

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

Company Name: Frontier Communications Southwest Inc.

U#: U-1026-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Customers	Acct # for voice or bundle, res+bus	2,355	2,322	2,306										
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,931	1,903	1,903									
		Total # of trouble reports	37	17	26									
		% of trouble reports	0.02	0.01	0.01									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,335	1,325	1,321									
		Total # of trouble reports	22	20	15									
		% of trouble reports	0.02	0.02	0.01									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	25	16	21										
	Total # of repair tickets restored in ≤ 24hrs	24	16	21										
	% of repair tickets restored ≤ 24 Hours	96.00%	100.00%	100.00%										
	Sum of the duration of all outages (hh:mm)	271.89	192.14	195.55										
	Avg. outage duration (hh:mm)	10.88	12.01	9.31										
	Indicate if catastrophic event is in month	No	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	31	18	26										
	Total # of repair tickets restored in ≤ 24hrs	23	12	20										
	% of repair tickets restored ≤ 24 Hours	74.19%	66.67%	76.92%										
	Sum of the duration of all outages (hh:mm)	800.94	364.82	537.71										
	Avg. outage duration (hh:mm)	25.84	20.27	20.68										
Refunds	Number of customers who received refunds	0	0	0										
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00										
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	105,117	97,600	110,229										
	Total # of call seconds to reach live agent	1,404,605	3,860,292	4,751,905										
	% within 60 seconds	94.2%	86.9%	84.7%										

Primary Utility Contact Information

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