

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc.

Measurement (Compile monthly, file quarterly)			Date filed (05/15/24)			Date filed (08/15/24)			Date filed (11/15/24)			Date filed (02/15/25)		
			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	201,679	198,935	192,705									
		Total # of trouble reports	1962	2590	1985									
		% of trouble reports	0.97	1.30	1.03									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	70,037	69,155	70,948									
		Total # of trouble reports	810	1170	824									
		% of trouble reports	1.16	1.69	1.16									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	35,854	35,371	34,847									
		Total # of trouble reports	1096	1120	871									
		% of trouble reports	3.06	3.17	2.50									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1864	2046	1387										
	Total # of repair tickets restored in ≤ 24hrs	1318	1248	881										
	% of repair tickets restored ≤ 24 Hours	70.71%	61.00%	63.52%										
	Sum of the duration of all outages (hh:mm)	61,209.37	91,677.06	83,996.15										
	Avg. outage duration (hh:mm)	32.84	44.81	60.56										
Indicate if catastrophic event is in month		No	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	2475	3093	2242										
	Total # of repair tickets restored in ≤ 24hrs	1285	1191	888										
	% of repair tickets restored ≤ 24 Hours	51.92%	38.51%	39.61%										
	Sum of the duration of all outages (hh:mm)	166,852.86	213,555.43	229,312.18										
	Avg. outage duration (hh:mm)	67.42	69.04	102.28										
Refunds	Number of customers who received refunds	43	58	45										
	Monthly amount of refunds	\$818.78	\$1,064.56	\$1,048.42										
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	150,353	148,299	155,965										
	Total # of call seconds to reach live agent	51,121,587	53,022,192	54,203,209										
	% within 60 seconds	62.1%	69.3%	64.3%										

Primary Utility Contact Information

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