

**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							
		Total # of trouble reports	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							
		Total # of trouble reports	20	23	19	9	18	36							
		% of trouble reports	1.31	1.53	1.28	0.61	1.26	2.57							
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	961	947	934	928	907	882							
		Total # of trouble reports	17	26	27	9	7	15							
		% of trouble reports	1.77	2.75	2.89	0.97	0.77	1.70							
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	26	15	6	10	13								
	Total # of repair tickets restored in ≤ 24hrs	10	18	14	6	10	12								
	% of repair tickets restored ≤ 24 Hours	90.91%	69.23%	93.33%	100.00%	100.00%	92.31%								
	Sum of the duration of all outages (hh:mm)	165.39	1,308.44	335.89	97.87	47.83	156.75								
	Avg. outage duration (hh:mm)	15.04	50.32	22.39	16.31	4.78	12.06								
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No	No	No	No								
	Total # of outage report tickets	15	32	32	11	13	16								
	Total # of repair tickets restored in ≤ 24hrs	10	17	13	6	10	10								
	% of repair tickets restored ≤ 24 Hours	66.67%	53.13%	40.63%	54.55%	76.92%	62.50%								
	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								
Refunds	Avg. outage duration (hh:mm)	57.90	67.57	103.00	109.87	45.68	69.65								
	Number of customers who received refunds	1	0	0	4	1	0								
Monthly amount of refunds		\$0.33	\$0.00	\$0.00	\$64.84	\$35.00	\$0.00								
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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