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

Company Name:	Frontier Communications Southwest Inc.		U#:	<u>U-1026-C</u>	Report Year:	2022	
Reporting Unit Type:	✓ Total Company	☐ Exchange	☐ Wire Center	Reporting	g Unit Name:	FC of the Southwest Inc	

Measurement (Compile monthly, file quarterly)			Date filed (05/15/22) 1st Quarter			Date filed (08/15/22) 2nd Quarter		Date filed (11/15/22) 3rd Quarter			Date filed (02/15/23) 4th Quarter		
Customers Acct # for voice or bundle, res+bus		2,064	2,046	2,030	2,000	1,977	1,966						
Customer Trouble Report													
69/ (6 per 100 working lines for	Total # of working lines	0	0	0	0	0	0						
` .	Total # of trouble reports	0	0	0	0	0	0						
urilis w/ ≥ 3,000 lines)	% of trouble reports												
20/ /2 per 100 working lines for	Total # of working lines	1,711	1,698	1,685	1,656	1,640	1,621						
	Total # of trouble reports	23	8	19	16	32	19						
units w/ 1,001 - 2,999 lines)	% of trouble reports	1.34	0.47	1.13	0.97	1.95	1.17						
100/ (10 per 100 working lines for	Total # of working lines	1,165	1,154	1,147	1,137	1,126	1,120						
	Total # of trouble reports	17	6	13	15	19	12						
units w/ ≤ 1,000 lines)	% of trouble reports	1.46	0.52	1.13	1.32	1.69	1.07						
	Total # of outage report tickets	13	8	21	8	24	18						
sted	Total # of repair tickets restored in ≤ 24hrs	13	8	20	8	21	17						
of Service Report	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	95.24%	100.00%	87.50%	94.44%						
standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	235.13	80.85	312.59	139.41	336.45	263.41						
	Avg. outage duration (hh:mm)	18.09	10.11	14.89	17.43	14.02	14.63						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
	Total # of outage report tickets	28	10	22	16	30	19						
djusted	Total # of repair tickets restored in ≤ 24hrs	11	9	19	9	21	15						
of Service Report	% of repair tickets restored ≤ 24 Hours	39.29%	90.00%	86.36%	56.25%	70.00%	78.95%						
-	Sum of the duration of all outages (hh:mm)	2,553.33	157.86	502.76	408.17	895.06	462.48						
	Avg. outage duration (hh:mm)	91.19	15.79	22.85	25.51	29.84	24.34						
undo	Number of customers who received refunds	0	0	0	0	0	0						
ilius	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						
	Total # of calls for TR, Billing & Non-billing	94,107	75,320	95,947	82,862	90,600	95,052						
wer Time (Trouble Reports, Billing &	Total # of call seconds to reach live agent	3,599,096	1,400,564	8,044,738	6,446,991	21,521,520	33,015,547						
Billing) Min. standard = 80% of calls	% within 60 seconds	84.4%	91.6%	66.7%	71.7%	57.8%	57.7%						
n 60 seconds to reach live agent (w/					-		-						
()	Customers Customer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) sted of Service Report standard = 90% within 24 hrs dijusted of Service Report inds wer Time (Trouble Reports, Billing & Billing) Min. standard = 80% of calls	Customers Customer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for Total # of trouble reports 10tal # of trouble reports 10tal # of outage report tickets 10tal # of repair tickets restored ≤ 24 Hours 10tal # of repair tickets restored ≤ 24 Hours 10tal # of outage report tickets 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of repair tickets restored in ≤ 24hrs 10tal # of customers who received refunds 10tal # of calls for TR, Billing & Non-billing 10tal # of calls for TR, Billing & Non-billing 10tal # of calls for TR, Billing & Non-billing 10tal # of calls for TR, Billing & Non-billing 10tal # of calls for TR, Billing & Non-billing 10tal # of calls for TR, Billing & Non-billing	Customers Acct # for voice or bundle, res+bus Jan Customer Trouble Report Acct # for voice or bundle, res+bus 2,064 Customer Trouble Reports 2,064 Customer Trouble Reports Customer Trouble reports 0 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of trouble reports 0 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) Total # of trouble reports 1,711 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of trouble reports 1,34 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of trouble reports 1,34 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of trouble reports 1,34 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of trouble reports 1,34 Total # of overking lines 1,165 Total # of overking lines 1,165 Total # of overking lines 1,24 <t< td=""><td> Standard = 90% within 24 hrs Standard = 90% within 24 hrs</td><td> Standard Standard</td><td> St Quarter St</td><td> Standard = 90% within 24 hrs Standard = 100 more to the standard 100 more to th</td><td> Standard Standard</td><td> Six Quarter Customers Acct # for voice or bundle, res+bus Acc</td><td> Standard = 90% within 24 hrs Standard = 90% without = 0 colors Standard = 90% without =</td><td> Second Provide Report Seco</td><td> St Quarter St</td><td> Second Customers Acct # for voice or bundle, res+bus Customers Acct # for voice or bundle, res+bus Customers Acct # for voice or bundle, res+bus Customers Customers Acct # for voice or bundle, res+bus Customers Customers Acct # for voice or bundle, res+bus Customers Customers Acct # for voice or bundle, res+bus Customers Customers Acct # for voice or bundle, res+bus Customers Custo</td></t<>	Standard = 90% within 24 hrs Standard = 90% within 24 hrs	Standard Standard	St Quarter St	Standard = 90% within 24 hrs Standard = 100 more to the standard 100 more to th	Standard Standard	Six Quarter Customers Acct # for voice or bundle, res+bus Acc	Standard = 90% within 24 hrs Standard = 90% without = 0 colors Standard = 90% without =	Second Provide Report Seco	St Quarter St	Second Customers Acct # for voice or bundle, res+bus Customers Acct # for voice or bundle, res+bus Customers Acct # for voice or bundle, res+bus Customers Customers Acct # for voice or bundle, res+bus Customers Customers Acct # for voice or bundle, res+bus Customers Customers Acct # for voice or bundle, res+bus Customers Customers Acct # for voice or bundle, res+bus Customers Custo

Primary Utility Contact Information

Name: <u>Cassandra Guinness</u> Phone: <u>585-777-4557</u> Email: <u>cassandra.guinness@ftr.com</u>

a menu option to reach live agent)