

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

Company Name: Frontier California Inc.

U#: (U-1002-C)

Report Year: 2016

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Frontier California 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	
<b>Customers</b>	Acct # for voice or bundle, res+bus	N/A	N/A	N/A	N/A	N/A	N/A	781,560	767,698	755,278	739,317	726,764	711,950	
<b>Customer Trouble Report</b>														
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	1163639	1144747	1107820	1,154,642	1,133,551	1,115,093	1099134	1042452	1027418	1008255	993336	976032
		Total # of trouble reports	14452	10774	10441	4765	6311	6641	5348	6438	6248	6870	6809	8880
		% of trouble reports	1.24	0.94	0.94	0.41	0.56	0.60	0.49	0.62	0.61	0.68	0.69	0.91
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	72942	73866	71483	51,037	50,093	49,377	48790	46344	45799	44940	44364	43583
		Total # of trouble reports	1587	1051	1022	410	451	426	347	473	414	468	436	562
		% of trouble reports	2.18	1.42	1.43	0.80	0.90	0.86	0.71	1.02	0.90	1.04	0.98	1.29
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	34785	35445	34302	32,057	31,524	31,226	30963	29446	29214	28876	28562	28069
		Total # of trouble reports	1242	825	723	399	426	448	358	416	362	465	463	577
		% of trouble reports	3.57	2.33	2.11	1.24	1.35	1.43	1.16	1.41	1.24	1.61	1.62	2.06
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	7234	4761	4578	1,857	2,441	2,059	1703	2529	2051	2398	2383	2988
		Total # of repair tickets restored in ≤ 24hrs	4968	4360	4241	797	509	570	510	1089	1358	1769	1752	1519
		% of repair tickets restored ≤ 24 Hours	68.68	91.58	92.64	42.92	20.85	27.68	29.95	43.06	66.21	73.77	73.52	50.84
		Sum of the duration of all outages (hh:mm)	190529:02	60221:01	51365:49	85044.66	187652.31	94354.20	1711443:21	2273105:45	1236656:38	1242205:26	1218138:43	2352337:40
		Avg. outage duration (hh:mm)	26:20	12:38	11:13	45.80	76.88	45.83	41.87	37.45	25.12	21.58	21.30	32.80
		Indicate if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A	No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	N/A	N/A	N/A	N/A	N/A	N/A	1884	2699	2226	2602	2579	3259
		Total # of repair tickets restored in ≤ 24hrs	N/A	N/A	N/A	N/A	N/A	N/A	435	1021	1212	1661	1628	1519
		% of repair tickets restored ≤ 24 Hours	N/A	N/A	N/A	N/A	N/A	N/A	23.09%	37.83%	54.45%	63.84%	63.13%	46.61%
		Sum of the duration of all outages (hh:mm)	N/A	N/A	N/A	N/A	N/A	N/A	101,689.73	121,843.97	82,060.00	75,870.96	379,179.38	145,051.89
		Avg. outage duration (hh:mm)	N/A	N/A	N/A	N/A	N/A	N/A	53.98	45.14	36.86	29.16	147.03	44.51
<b>Refunds</b>		Number of customers who received refunds	N/A	N/A	N/A	N/A	N/A	N/A	3	3	11	16	22	17
		Monthly amount of refunds	N/A	N/A	N/A	N/A	N/A	N/A	73.60	108.26	161.96	258.01	417.82	383.52
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls within 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>		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**

Name: Cassandra Guinness

Phone: 585-777-4557

Email: [cassandra.guinness@ftr.com](mailto:cassandra.guinness@ftr.com)