

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year:

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			
		1st Quarter			2nd Quarter			3rd Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Customers	Acct # for voice or bundle, res+bus	381,495	376,600	371,767	366,772	362,524	357,730	353,291	349,240	345,273	
Customer Trouble Report											
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	470,937	465,009	459,054	452,609	441,060	434,897	429,576	425,872	420,391
		Total # of trouble reports	5764	3887	5042	3775	2927	3327	3386	3205	3533
		% of trouble reports	1.22	0.84	1.10	0.83	0.66	0.77	0.79	0.75	0.84
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	61,344	60,645	60,191	59,384	64,687	62,866	61,423	59,721	58,962
		Total # of trouble reports	450	297	382	826	646	645	623	596	585
		% of trouble reports	0.73	0.49	0.63	1.39	1.00	1.03	1.01	1.00	0.99
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	33,418	33,092	32,665	32,352	32,103	32,828	33,518	34,231	32,848
		Total # of trouble reports	609	421	446	801	595	521	503	665	560
		% of trouble reports	1.82	1.27	1.37	2.48	1.85	1.59	1.50	1.94	1.70
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2,201	1,640	2,108	2,073	1,576	1,493	1,228	1,288	1,343	
	Total # of repair tickets restored in ≤ 24hrs	917	1227	969	1141	1152	953	952	1139	1244	
	% of repair tickets restored ≤ 24 Hours	41.7	74.8	46.0	55.0	73.1	63.8	77.5	88.4	92.6	
	Sum of the duration of all outages (hh:mm)	108,778.85	43,530.30	101,436.50	70727.90	34872.22	37691.70	39,906.51	27,026.22	22,153.79	
	Avg. outage duration (hh:mm)	49.42	26.54	48.12	34.12	22.13	25.25	32.50	20.98	16.50	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	3,653	2413	3117	3047	2244	2367	1841	1853	1840	
	Total # of repair tickets restored in ≤ 24hrs	738	1084	883	1058	1034	885	871	1052	1119	
	% of repair tickets restored ≤ 24 Hours	20.2	44.9	28.3	34.7	46.1	37.4	47.3	56.8	60.8	
	Sum of the duration of all outages (hh:mm)	320,407.28	113,077.00	212,121.87	153,990.21	81,372.75	97,592.22	195,065.19	75,474.43	562,774.87	
	Avg. outage duration (hh:mm)	87.71	46.86	68.05	50.54	36.26	41.23	105.96	40.73	305.86	
Refunds	Number of customers who received refunds	136	109	67	51	46	37	40	24	45	
	Monthly amount of refunds	\$1,418.88	\$1,833.74	\$851.64	\$871.13	\$864.30	\$1,014.97	\$782.94	\$547.86	\$1,057.05	
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	192,989	150,838	158,058	153,165	140,824	136,201	140,356	130,764	122,067	
	Total # of call seconds to reach live agent	14,409,386	11,412,676	10,947,739	899,320	1,867,133	1,572,778	3,106,545	1,742,224	930,293	
	% within 60 seconds	86.4%	80.2%	81.0%	98.4%	96.2%	96.7%	94.6%	95.3%	97.8%	

Primary Utility Contact Information

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