

**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
<b>Customers</b>		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			
<b>Customer Trouble Report</b>													
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		
		Total # of trouble reports	1962	2590	1985	1437	1228	1133	1243	1071	1035		
		% of trouble reports	0.97	1.30	1.03	0.77	0.67	0.64	0.76	0.66	0.65		
	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		
		Total # of trouble reports	810	1170	824	630	607	549	581	679	559		
		% of trouble reports	1.16	1.69	1.16	0.88	0.87	0.77	0.81	0.88	0.74		
	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		
		Total # of trouble reports	1096	1120	871	682	663	556	629	520	385		
		% of trouble reports	3.06	3.17	2.50	1.93	1.92	1.64	1.83	1.55	1.17		
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	1864	2046	1387	1,121	991	966	1062	1086	927	
			Total # of repair tickets restored in ≤ 24hrs	1318	1248	881	825	824	806	877	905	864	
			% of repair tickets restored ≤ 24 Hours	70.71%	61.00%	63.52%	73.60%	83.15%	83.44%	82.58%	83.33%	93.20%	
		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		
		Avg. outage duration (hh:mm)	32.84	44.81	60.56	61.66	29.08	48.39	25.10	38.91	30.49		
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	2475	3093	2242	1777	1477	1393	1464	1,494	1,262		
		Total # of repair tickets restored in ≤ 24hrs	1285	1191	888	769	881	779	851	863	868		
		% of repair tickets restored ≤ 24 Hours	51.92%	38.51%	39.61%	43.28%	59.65%	55.92%	58.13%	57.76%	68.78%		
		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		
		Avg. outage duration (hh:mm)	67.42	69.04	102.28	98.39	71.31	121.15	63.30	70.07	97.77		
<b>Refunds</b>		Number of customers who received refunds	43	58	45	43	24	19	27	66	24		
		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		
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls within 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>		Total # of calls for TR, Billing & Non-billing	102,905	101,854	108,826	106,025	96,291	86,221	99,043	96,225	84,254		
		Total # of call seconds to reach live agent	40,622,197	45,408,402	49,416,683	50,858,936	18,081,944	8,920,983	17,702,478	18,755,905	17,797,182		
		% within 60 seconds	62.6%	64.9%	55.5%	58.4%	62.0%	70.1%	62.4%	60.7%	64.8%		

**Primary Utility Contact Information**

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