

**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: 2026

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/26)			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	900	874	856									
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	1,313	1,278	1,256								
		Total # of trouble reports	27	18	14								
		% of trouble reports	2.06	1.41	1.11								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	6	8									
	Total # of repair tickets restored in ≤ 24hrs	11	6	8									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	115.78	65.98	67.28									
	Avg. outage duration (hh:mm)	10.53	11.00	8.41									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	16	8	8									
	Total # of repair tickets restored in ≤ 24hrs	11	4	8									
	% of repair tickets restored ≤ 24 Hours	68.75%	50.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	328.37	253.95	67.28									
	Avg. outage duration (hh:mm)	20.52	31.74	8.41									
Refunds	Number of customers who received refunds	1	1	0									
	Monthly amount of refunds	\$150.00	\$7.23	\$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	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

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