

**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 (02/15/25)			
			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	
<b>Customer Trouble Report</b>															
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	1,236	1,214	1,181	1,171	1,144	1,128							
		Total # of trouble reports	48	41	26	24	23	21							
		% of trouble reports	3.88	3.38	2.20	2.05	2.01	1.86							
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	808	800	785	772	762	755							
		Total # of trouble reports	21	14	13	14	8	10							
		% of trouble reports	2.60	1.75	1.66	1.81	1.05	1.32							
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	34	26	18	21	14	16								
	Total # of repair tickets restored in ≤ 24hrs	28	21	17	19	14	15								
	% of repair tickets restored ≤ 24 Hours	82.35%	80.77%	94.44%	90.48%	100.00%	93.75%								
	Sum of the duration of all outages (hh:mm)	503.24	485.42	345.85	301.38	172.77	159.64								
	Avg. outage duration (hh:mm)	14.80	18.67	19.21	14.35	12.34	9.98								
Indicate if catastrophic event is in month	No	No	No	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	40	36	22	26	21	23								
	Total # of repair tickets restored in ≤ 24hrs	26	19	17	17	12	16								
	% of repair tickets restored ≤ 24 Hours	65.00%	52.78%	77.27%	65.38%	57.14%	69.57%								
	Sum of the duration of all outages (hh:mm)	1,141.35	1,406.01	556.82	600.05	708.38	622.58								
	Avg. outage duration (hh:mm)	28.53	39.06	25.31	23.08	33.73	27.07								
<b>Refunds</b>	Number of customers who received refunds	0	1	0	0	0	0								
	Monthly amount of refunds	\$0.00	\$9.07	\$0.00	\$0.00	\$0.00	\$0.00								
<b>Answer Time</b> (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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