

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year:

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			
		1st Quarter			2nd Quarter			3rd Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Customers	Acct # for voice or bundle, res+bus	332,686	326,716	323,098	319,822	316,879	313,241	310,376	307,441	303,132	
Customer Trouble Report											
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	395,231	392,426	384,108	380,290	376,737	372,634	368,532	364,932	356,957
		Total # of trouble reports	3330	3124	2946	2219	2052	2002	2707	2713	2208
		% of trouble reports	0.84	0.80	0.77	0.58	0.54	0.54	0.73	0.74	0.62
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	61,895	59,875	60,645	59,971	59,271	58,637	56,820	56,523	57,726
		Total # of trouble reports	792	574	571	441	449	483	587	596	439
		% of trouble reports	1.28	0.96	0.94	0.74	0.76	0.82	1.03	1.05	0.76
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	32,783	33,082	35,301	35,078	34,830	34,521	34,837	34,544	34,961
		Total # of trouble reports	838	721	673	482	496	474	616	658	627
		% of trouble reports	2.56	2.18	1.91	1.37	1.42	1.37	1.77	1.90	1.79
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1,828	1,567	1,300	979	1,007	1,145	1,349	1,422	1,084
		Total # of repair tickets restored in ≤ 24hrs	1,582	1,383	1196	934	947	1083	1206	1230	997
		% of repair tickets restored ≤ 24 Hours	86.5	88.3	92.0	95.4	94.0	94.6	89.4	86.5	92.0
Sum of the duration of all outages (hh:mm)		33,668.99	22,612.61	18,139.63	15117.41	14966.79	16828.57	22,910.86	26,721.35	18,082.69	
Avg. outage duration (hh:mm)		18.42	14.43	13.95	15.44	14.86	14.70	16.98	18.79	16.68	
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	Yes	No	
Unadjusted Out of Service Report	Total # of outage report tickets	2335	2026	1796	1314	1310	1523	1767	1812	1658	
	Total # of repair tickets restored in ≤ 24hrs	1357	1223	1100	890	880	1022	1103	1141	906	
	% of repair tickets restored ≤ 24 Hours	58.1	60.4	61.2	67.7	67.2	67.1	62.4	63.0	54.6	
	Sum of the duration of all outages (hh:mm)	77,095.02	72,521.39	73,133.19	34,727.32	33,612.09	42,658.06	56,743.15	60,806.91	91,193.06	
	Avg. outage duration (hh:mm)	33.02	35.80	40.72	26.43	25.66	28.01	32.11	33.56	55.00	
Refunds	Number of customers who received refunds	3	12	20	10	3	80	71	61	59	
	Monthly amount of refunds	\$100.47	\$767.18	\$931.33	\$373.89	\$153.60	\$882.65	\$691.18	\$860.42	\$1,129.32	
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	96,921	89,007	93,382	95,867	102,563	112,032	
	Total # of call seconds to reach live agent	1,404,605	3,860,292	4,751,905	3,690,763	2,203,102	1,927,176	1,829,820	3,482,414	4,663,897	
	% within 60 seconds	94.2%	86.9%	84.7%	87.3%	90.6%	92.3%	91.9%	86.8%	85.9%	

Primary Utility Contact Information

Name: Cassandra Guinness

Phone: 585-777-4557

Email: cassandra.guinness@ftr.com