

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			Date filed (08/15/23)			Date filed (11/15/23)			Date filed (02/15/24)		
		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											
		243,103	239,085	234,786	230,738	226,405	223,110						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	263,779	259,911	255,780	251,782	247,473	240,947					
		Total # of trouble reports	2832	2646	3367	2298	2159	1710					
		% of trouble reports	1.07	1.02	1.32	0.91	0.87	0.71					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	69,037	66,938	63,655	61,614	59,537	60,575					
		Total # of trouble reports	1253	826	1212	715	689	529					
		% of trouble reports	1.81	1.23	1.90	1.16	1.16	0.87					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	34,560	34,977	36,338	36,712	36,962	37,458					
		Total # of trouble reports	1180	991	1156	879	999	1010					
		% of trouble reports	3.41	2.83	3.18	2.39	2.70	2.70					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	1133	1344	1933	1,266	1,522	1,208					
		Total # of repair tickets restored in ≤ 24hrs	515	563	1082	665	921	802					
		% of repair tickets restored ≤ 24 Hours	45.45%	41.89%	55.98%	52.53%	60.51%	66.39%					
		Sum of the duration of all outages (hh:mm)	94,060.54	202,125.16	190,747.57	164,477.06	144,400.86	83,006.68					
		Avg. outage duration (hh:mm)	83.02	150.39	98.68	129.92	94.88	68.71					
		Indicate if catastrophic event is in month	No	No	No	No	No	No					
Unadjusted Out of Service Report		Total # of outage report tickets	2548	2295	3250	2040	2186	1758					
		Total # of repair tickets restored in ≤ 24hrs	380	485	1064	667	913	764					
		% of repair tickets restored ≤ 24 Hours	14.91%	21.13%	32.74%	32.70%	41.77%	43.46%					
		Sum of the duration of all outages (hh:mm)	522,226.47	541,579.15	534,724.47	379,244.73	276,109.73	175,993.01					
		Avg. outage duration (hh:mm)	204.96	235.98	164.53	185.90	126.31	100.11					
Refunds		Number of customers who received refunds	53	93	135	323	200	32					
		Monthly amount of refunds	\$1,079.04	\$2,637.71	\$4,309.51	\$10,786.59	\$8,702.07	\$990.53					
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	101,952	75,840	88,110	75,046	81,190	74,770					
		Total # of call seconds to reach live agent	25,949,438	11,486,718	17,186,380	13,204,848	8,660,738	3,593,271					
		% within 60 seconds	63.7%	72.7%	67.7%	65.0%	72.1%	86.9%					

Primary Utility Contact Information

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