

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2025

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Frontier CA Inc.

Measurement (Compile monthly, file quarterly)			Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/25)			Date filed (02/15/26)		
			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	161,717	158,227	154,048									
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	144,042	138,068	134,651									
		Total # of trouble reports	1034	1414	1402									
		% of trouble reports	0.72	1.02	1.04									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	73,647	74,991	72,419									
		Total # of trouble reports	723	1049	747									
		% of trouble reports	0.98	1.40	1.03									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	33,735	32,690	33,290									
		Total # of trouble reports	652	759	611									
		% of trouble reports	1.93	2.32	1.84									
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1282	1729	1384									
		Total # of repair tickets restored in ≤ 24hrs	1196	1595	1262									
		% of repair tickets restored ≤ 24 Hours	93.29%	92.25%	91.18%									
Sum of the duration of all outages (hh:mm)		24,823.78	26,941.94	50,897.84										
Avg. outage duration (hh:mm)		19.36	15.58	36.78										
Indicate if catastrophic event is in month		No	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	1602	2127	1858										
	Total # of repair tickets restored in ≤ 24hrs	1193	1564	1293										
	% of repair tickets restored ≤ 24 Hours	74.47%	73.53%	69.59%										
	Sum of the duration of all outages (hh:mm)	78,765.12	96,573.28	171,251.62										
	Avg. outage duration (hh:mm)	49.17	45.40	92.17										
Refunds	Number of customers who received refunds	56	99	81										
	Monthly amount of refunds	\$1,230.72	\$2,208.19	\$2,707.10										
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	93,798	91,115	88,415										
	Total # of call seconds to reach live agent	4,222,192	926,284	1,447,392										
	% within 60 seconds	87.7%	96.9%	95.5%										

Primary Utility Contact Information

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