

**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		
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>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	263,779	259,911	255,780								
		Total # of trouble reports	2832	2646	3367								
		% of trouble reports	1.07	1.02	1.32								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	69,037	66,938	63,655								
		Total # of trouble reports	1253	826	1212								
		% of trouble reports	1.81	1.23	1.90								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	34,560	34,977	36,338								
		Total # of trouble reports	1180	991	1156								
		% of trouble reports	3.41	2.83	3.18								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1133	1344	1933									
	Total # of repair tickets restored in ≤ 24hrs	515	563	1082									
	% of repair tickets restored ≤ 24 Hours	45.45%	41.89%	55.98%									
	Sum of the duration of all outages (hh:mm)	94,060.54	202,125.16	190,747.57									
	Avg. outage duration (hh:mm)	83.02	150.39	98.68									
Indicate if catastrophic event is in month	No	No	No										
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2548	2295	3250									
	Total # of repair tickets restored in ≤ 24hrs	380	485	1064									
	% of repair tickets restored ≤ 24 Hours	14.91%	21.13%	32.74%									
	Sum of the duration of all outages (hh:mm)	522,226.47	541,579.15	534,724.47									
	Avg. outage duration (hh:mm)	204.96	235.98	164.53									
<b>Refunds</b>	Number of customers who received refunds	53	93	135									
	Monthly amount of refunds	\$1,079.04	\$2,637.71	\$4,309.51									
<b>Answer Time</b> (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	87,053									
	Total # of call seconds to reach live agent	25,949,438	11,486,718	16,917,902									
	% within 60 seconds	63.7%	72.7%	67.3%									

**Primary Utility Contact Information**

Name: Cassandra Knight

Phone: 585-777-4557

Email: cassandra.knight@ftr.com