

**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: 2022

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/22)			Date filed (08/15/22)			Date filed (11/15/22)			Date filed (02/15/23)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
Customers	Acct # for voice or bundle, res+bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Customer Trouble Report</b>														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	
		Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,711	1,698	1,685	1,656	1,640	1,621	1,603	1,595	1,573	1,569	1,558	1,543
		Total # of trouble reports	23	8	19	16	32	19	23	68	39	16	16	22
		% of trouble reports	1.34	0.47	1.13	0.97	1.95	1.17	1.43	4.26	2.48	1.02	1.03	1.43
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,165	1,154	1,147	1,137	1,126	1,120	1,115	1,083	1,061	1,038	1,012	996
		Total # of trouble reports	17	6	13	15	19	12	26	30	26	18	18	14
		% of trouble reports	1.46	0.52	1.13	1.32	1.69	1.07	2.33	2.77	2.45	1.73	1.78	1.41
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	13	8	21	8	24	18	19	26	14	15	10	
		Total # of repair tickets restored in ≤ 24hrs	13	8	20	8	21	17	18	23	12	12	10	
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	95.24%	100.00%	87.50%	94.44%	94.74%	88.46%	85.71%	80.00%	81.25%	
		Sum of the duration of all outages (hh:mm)	235.13	80.85	312.59	139.41	336.45	263.41	249.19	504.05	194.37	298.69	384.67	
		Avg. outage duration (hh:mm)	18.09	10.11	14.89	17.43	14.02	14.63	13.12	19.39	13.88	19.91	24.04	
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	Yes	
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	28	10	22	16	30	19	26	51	24	19	16	
		Total # of repair tickets restored in ≤ 24hrs	11	9	19	9	21	15	17	21	13	13	10	
		% of repair tickets restored ≤ 24 Hours	39.29%	90.00%	86.36%	56.25%	70.00%	78.95%	65.38%	41.18%	54.17%	68.42%	62.50%	
		Sum of the duration of all outages (hh:mm)	2,553.33	157.86	502.76	408.17	895.06	462.48	658.81	2,978.47	815.53	545.75	566.76	
		Avg. outage duration (hh:mm)	91.19	15.79	22.85	25.51	29.84	24.34	25.34	58.40	33.98	28.72	35.42	
<b>Refunds</b>		Number of customers who received refunds	0	0	0	0	0	2	0	0	2	0	0	
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4.38	\$0.00	\$0.00	\$29.20	\$0.00	\$0.00	
		Total # of calls for TR, Billing & Non-billing	94,107	75,320	95,947	82,862	90,600	95,052	86,507	120,040	115,250	105,467	89,689	
<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 call seconds to reach live agent	3,599,096	1,400,564	8,044,738	6,446,991	21,521,520	33,015,547	46,419,868	49,503,672	42,073,942	20,603,014	3,221,754	
		% within 60 seconds	84.4%	91.6%	66.7%	71.7%	57.8%	57.7%	58.3%	55.2%	56.5%	64.3%	90.1%	

**Primary Utility Contact Information**

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