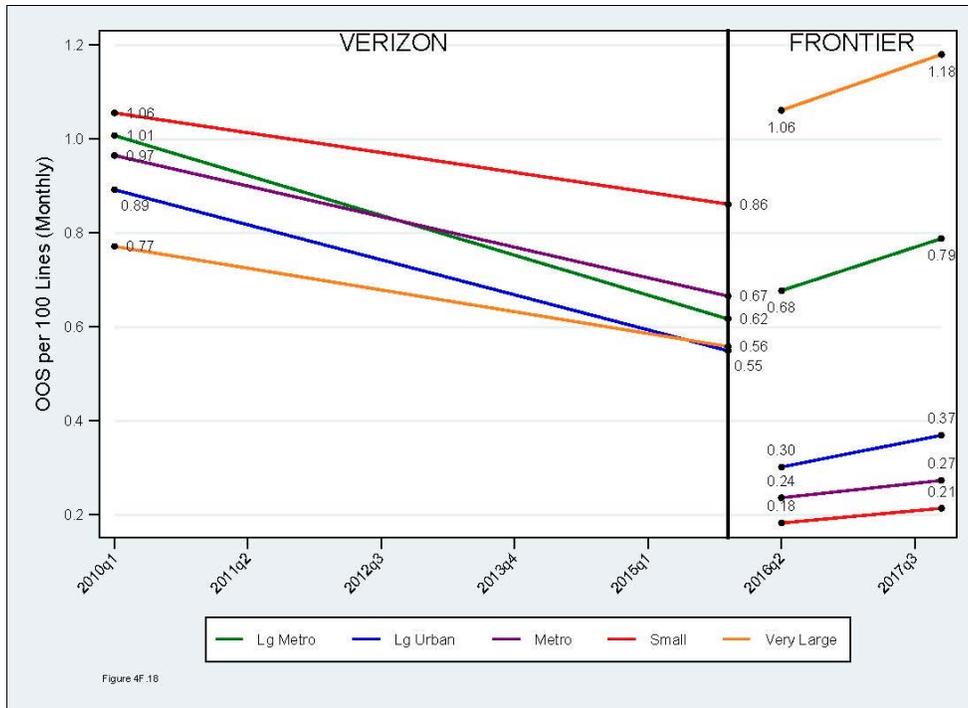
POTS Line range	Category	No. of Verizon WCs	No. of Frontier Reporting Units
1,000 or fewer	Small	56	62
1,001 - 2,999	Medium	40	40
3,000 - 9,999	Large Metro	55	56
10,000 - 19,999	Large Urban	50	52
20,000 and above	Very Large	53	52
TOTAL		254	262

With the exception of the very largest (over 20,000 lines), wire centers and reporting units in the other four smaller size categories exhibited degraded performance over the study period – increases in the number of OOS conditions (per 100 POTS lines in service) overall, the number of OOS over 24 hours, the average duration before cleared, and the number of days to reach 90% cleared. The largest over-20,000 line category remained at roughly the same level over the full study period or, by some metrics, showed some improvement.

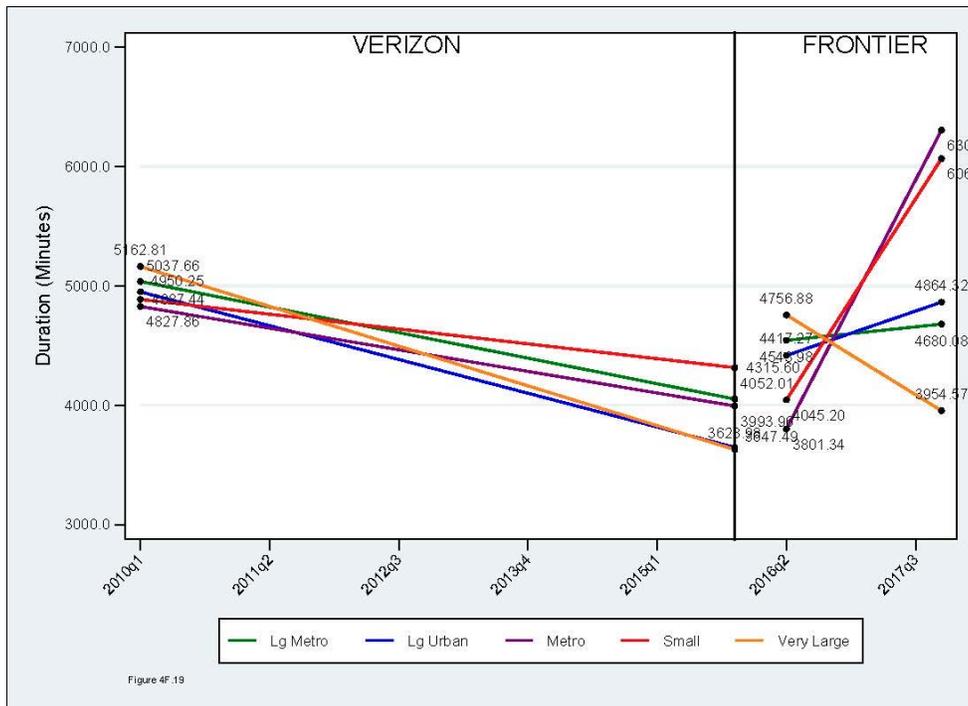


There appears to be a strong relationship between the number of POTS lines in a wire center and the quality of service provided. The number and the rate of increase in OOS per 100 POTS lines have been lowest in the very largest (over 20,000 lines) wire centers.

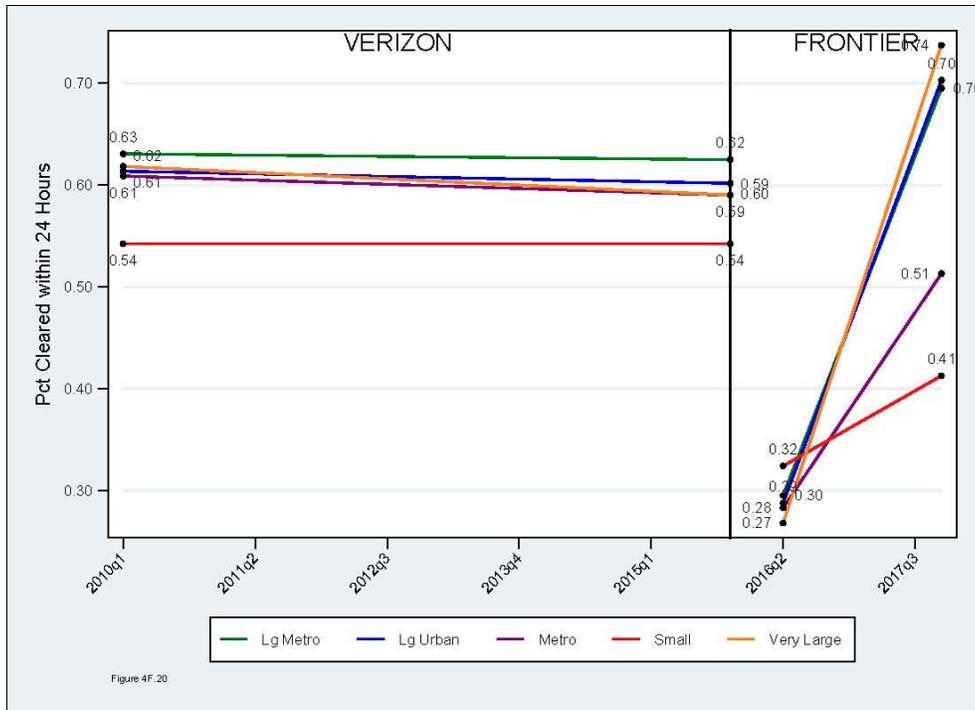
95. GO 133-C/D, at §3.3(c).



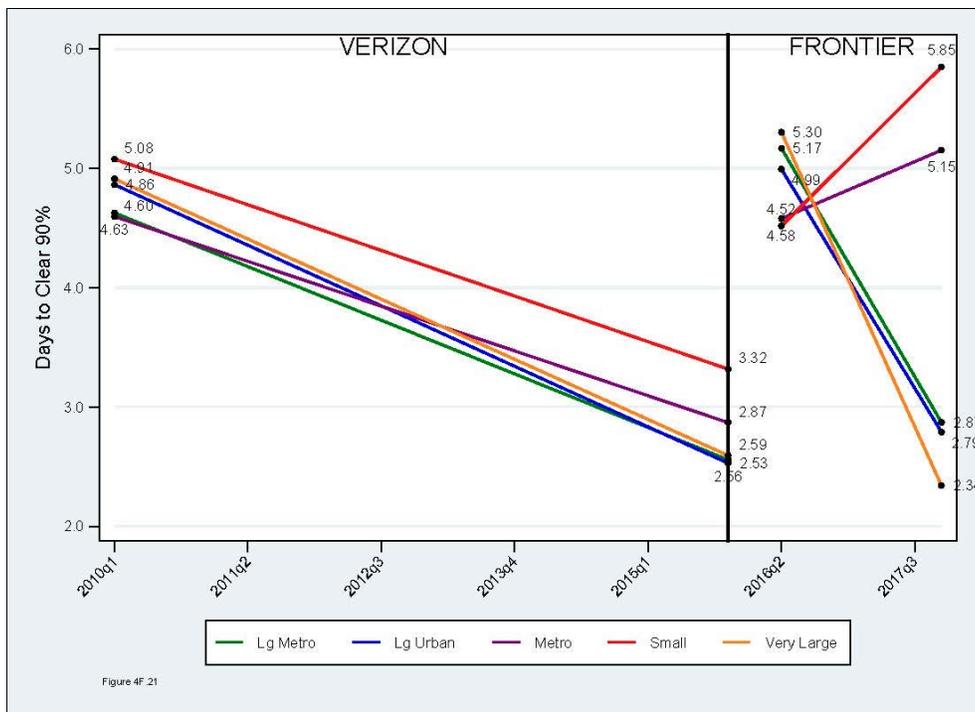
**Figure 4F.18.** The largest wire centers exhibit the fewest number of out-of-service conditions per 100 access lines.



**Figure 4F.19.** Service outages tended to be shorter in larger wire centers during the period of Verizon ownership; results under Frontier are indeterminate.



**Figure 4F.20.** The largest wire centers tend to clear a higher percentage of out-of-service conditions within 24 hours.



**Figure 4F.21.** The number of days needed to clear 90% of service outages is shortest in the largest wire centers.

**Access Line Loss.**

Tables 4F.1 and 4F.2, and Figure 4F.1, above trace Verizon/Frontier POTS lines in service over the full 2010-2017 period. Companywide, Verizon California experienced a net loss of 53.66% of its POTS access line, going from 2,778,584 in January 2010 to only 1,287,526 as of December 2015. This pattern of ongoing losses persisted after the Frontier takeover. By the end of 2017, Frontier California POTS lines in service dropped from 1,029,205 in April 2016 to only 724,752 as of December 2017. Combined, Verizon/Frontier access lines in service decreased by 73.9% over the full 8-year study period. These POTS losses were offset to some extent by the growth in interconnected VoIP access lines. We do not have data on VoIP service units being provided by Verizon or Frontier. However, as shown in Chapter 4 Figure 4.4 for all wireline carriers statewide, the gain in VoIP lines, while offsetting to some extent the ILECs' POTS losses, certainly did not come even close to fully replace the drop in POTS demand.

We also don't have carrier-specific residential and business losses. However, FCC state-level data covering all wireline carriers (summarized on Figures 4.2 and 4.3 above) confirms that, as a general matter, residential wireline (POTS) losses were far greater than business losses as increasing numbers of households migrated to non-ILEC providers (primarily to cable MSOs offering interconnected VoIP-based telephone services) and to wireless.

In Table 4F.15 below, we have assigned each Verizon wire center and post-acquisition Frontier reporting unit into one of five (5) Access Line Loss categories, for Verizon (as of January 2010) and for Frontier (as of April 2016) respectfully. Because the ownership periods for Verizon and Frontier spanned shorter amounts of time compared to AT&T, ETI broke the POTS Loss ranges into quintiles for better balance: Lowest 20%, 21% - 40%, 41% - 60%, 61% - 80%, and Highest 20%.

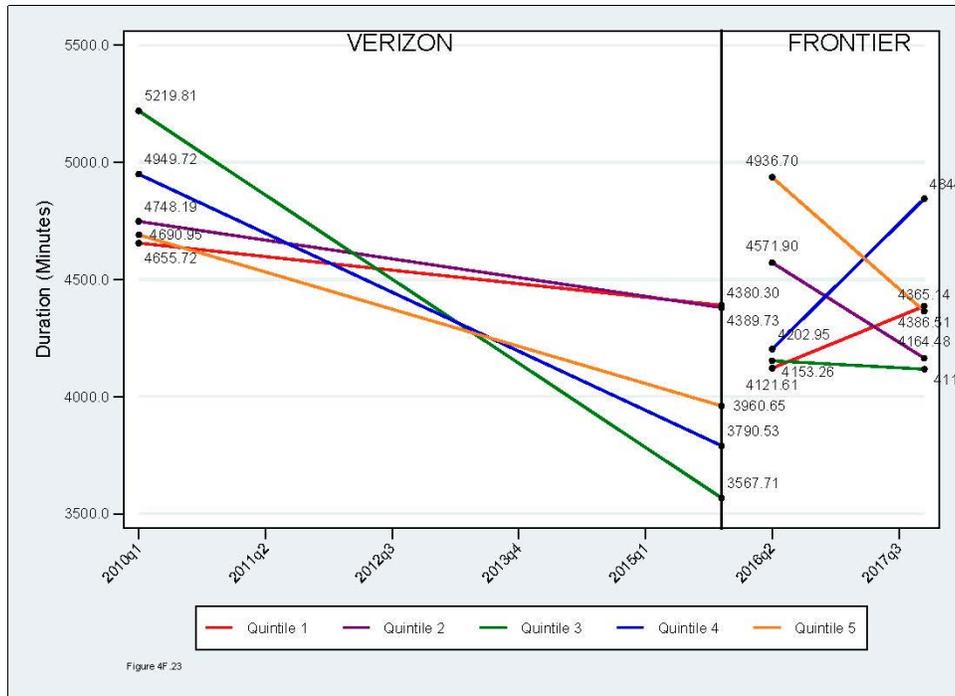
<b>Table 4F.15</b>				
<b>VERIZON/FRONTIER CALIFORNIA</b>				
<b>CLASSIFICATIONS OF WIRE CENTERS BY POTS LINE LOSS PERCENTAGE</b>				
<b>Verizon</b>			<b>Frontier</b>	
<b>Quintile</b>	<b>POTS Loss range</b>	<b>No. of Verizon WCs</b>	<b>POTS Loss range</b>	<b>No. of Frontier Reporting Units</b>
< 20%	< 42%	50	< 20%	36
21%-40%	42% - 48%	49	20% - 25%	36
41%-60%	48% - 54%	50	25% - 29%	36
61%-80%	54% - 59%	48	29% - 33%	36
> 80%	> 59%	49	> 33%	35
	<b>TOTAL</b>	<b>246</b>		<b>179</b>

Those wire centers and reporting units exhibiting the greatest percentage loss of POTS lines over the study period – exceeding 59% for Verizon and exceeding 33% for Frontier – experienced some improvement both in the number of OOS incidents and in their duration until cleared. Wire centers and reporting units experiencing the smallest losses fared far worse in terms of most metrics. One might infer that these low-loss wire centers and reporting units serve areas with the fewest competitive alternatives (hence explaining the relatively small losses), suggesting that Verizon has devoted more of its resources and efforts to those communities most impacted by competition for traditional POTS services.

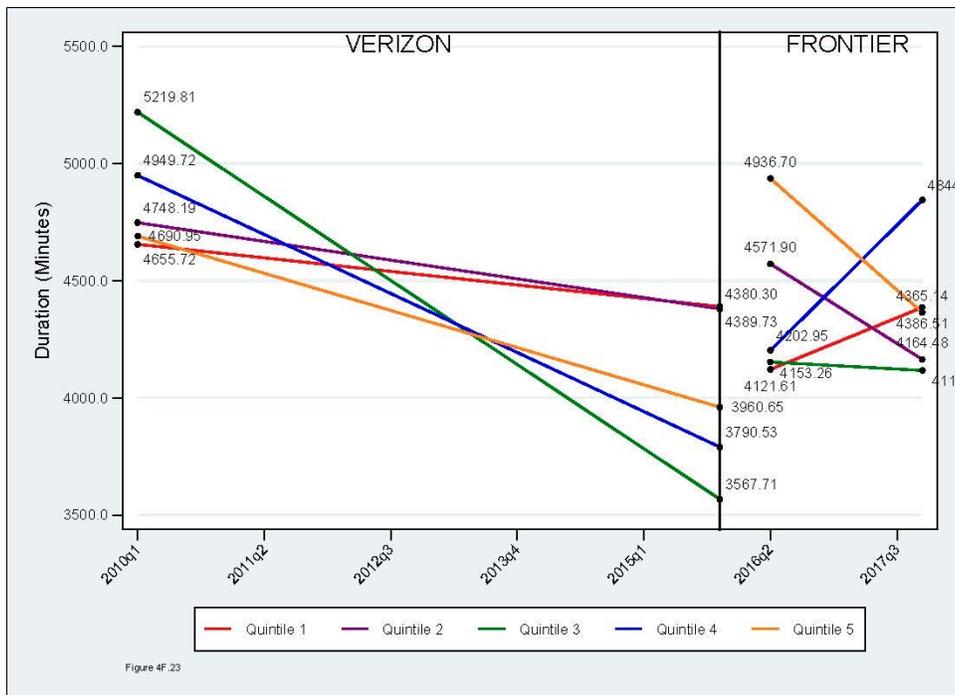
ETI has prepared a set of analyses of the various service quality performance metrics organized by wire centers and reporting units falling into each of the various categories associated with each of these five sets of classifications. Perhaps ironically, those wire centers that had experienced the largest percentage drop-off in POTS demand generally exhibited superior performance on nearly all of the service quality metrics under examination, as shown in Figures 4F.22 through 4F.25 below:



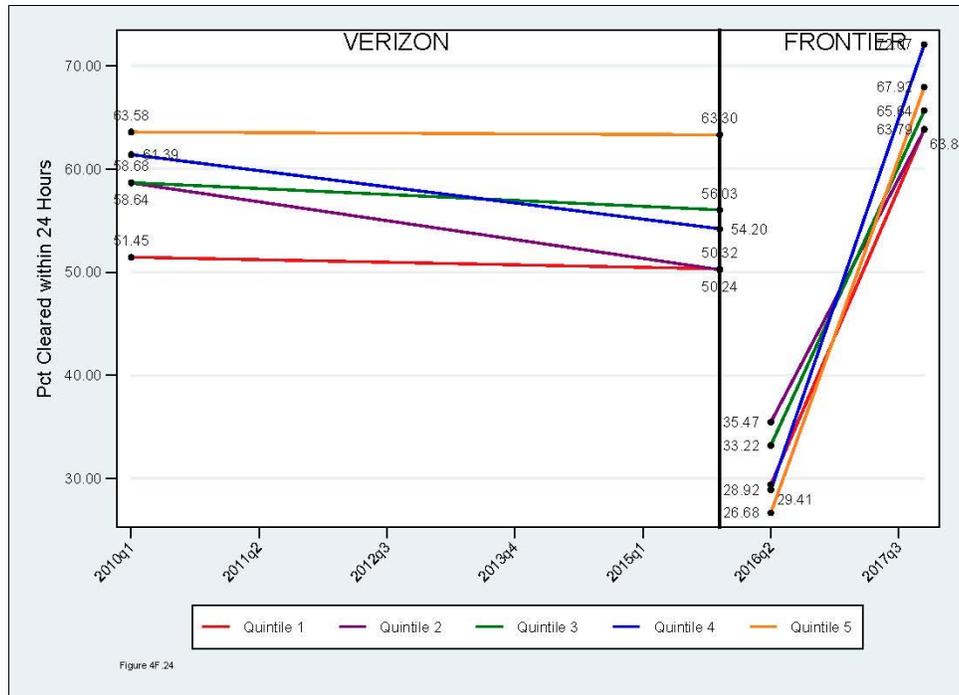
The largest increases in service outages occurred in wire centers with the lowest POTS drop-off rates; the incidence of service outages increased more slowly or remained almost constant in wire centers with successively larger drop-off rates.



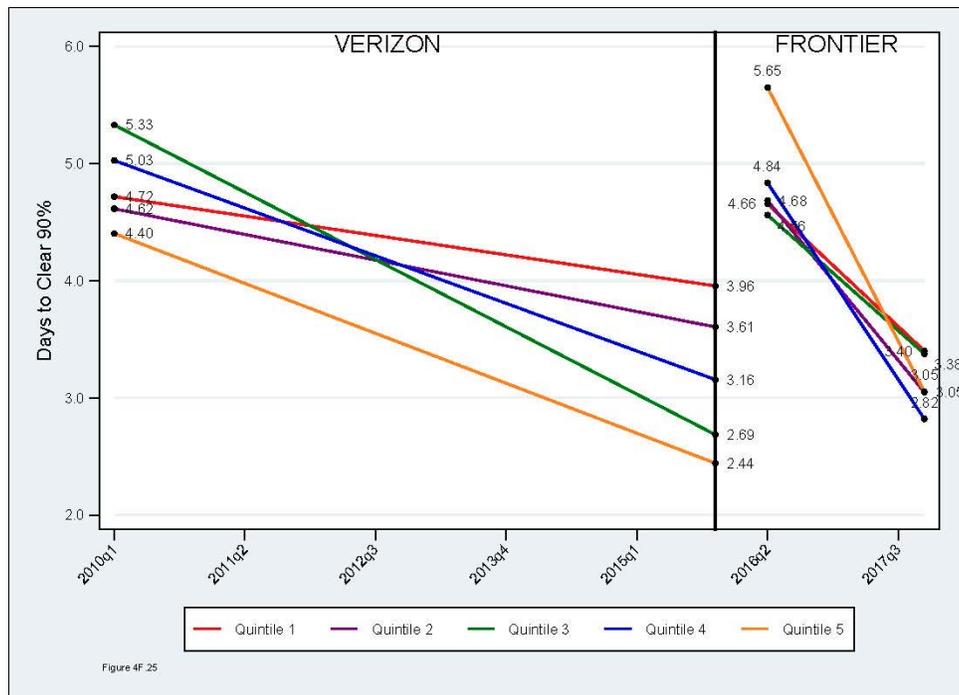
**Figure 4F.22.** During the Verizon ownership period, wire centers that had experienced the greatest drop-off in demand for POTS services exhibited the fewest number of out-of-service conditions per 100 access lines.



**Figure 4F.23.** During the Verizon ownership period, service outages tended to be shortest in wire centers that had experienced the greatest drop-off in demand for POTS services.



**Figure 4F.24.** During the Verizon ownership period, wire centers that had experienced the greatest drop-off in demand for POTS services tended to clear a higher percentage of out-of-service conditions within 24 hours.



**Figure 4F.25.** During the Verizon ownership period, the number of days needed to clear 90% of service outages is shortest for wire centers that had experienced the greatest drop-off in demand for POTS services.

**Urban/Suburban/Rural**

In CD Data Request 02-F, Frontier was asked to provide, for each of its wire centers in California:

- a. Description of the principal geographic characteristics of the area being served (urban, suburban or rural)
- b. Primary customer base, i.e., residential or commercial
- c. Physical properties of the area, flat, mountainous, rivers, lakes, wetlands
- d. List of all census tracts served by the central office building
- e. Area (in square miles) of area served by the central office

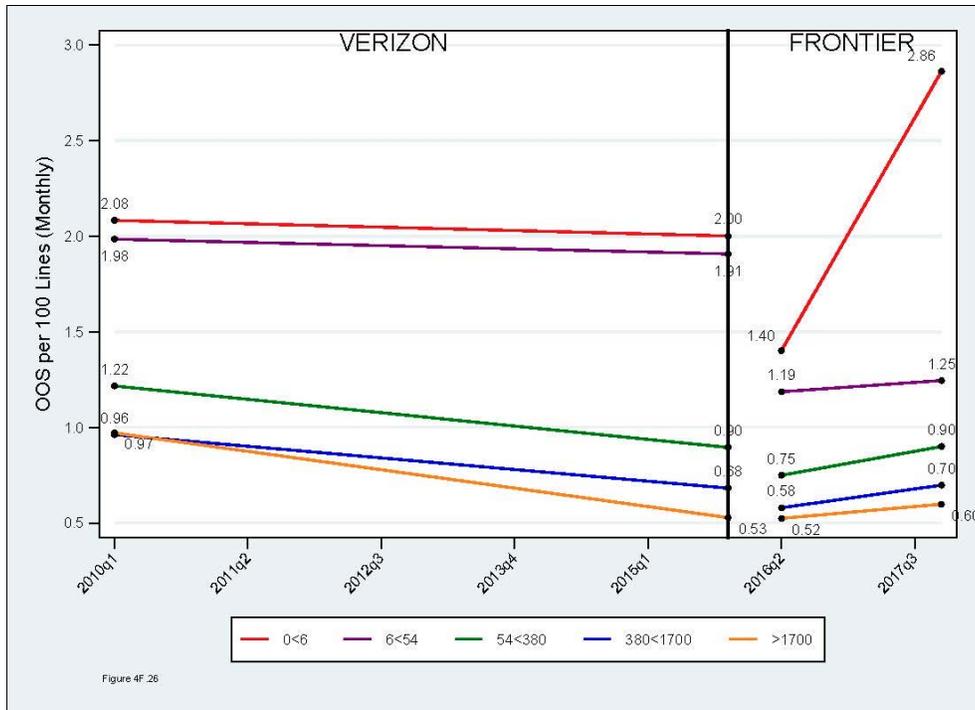
In response to Data Request 02F, Frontier provided detailed geographic and other information about each of its reporting units. From this, we were able to construct a set of Frontier-specific density categories.<sup>96</sup>

As a general matter, out-of-service conditions occur less frequently and are cleared more quickly in the largest urban wire centers. Additionally, wire centers serving the smaller markets have exhibited the largest increases both in out-of-service incidents and in the time required to clear them over the 8-year study period. Over the 2010-2015 period under Verizon management, overall the number of out-of-service incidents per 100 access lines, as well as the average duration of such outages, improved. The greatest gains occurred in the most densely populated urban wire centers. For example, the number of days needed to clear 90% of service outages is shortest for wire centers serving more densely populated areas, from 6.09 days in the least dense area compared to 2.41 days in the most dense. Due to the relatively small number of periods available for study following Frontier's takeover, the results for the Frontier period are inconclusive. These results are plotted on Figures 4F.26, 4F.27, 4F.28 and 4F.29 below.

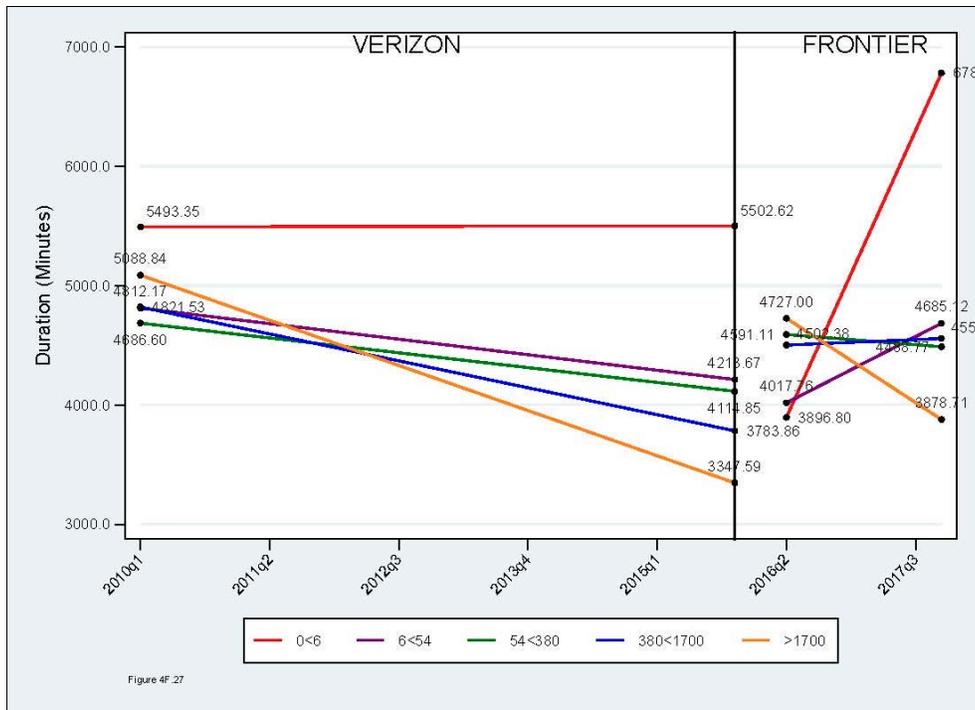


In areas with the highest population density, Verizon/ Frontier's response to out-of-service conditions has generally improved over the study period, compared to more rural areas.

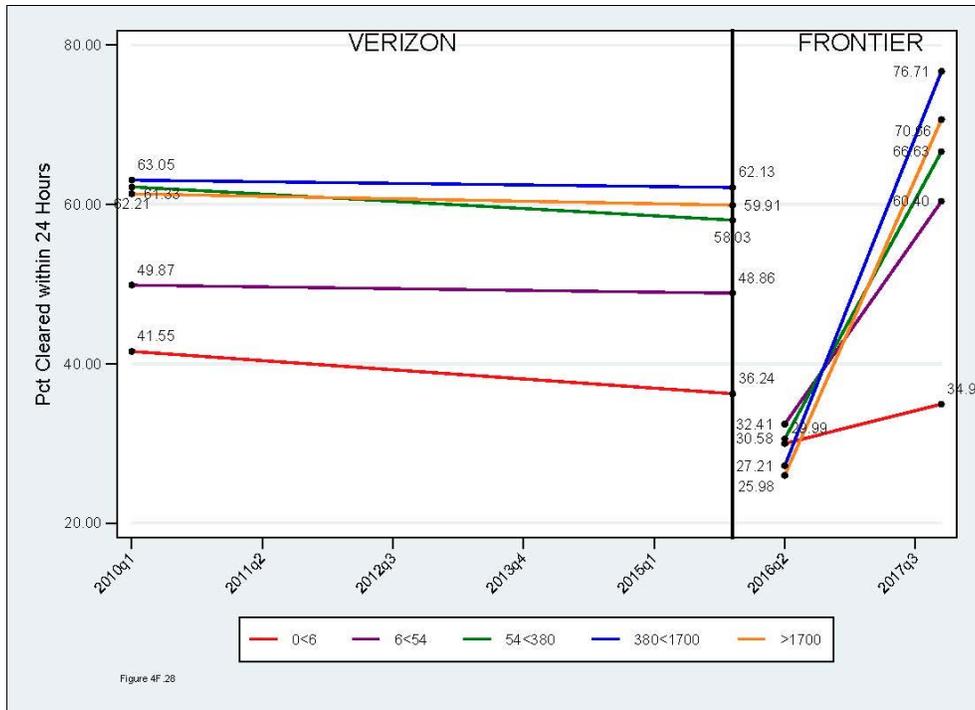
96. Frontier Response to DR-02F, Attachment B.xlsx



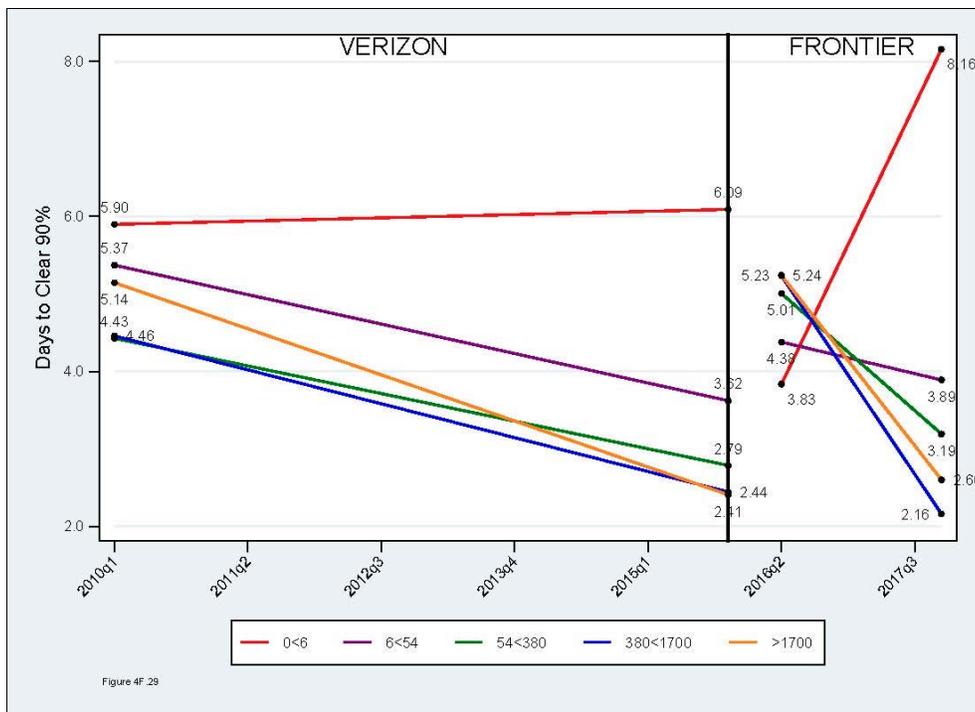
**Figure 4F.26.** Wire centers serving areas with the highest population density exhibit the fewest number of out-of-service conditions per 100 access lines and, under Verizon management, improved over the period.



**Figure 4F.27.** Service outages tend to be shorter in wire centers serving the more densely populated areas.



**Figure 4F.28.** Wire centers serving the more densely populated areas tend to clear a higher percentage of out-of-service conditions within 24 hours.



**Figure 4F.29.** The number of days needed to clear 90% of service outages is shortest for wire centers serving more densely populated areas.

## ILEC Organizational Assignment

Frontier has established six (6) “Operating Areas” (“OPAs”) that it has designated as Beach Cities, Coastal, Desert, Gateway, Inland, and Northern.<sup>97</sup> We do not have corresponding information regarding the manner in which Verizon had organized its operating areas prior to the transfer of ownership.

As is evident from the results presented on Figures 4F.30, 4F.31, 4F.32 and 4F.33 below, there is considerable variation in out-of-service performance across the six operating areas. However, the explanation for this may relate more to the nature of the wire centers falling within each OPA than to any inherent differences in their respective management. Table 4F.16 summarizes the principal geographic areas falling within the responsibility of each of the six OPAs.

Table 4F.16		
FRONTIER CALIFORNIA OPERATING AREAS		
Operating Area	Counties (or portions)	Sample wire centers
Beach Cities	Los Angeles, Orange	Santa Monica, West Los Angeles, Long Beach, Huntington Beach
Coastal	Los Angeles	Downey, Malibu, Pomona
Gateway	Inyo, Kern, Los Angeles, Mono, Monterey, San Bernardino, Santa Barbara, Ventura	San Fernando, Sepulveda, Chino, Los Serranos
Desert	Imperial, Riverside, San Bernardino	San Bernardino, Barstow, Big Bear Lake
Inland	Riverside, San Bernardino	Cucamonga, Ontario South
Northern	Humboldt, Kern, Kings, Marin, Mendocino, Merced, Placer, San Joaquin, Santa Barbara, Santa Clara, Sonoma, Stanislaus, Sutter, Trinity, Tulare, Yolo	China Lake, Randsburg
Source: Frontier response to DR-02F.		

There appears to be a strong correlation between the overall size and population density associated with each wire center and the Operating Area to which it has been assigned. Thus, the densest portion of Los Angeles County is assigned to the “Beach Cities” OPA. Less dense portions of Los Angeles County fall within the Coastal OPA, while more rural areas are

97. Frontier Response to DR-02F.

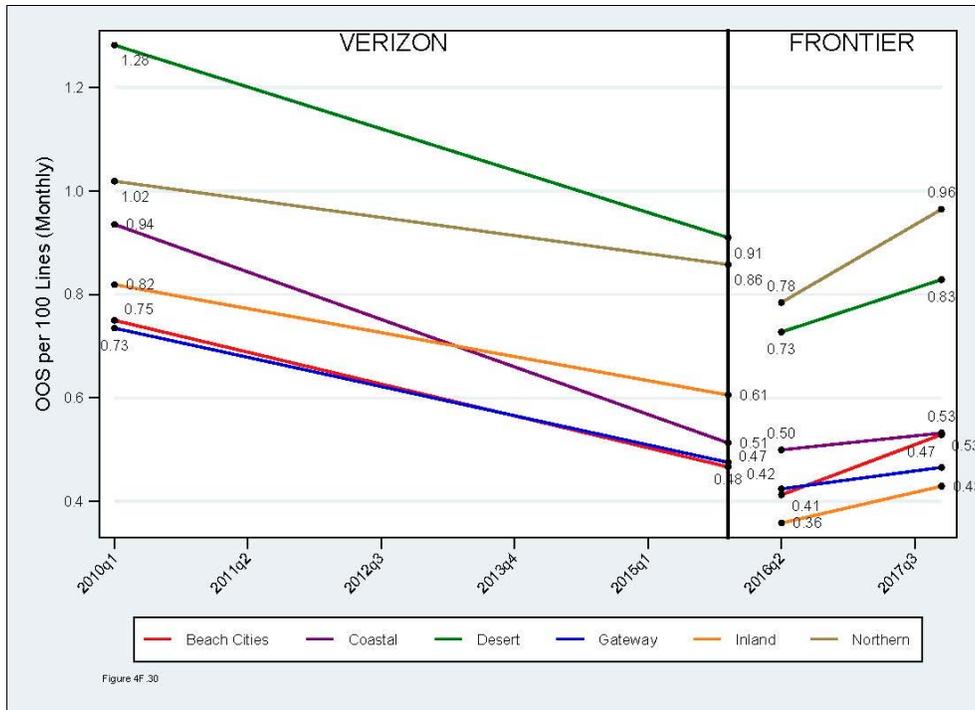
assigned to other OPAs. Thus, the results for Operating Area, WC Size, and WC Density are similar.



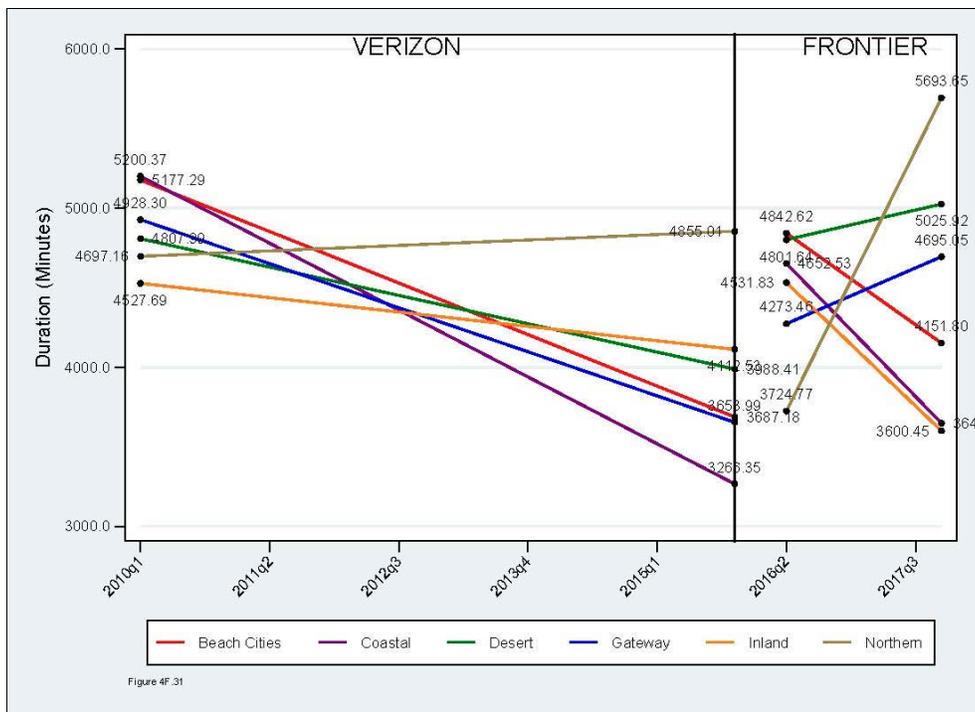
Of the six Frontier maintenance Operating Areas, those serving wire centers in the largest metropolitan areas (Los Angeles and Orange Counties) continue to show the best results and significant improvements in most OOS metrics. The poorest performing OPAs are those serving primarily rural communities.



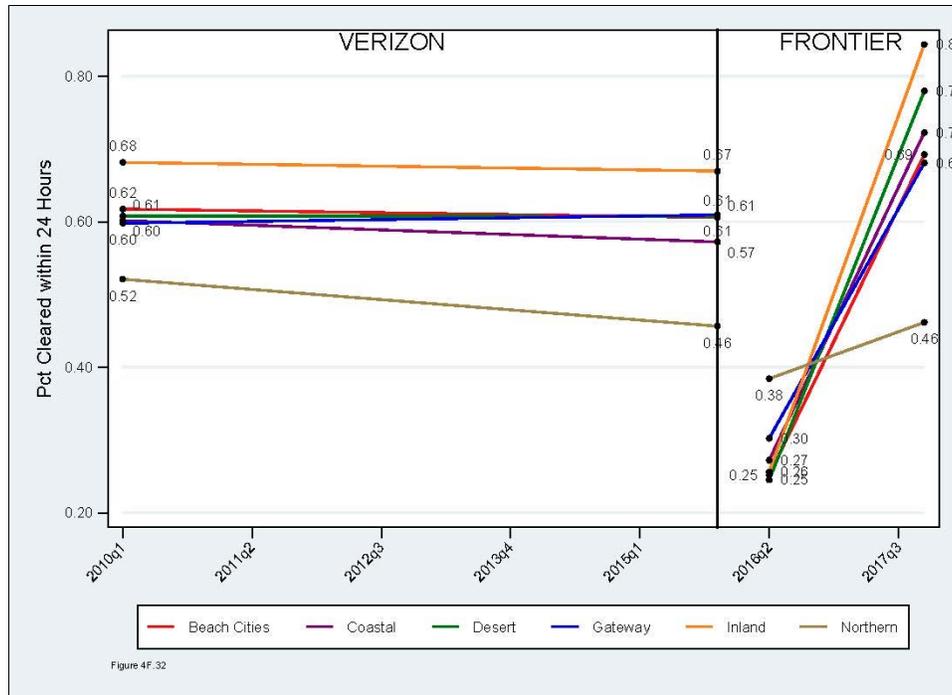
Since the bulk of Verizon' and Frontier's investments in the California ILEC network have been in FTTP upgrades, the Operating Areas where these upgrades have occurred exhibit the lowest number of OOS incidents and the shortest outage durations for those that do occur.



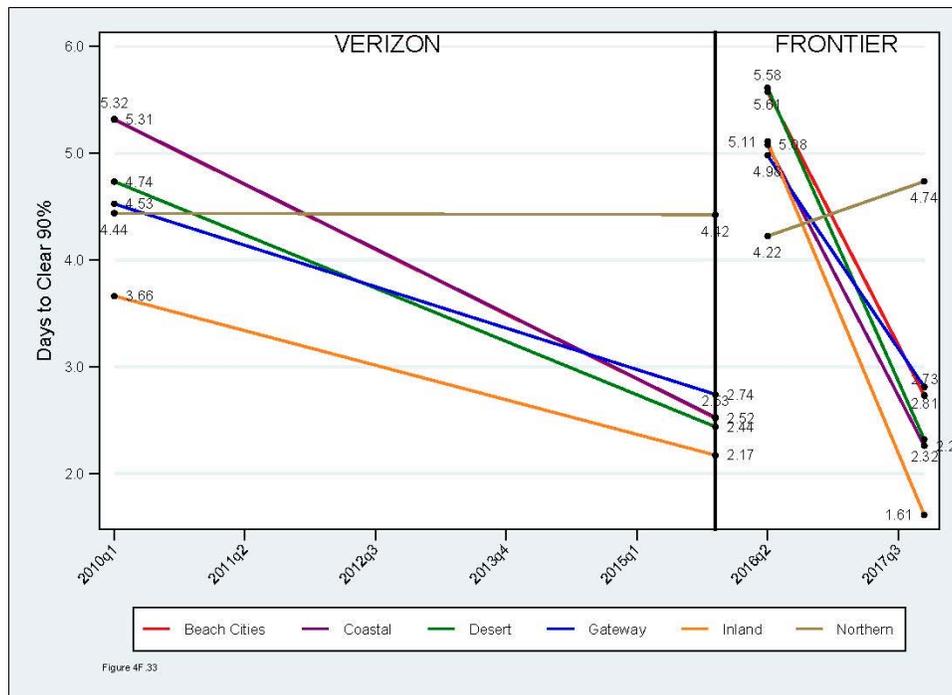
**Figure 4F.30.** Operating Areas responsible for wire centers serving the more densely populated area exhibit the fewest number of out-of-service conditions per 100 access lines.



**Figure 4F.31.** Service outages tend to be shorter in those Operating Areas serving more densely populated areas.



**Figure 4F.32.** Operating Areas serving the more densely populated areas have the best record of clearing a high percentage of out-of-service conditions within 24 hours.



**Figure 4F.33.** The number of days needed to clear 90% of service outages is shortest for those Operating Areas serving the largest and most densely populated areas.

## Summary

Overall, ETI’s analysis of the 1.5-million Verizon Trouble Report records and other pertinent Verizon service quality data indicates that Verizon’s service quality and its response to protracted out-of-service conditions had improved over the 6-year period spanned by the Verizon data. There are some notable exceptions, however, within certain parts of the overall Verizon California network.

As with AT&T, those Verizon wire centers that have received broadband upgrades in the form of *FiOS*-capable fiber-to-the-premises (“FTTP”) distribution facilities – and hence have benefitted from an infusion of new investment – fared a lot better than those locations where little or no such upgrades had taken place. Service quality and responses to outages in the very largest wire centers – particularly those in the Los Angeles area (the “Beach Cities Operating Areas”) actually showed significant improvements both with respect to the frequency of out-of-service incidents as well as the duration of those outages that did occur. Verizon out-of-service incidents declined in absolute numbers, and more closely tracked the large decrease in the number of POTS lines in service that Verizon had experienced over the 6-year period.

Our analysis of Frontier’s service quality record over the seven quarters (from 2Q2016 through 4Q2017) following the April 1, 2016 transfer was necessarily more problematic. First, Frontier had modified the basis of reporting from the individual wire center to a new reporting unit that in many instances consisted of several wire centers. Frontier offered no explanation or justification for its decision to collapse the number of wire centers for reporting purposes. As a consequence of this change, we were not able to develop statistically meaningful trends within the period of Frontier ownership, nor were we able to integrate the Verizon and Frontier ownership periods to provide trends over the entire 8-year study period. Anecdotally, however, it appears that, following a problematic transition that persisted for a number of months, Frontier’s operations appear to have stabilized and improved as the study period drew to a close.