

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Customers	Acct # for voice or bundle, res+bus	381,495	376,600	371,767	366,772	362,524	357,730	353,291	349,240	345,273	340,990	337,174	333,419	
Customer Trouble Report														
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	470,937	465,009	459,054	452,609	441,060	434,897	429,576	425,872	420,391	414,228	409,400	401,627
		Total # of trouble reports	5764	3887	5042	3775	2927	3327	3386	3205	3533	3253	2901	2844
		% of trouble reports	1.22	0.84	1.10	0.83	0.66	0.77	0.79	0.75	0.84	0.79	0.71	0.71
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	61,344	60,645	60,191	59,384	64,687	62,866	61,423	59,721	58,962	58,901	58,343	60,621
		Total # of trouble reports	450	297	382	826	646	645	623	596	585	596	753	374
		% of trouble reports	0.73	0.49	0.63	1.39	1.00	1.03	1.01	1.00	0.99	1.01	1.29	0.62
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	33,418	33,092	32,665	32,352	32,103	32,828	33,518	34,231	32,848	32,543	32,205	31,885
		Total # of trouble reports	609	421	446	801	595	521	503	665	560	595	756	648
		% of trouble reports	1.82	1.27	1.37	2.48	1.85	1.59	1.50	1.94	1.70	1.83	2.35	2.03
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2,201	1,640	2,108	2,073	1,576	1,493	1,228	1,288	1,343	1,444	1,459	1,605	
	Total # of repair tickets restored in ≤ 24hrs	917	1227	969	1141	1152	953	952	1139	1244	1286	1310	1407	
	% of repair tickets restored ≤ 24 Hours	41.7	74.8	46.0	55.0	73.1	63.8	77.5	88.4	92.6	89.1	89.8	87.7	
	Sum of the duration of all outages (hh:mm)	108,778.85	43,530.30	101,436.50	70727.90	34872.22	37691.70	39,906.51	27,026.22	22,153.79	36851.26	26476.20	31646.55	
	Avg. outage duration (hh:mm)	49.42	26.54	48.12	34.12	22.13	25.25	32.50	20.98	16.50	25.52	18.15	19.72	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of outage report tickets	3,653	2413	3117	3047	2244	2367	1841	1853	1840	1870	1879	2026	
	Total # of repair tickets restored in < 24hrs	738	1084	883	1058	1034	885	871	1052	1119	1191	1098	1185	
	% of repair tickets restored ≤ 24 Hours	20.2	44.9	28.3	34.7	46.1	37.4	47.3	56.8	60.8	63.7	58.4	58.5	
	Sum of the duration of all outages (hh:mm)	320,407.28	113,077.00	212,121.87	153,990.21	81,372.75	97,592.22	195,065.19	75,474.43	562,774.87	68,258.93	76,107.45	71,374.87	
	Avg. outage duration (hh:mm)	87.71	46.86	68.05	50.54	36.26	41.23	105.96	40.73	305.86	36.50	40.50	35.23	
Refunds	Number of customers who received refunds	136	109	67	51	46	37	40	24	45	41	0	33	
	Monthly amount of refunds	\$1,418.88	\$1,833.74	\$851.64	\$871.13	\$864.30	\$1,014.97	\$782.94	\$547.86	\$1,057.05	\$826.59	\$0.00	\$556.99	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls within 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-billing	192,989	150,838	158,058	153,165	140,824	136,201	140,356	130,764	122,067	113,467	103,158	109,194	
	Total # of call seconds to reach live agent	14,409,386	11,412,676	10,947,739	899,320	1,867,133	1,572,778	3,106,545	2,221,199	930,293	642,411	939,640	488,453	
	% within 60 seconds	86.4%	80.2%	81.0%	98.4%	96.2%	96.7%	94.6%	95.3%	97.8%	98.3%	96.6%	98.1%	

Primary Utility Contact Information

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