

**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: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)			Date filed (05/15/24)			Date filed (08/15/24)			Date filed (11/15/24)			Date filed (02/14/25)		
			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	0	0	0	0	0	0	0	0	0	0	0	0
		Total # of trouble reports	0	0	0	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	1,236	1,214	1,181	1,171	1,144	1,128	1,035	1,088	1,071	1,055	1,038	1,011
		Total # of trouble reports	48	41	26	24	23	21	19	12	15	5	11	8
		% of trouble reports	3.88	3.38	2.20	2.05	2.01	1.86	1.84	1.10	1.40	0.47	1.06	0.79
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	808	800	785	772	762	755	741	738	727	714	696	690
		Total # of trouble reports	21	14	13	14	8	10	23	18	14	12	8	17
		% of trouble reports	2.60	1.75	1.66	1.81	1.05	1.32	3.10	2.44	1.93	1.68	1.15	2.46
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	34	26	18	21	14	16	27	17	17	9	7	18
		Total # of repair tickets restored in ≤ 24hrs	28	21	17	19	14	15	13	14	16	9	6	15
		% of repair tickets restored ≤ 24 Hours	82.35%	80.77%	94.44%	90.48%	100.00%	93.75%	48.15%	82.35%	94.12%	100.00%	85.71%	83.33%
Sum of the duration of all outages (hh:mm)		503.24	485.42	345.85	301.38	172.77	159.64	791.24	309.33	211.12	94.83	63.04	306.25	
Avg. outage duration (hh:mm)		14.80	18.67	19.21	14.35	12.34	9.98	29.31	18.20	12.42	10.54	9.01	17.01	
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of outage report tickets	40	36	22	26	21	23	29	21	21	10	8	19	
	Total # of repair tickets restored in ≤ 24hrs	26	19	17	17	12	16	11	13	14	9	5	11	
	% of repair tickets restored ≤ 24 Hours	65.00%	52.78%	77.27%	65.38%	57.14%	69.57%	37.93%	61.90%	66.67%	90.00%	62.50%	57.89%	
	Sum of the duration of all outages (hh:mm)	1,141.35	1,406.01	556.82	600.05	708.38	622.58	1,102.16	626.76	812.94	231.36	153.70	500.07	
	Avg. outage duration (hh:mm)	28.53	39.06	25.31	23.08	33.73	27.07	38.01	29.85	38.71	23.14	19.21	26.32	
Refunds	Number of customers who received refunds	0	1	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$0.00	\$9.07	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$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	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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