

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

Company Name: Frontier Communications of the Southwest Inc.

U#: (U-1026-C)

Report Year: 2016

Reporting Unit Type: Total Company

Reporting Unit Name: Frontier Communications of the Southwest Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (11/15/16)			Date filed (02/15/17)			
		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							5,099	5,059	5,033	5,008	5,002	4,983	
Customer Trouble Report														
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	4209	4187	4113	4,059	4,032	4,004	3962	3909	3788	3771	3785	3774
		Total # of trouble reports	50	24	29	17	14	24	44	45	29	34	26	43
		% of trouble reports	0.01	0.01	0.01	0.00	0.00	0.01	0.01	0.01	0.01	0.01	0.01	0.01
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		Total # of trouble reports	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		% of trouble reports	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	1957	1949	1950	1,946	1,938	1,926	1916	1907	1883	1875	1877	1869
		Total # of trouble reports	29	52	31	16	35	16	24	27	14	19	17	40
		% of trouble reports	0.01	0.03	0.02	0.01	0.02	0.01	0.01	0.01	0.01	0.01	0.01	0.02
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	49	38	29	23	31	13	28	35	29	31	27	30	
	Total # of repair tickets restored in < 24hrs	44	31	23	20	21	11	24	30	22	27	25	27	
	% of repair tickets restored ≤ 24 Hours	89.80	81.58	79.31	86.96	67.74	84.62	85.71	85.71	75.86	87.10	92.59	90.00	
	Sum of the duration of all outages (hh:mm)	17760:00	18829:12	16894:19	317.06	1686.17	256.88	11959:26	13619:45	11886:43	13177:12	8791:12	438.98	
	Avg. outage duration (hh:mm)	362:26	495:30	582:33	13.79	54.39	19.76	17.80	16.21	17.08	17.71	13.57	14.63	
	Indicate if catastrophic even is in month	N/A	N/A	N/A	N/A	N/A	N/A	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	N/A	N/A	N/A	N/A	N/A	N/A	37	36	29	31	27	50	
	Total # of repair tickets restored in ≤ 24hrs	N/A	N/A	N/A	N/A	N/A	N/A	23	29	21	25	22	23	
	% of repair tickets restored ≤ 24 Hours	N/A	N/A	N/A	N/A	N/A	N/A	62.16%	80.56%	72.41%	80.65%	81.48%	46.00%	
	Sum of the duration of all outages (hh:mm)	N/A	N/A	N/A	N/A	N/A	N/A	1,062.92	692.67	681.81	669.05	438.30	1,289.04	
	Avg. outage duration (hh:mm)	N/A	N/A	N/A	N/A	N/A	N/A	28.73	19.24	23.51	21.58	16.23	25.78	
Refunds	Number of customers who received refunds	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0	
	Monthly amount of refunds	N/A	N/A	N/A	N/A	N/A	N/A	0.00	0.00	0.00	0.00	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	N/A	N/A	N/A	N/A	N/A	N/A	411,198	421,787	346,158	287,888	281,060	241,969	
	Total # of call seconds to reach live agent	N/A	N/A	N/A	N/A	N/A	N/A	358,650	331,438	285,949	260,282	269,091	212,570	
	% within 60 seconds	N/A	N/A	N/A	N/A	N/A	N/A	59.0%	56.9%	69.1%	80.5%	83.6%	71.2%	

Primary Utility Contact Information

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