

**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											
Customer Trouble Report			161,717	158,227	154,048	150,977	148,384	145,791						
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	144,042	138,068	134,651	125,842	123,702	118,471						
		Total # of trouble reports	1034	1414	1402	862	691	610						
		% of trouble reports	0.72	1.02	1.04	0.68	0.56	0.51						
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	73,647	74,991	72,419	76,903	75,516	77,165						
		Total # of trouble reports	723	1049	747	582	563	607						
		% of trouble reports	0.98	1.40	1.03	0.76	0.75	0.79						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	33,735	32,690	33,290	32,600	32,074	31,380						
		Total # of trouble reports	652	759	611	469	493	496						
		% of trouble reports	1.93	2.32	1.84	1.44	1.54	1.58						
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1282	1729	1384	859	891	844						
		Total # of repair tickets restored in ≤ 24hrs	1196	1595	1262	804	809	771						
		% of repair tickets restored ≤ 24 Hours	93.29%	92.25%	91.18%	93.60%	90.80%	91.35%						
		Sum of the duration of all outages (hh:mm)	24,823.78	26,941.94	50,897.84	22184.61	21645.09	18851.31						
		Avg. outage duration (hh:mm)	19.36	15.58	36.78	25.83	24.29	22.34						
	Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of outage report tickets	1602	2127	1858	1176	1081	1049						
		Total # of repair tickets restored in ≤ 24hrs	1193	1564	1293	832	815	760						
		% of repair tickets restored ≤ 24 Hours	74.47%	73.53%	69.59%	70.75%	75.39%	72.45%						
		Sum of the duration of all outages (hh:mm)	78,765.12	96,573.28	171,251.62	84,226.55	55,598.37	106,841.69						
	Refunds	Avg. outage duration (hh:mm)	49.17	45.40	92.17	71.62	51.43	101.85						
		Number of customers who received refunds	56	99	81	72	37	34						
	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)	Monthly amount of refunds	\$1,230.72	\$2,208.19	\$2,707.10	\$2,375.29	\$1,598.75	\$3,201.07						
		Total # of calls for TR, Billing & Non-billing	93,798	91,115	88,415	87,218	83,287	78,958						
		Total # of call seconds to reach live agent	4,222,192	926,284	1,447,392	2,268,488	3,569,325	4,709,599						
		% within 60 seconds	87.7%	96.9%	95.5%	92.8%	88.9%	86.8%						

Primary Utility Contact Information

Name: Cassandra Knight

Phone: 585-777-4557

Email: cassandra.knight@ftr.com