

**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		
		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						
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					
		Total # of trouble reports	1962	2590	1985	1437	1228	1133					
		% of trouble reports	0.97	1.30	1.03	0.77	0.67	0.64					
	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					
		Total # of trouble reports	810	1170	824	630	607	549					
		% of trouble reports	1.16	1.69	1.16	0.88	0.87	0.77					
	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					
		Total # of trouble reports	1096	1120	871	682	663	556					
		% of trouble reports	3.06	3.17	2.50	1.93	1.92	1.64					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	1864	2046	1387	1,121	991	966					
		Total # of repair tickets restored in ≤ 24hrs	1318	1248	881	825	824	806					
		% of repair tickets restored ≤ 24 Hours	70.71%	61.00%	63.52%	73.60%	83.15%	83.44%					
		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					
		Avg. outage duration (hh:mm)	32.84	44.81	60.56	61.66	29.08	48.39					
		Indicate if catastrophic event is in month	No	No	No	No	No	No					
Unadjusted Out of Service Report		Total # of outage report tickets	2475	3093	2242	1777	1477	1393					
		Total # of repair tickets restored in ≤ 24hrs	1285	1191	888	769	881	779					
		% of repair tickets restored ≤ 24 Hours	51.92%	38.51%	39.61%	43.28%	59.65%	55.92%					
		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					
		Avg. outage duration (hh:mm)	67.42	69.04	102.28	98.39	71.31	121.15					
Refunds		Number of customers who received refunds	43	58	45	43	24	19					
		Monthly amount of refunds	\$818.78	\$1,064.56	\$1,048.42	\$657.38	\$572.74	\$246.47					
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	102,905	101,854	107,392	103,722	94,029	83,968					
		Total # of call seconds to reach live agent	40,622,197	45,408,402	49,379,956	50,615,784	17,882,043	8,763,585					
		% within 60 seconds	62.6%	64.9%	54.9%	58.3%	62.0%	70.1%					

Primary Utility Contact Information

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