

**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: 2025

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

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)			Date filed (05/15/25)			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	1,157	1,129	1,114									
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	0	0	0									
		Total # of trouble reports	0	0	0									
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	0	0	0									
		Total # of trouble reports	0	0	0									
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,677	1,623	1,606									
		Total # of trouble reports	23	16	32									
		% of trouble reports	1.37	0.99	1.99									
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	16	7	20									
		Total # of repair tickets restored in ≤ 24hrs	14	5	20									
		% of repair tickets restored ≤ 24 Hours	87.50%	71.43%	100.00%									
		Sum of the duration of all outages (hh:mm)	226.43	123.71	134.43									
		Avg. outage duration (hh:mm)	14.15	17.67	6.72									
		Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report		Total # of outage report tickets	18	10	22									
		Total # of repair tickets restored in ≤ 24hrs	14	5	20									
		% of repair tickets restored ≤ 24 Hours	77.78%	50.00%	90.91%									
		Sum of the duration of all outages (hh:mm)	352.26	545.15	332.88									
		Avg. outage duration (hh:mm)	19.57	54.52	15.13									
Refunds		Number of customers who received refunds	1	2	0									
		Monthly amount of refunds	\$5.00	\$16.03	\$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	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

Name: Cassandra Knight

Phone: 585-777-4557

Email: cassandra.knight@ftr.com