

**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	1,090	1,072	1,044						
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	0	0	0	0	0	0						
		Total # of trouble reports	0	0	0	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	0	0	0						
		Total # of trouble reports	0	0	0	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	1,579	1,553	1,523						
		Total # of trouble reports	23	16	32	12	34	36						
		% of trouble reports	1.37	0.99	1.99	0.76	2.19	2.36						
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	16	7	20	8	17	19						
		Total # of repair tickets restored in ≤ 24hrs	14	5	20	7	17	18						
		% of repair tickets restored ≤ 24 Hours	87.50%	71.43%	100.00%	87.50%	100.00%	94.74%						
		Sum of the duration of all outages (hh:mm)	226.43	123.71	134.43	114.21	159.83	162.06						
		Avg. outage duration (hh:mm)	14.15	17.67	6.72	14.28	9.40	8.53						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report		Total # of outage report tickets	18	10	22	9	17	20						
		Total # of repair tickets restored in ≤ 24hrs	14	5	20	8	16	16						
		% of repair tickets restored ≤ 24 Hours	77.78%	50.00%	90.91%	88.89%	94.12%	80.00%						
		Sum of the duration of all outages (hh:mm)	352.26	545.15	332.88	155.79	179.28	544.25						
		Avg. outage duration (hh:mm)	19.57	54.52	15.13	17.31	10.55	27.21						
Refunds		Number of customers who received refunds	1	2	0	2	0	0						
		Monthly amount of refunds	\$5.00	\$16.03	\$0.00	\$20.00	\$0.00	\$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	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

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