

**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: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)			Date filed (05/15/23)			Date filed (08/15/23)			Date filed (11/15/23)			Date filed (02/15/24)				
			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		
Customer Trouble Report																
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					
		Total # of trouble reports	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	1,532	1,507	1,482	1,467	1,432	1,403	1,375	1,342	1,328					
		Total # of trouble reports	20	23	19	9	18	36	10	32	52					
		% of trouble reports	1.31	1.53	1.28	0.61	1.26	2.57	0.73	2.38	3.92					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	961	947	934	928	907	882	874	863	847					
		Total # of trouble reports	17	26	27	9	7	15	12	20	29					
		% of trouble reports	1.77	2.75	2.89	0.97	0.77	1.70	1.37	2.32	3.42					
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	11	26	15	6	10	13	9	29	48				
			Total # of repair tickets restored in ≤ 24hrs	10	18	14	6	10	12	5	19	35				
			% of repair tickets restored ≤ 24 Hours	90.91%	69.23%	93.33%	100.00%	100.00%	92.31%	55.56%	65.52%	72.92%				
Sum of the duration of all outages (hh:mm)			165.39	1,308.44	335.89	97.87	47.83	156.75	718.50	1,430.74	1,209.92					
Avg. outage duration (hh:mm)			15.04	50.32	22.39	16.31	4.78	12.06	79.83	49.34	25.21					
Unadjusted Out of Service Report		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No					
		Total # of outage report tickets	15	32	32	11	13	16	10	32	54					
		Total # of repair tickets restored in ≤ 24hrs	10	17	13	6	10	10	5	16	31					
		% of repair tickets restored ≤ 24 Hours	66.67%	53.13%	40.63%	54.55%	76.92%	62.50%	50.00%	50.00%	57.41%					
		Sum of the duration of all outages (hh:mm)	868.47	2,162.26	3,296.14	1,208.59	593.81	1,114.47	1,414.92	1,891.03	2,066.41					
Refunds		Avg. outage duration (hh:mm)	57.90	67.57	103.00	109.87	45.68	69.65	141.49	59.09	38.27					
		Number of customers who received refunds	1	0	0	4	1	0	0	0	0					
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)		Monthly amount of refunds	\$0.33	\$0.00	\$0.00	\$64.84	\$35.00	\$0.00	\$0.00	\$0.00	\$0.00					
		Total # of calls for TR, Billing & Non-billing	101,952	75,840	88,110	75,046	81,190	74,770	75,688	89,642	80,513					
		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	3,037,861	1,949,467	5,414,420					
		% within 60 seconds	63.7%	72.7%	67.7%	65.0%	72.1%	86.9%	86.9%	92.9%	83.9%					

Primary Utility Contact Information

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