

**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 (02/14/25)				
		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													
		200,913	197,827	194,402	190,868	186,166	182,783	179,346	175,954	172,923	169,700	167,024	164,365		
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	186,815	182,943	177,117	163,203	162,304	159,794	156,968	151,595	149,095	
		Total # of trouble reports	1962	2590	1985	1437	1228	1133	1243	1071	1035	1233	890	840	
		% of trouble reports	0.97	1.30	1.03	0.77	0.67	0.64	0.76	0.66	0.65	0.79	0.59	0.56	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	70,037	69,155	70,948	71,553	69,997	71,621	71,849	77,081	75,811	73,438	74,273	73,174	
		Total # of trouble reports	810	1170	824	630	607	549	581	679	559	662	575	664	
		% of trouble reports	1.16	1.69	1.16	0.88	0.87	0.77	0.81	0.88	0.74	0.90	0.77	0.91	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	35,854	35,371	34,847	35,267	34,490	33,879	34,354	33,531	32,891	33,251	33,727	32,779	
		Total # of trouble reports	1096	1120	871	682	663	556	629	520	385	538	595	654	
		% of trouble reports	3.06	3.17	2.50	1.93	1.92	1.64	1.83	1.55	1.17	1.62	1.76	2.00	
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	1864	2046	1387	1,121	991	966	1062	1086	927	1,120	1,094	1,121
			Total # of repair tickets restored in ≤ 24hrs	1318	1248	881	825	824	806	877	905	864	1,041	1,025	1,031
			% of repair tickets restored ≤ 24 Hours	70.71%	61.00%	63.52%	73.60%	83.15%	83.44%	82.58%	83.33%	93.20%	92.95%	93.69%	91.97%
		Sum of the duration of all outages (hh:mm)	61,209.37	91,677.06	83,996.15	69,123.60	28,823.19	46,744.64	26,660.02	42,258.25	28,265.53	18,981.43	19,050.39	16,183.55	
		Avg. outage duration (hh:mm)	32.84	44.81	60.56	61.66	29.08	48.39	25.10	38.91	30.49	16.95	17.41	14.44	
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report		Total # of outage report tickets	2475	3093	2242	1777	1477	1393	1464	1,494	1,262	1,541	1,391	1,405	
		Total # of repair tickets restored in ≤ 24hrs	1285	1191	888	769	881	779	851	863	868	1062	1025	994	
		% of repair tickets restored ≤ 24 Hours	51.92%	38.51%	39.61%	43.28%	59.65%	55.92%	58.13%	57.76%	68.78%	68.92%	73.69%	70.75%	
		Sum of the duration of all outages (hh:mm)	166,852.86	213,555.43	229,312.18	174,830.19	105,332.15	168,756.42	92,674.68	104,689.19	123,386.12	110,968.64	75,702.34	64,857.57	
		Avg. outage duration (hh:mm)	67.42	69.04	102.28	98.39	71.31	121.15	63.30	70.07	97.77	72.01	54.42	46.16	
Refunds		Number of customers who received refunds	43	58	45	43	24	19	27	66	24	18	4	22	
		Monthly amount of refunds	\$818.78	\$1,064.56	\$1,048.42	\$657.38	\$572.74	\$246.47	\$3,762.15	\$2,160.88	\$1,235.80	\$466.59	\$104.24	\$316.19	
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	98,269	95,984	103,453	104,744	93,808	85,051	96,829	93,389	80,917	84,624	71,376	78,246	
		Total # of call seconds to reach live agent	38,019,691	41,233,147	45,735,646	49,952,436	17,532,387	8,789,511	17,290,714	18,156,174	16,971,952	13,650,766	5,606,651	3,351,671	
		% within 60 seconds	60.5%	62.3%	52.6%	57.8%	60.9%	69.7%	61.4%	59.4%	63.2%	69.0%	80.5%	86.3%	

Primary Utility Contact Information

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