

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2026

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/26)			Date filed (08/15/26)			Date filed (11/15/26)			Date filed (02/15/27)		
		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	127,891	125,218	122,184									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	81,956	80,252	78,200								
		Total # of trouble reports	861	497	488								
		% of trouble reports	1.05	0.62	0.62								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	85,092	82,347	79,639								
		Total # of trouble reports	1209	775	672								
		% of trouble reports	1.42	0.94	0.84								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	31,324	31,655	31,987								
		Total # of trouble reports	897	502	530								
		% of trouble reports	2.86	1.59	1.66								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1434	877	769									
	Total # of repair tickets restored in ≤ 24hrs	1309	792	710									
	% of repair tickets restored ≤ 24 Hours	91.28%	90.31%	92.33%									
	Sum of the duration of all outages (hh:mm)	34,429.86	55,894.92	13,803.08									
	Avg. outage duration (hh:mm)	24.01	63.73	17.95									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	1863	1099	1052									
	Total # of repair tickets restored in ≤ 24hrs	1300	812	719									
	% of repair tickets restored ≤ 24 Hours	69.78%	73.89%	68.35%									
	Sum of the duration of all outages (hh:mm)	200,661.99	132,528.12	169,415.02									
	Avg. outage duration (hh:mm)	107.71	120.59	161.04									
Refunds	Number of customers who received refunds	61	73	17									
	Monthly amount of refunds	\$1,926.26	\$3,388.78	\$1,406.80									
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	86,031	74,331	79,279									
	Total # of call seconds to reach live agent	8,482,891	2,805,600	4,054,561									
	% within 60 seconds	79.0%	88.2%	88.9%									

Primary Utility Contact Information

Name: Cassandra Knight

Phone: 585-777-4557

Email: cassandra.knight@verizon.com