

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

Company Name: Frontier Communications Southwest Inc.

U#: U-1026-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FC of the Southwest Inc.

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/20) | | | Date filed (08/15/20) | | | Date filed (11/15/20) | | | Date filed (02/15/21) | | | |
|---|---|----------------------------|------------|------------|-----------------------|-----------|-----------|-----------------------|-----------|---------|-----------------------|----------|---------|-------|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | |
| Customers | Acct # for voice or bundle, res+bus | 2,583 | 2,558 | 2,540 | 2,515 | 2,502 | 2,482 | 2,485 | 2,454 | 2,427 | 2,409 | 2,387 | 2,371 | |
| Customer Trouble Report | | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 2,120 | 2,094 | 2,081 | 2,065 | 2,052 | 2,030 | 2,017 | 2,003 | 1,988 | 1,968 | 1,960 | 1,951 |
| | | Total # of trouble reports | 21 | 19 | 59 | 41 | 29 | 44 | 45 | 29 | 15 | 13 | 16 | 45 |
| | | % of trouble reports | 0.01 | 0.01 | 0.03 | 0.02 | 0.01 | 0.02 | 0.02 | 0.01 | 0.01 | 0.01 | 0.01 | 0.02 |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 1,458 | 1,452 | 1,447 | 1,435 | 1,429 | 1,414 | 1,402 | 1,401 | 1,387 | 1,382 | 1,367 | 1,350 |
| | | Total # of trouble reports | 34 | 20 | 29 | 31 | 28 | 27 | 18 | 13 | 15 | 22 | 30 | 32 |
| | | % of trouble reports | 0.02 | 0.01 | 0.02 | 0.02 | 0.02 | 0.02 | 0.01 | 0.01 | 0.01 | 0.02 | 0.02 | 0.02 |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 35 | 28 | 59 | 29 | 29 | 32 | 25 | 21 | 12 | 13 | 25 | 10 | |
| | Total # of repair tickets restored in ≤ 24hrs | 25 | 26 | 45 | 27 | 22 | 29 | 20 | 20 | 11 | 12 | 21 | 7 | |
| | % of repair tickets restored ≤ 24 Hours | 71.43% | 92.86% | 76.27% | 93.10% | 75.86% | 90.63% | 80.00% | 95.24% | 91.67% | 92.31% | 84.00% | 70.00% | |
| | Sum of the duration of all outages (hh:mm) | 956.97 | 386.27 | 1,326.36 | 461.08 | 528.30 | 472.65 | 920.16 | 261.83 | 166.44 | 253.77 | 456.55 | 322.47 | |
| | Avg. outage duration (hh:mm) | 27.34 | 13.80 | 22.48 | 15.90 | 18.22 | 14.77 | 36.81 | 12.47 | 13.87 | 19.52 | 18.26 | 32.25 | |
| | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | No | No | No | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 45 | 33 | 72 | 37 | 40 | 40 | 34 | 25 | 19 | 19 | 31 | 24 | |
| | Total # of repair tickets restored in ≤ 24hrs | 19 | 21 | 42 | 26 | 21 | 28 | 19 | 19 | 11 | 12 | 18 | 7 | |
| | % of repair tickets restored ≤ 24 Hours | 42.22% | 63.64% | 58.33% | 70.27% | 52.50% | 70.00% | 55.88% | 76.00% | 57.89% | 63.16% | 58.06% | 29.17% | |
| | Sum of the duration of all outages (hh:mm) | 2,124.14 | 1,110.63 | 1,614.36 | 1,037.32 | 1,442.18 | 1,082.18 | 1,244.13 | 285.83 | 520.02 | 548.40 | 1,257.83 | 0.00 | |
| | Avg. outage duration (hh:mm) | 47.20 | 33.66 | 22.42 | 28.04 | 36.05 | 27.05 | 36.59 | 11.43 | 27.37 | 28.86 | 40.58 | 0.00 | |
| Refunds | Number of customers who received refunds | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | Monthly amount of refunds | \$0.00 | \$0.00 | \$1.68 | \$0.00 | \$0.00 | \$2.48 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$50.00 | |
| 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 | 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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