

**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	
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				
		Total # of trouble reports	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				
		Total # of trouble reports	48	41	26	24	23	21	19	12	15				
		% of trouble reports	3.88	3.38	2.20	2.05	2.01	1.86	1.84	1.10	1.40				
	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				
		Total # of trouble reports	21	14	13	14	8	10	23	18	14				
		% of trouble reports	2.60	1.75	1.66	1.81	1.05	1.32	3.10	2.44	1.93				
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					
	Total # of repair tickets restored in ≤ 24hrs	28	21	17	19	14	15	13	14	16					
	% of repair tickets restored ≤ 24 Hours	82.35%	80.77%	94.44%	90.48%	100.00%	93.75%	48.15%	82.35%	94.12%					
	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					
	Avg. outage duration (hh:mm)	14.80	18.67	19.21	14.35	12.34	9.98	29.31	18.20	12.42					
	Indicate if catastrophic event is in month	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					
	Total # of repair tickets restored in ≤ 24hrs	26	19	17	17	12	16	11	13	14					
	% of repair tickets restored ≤ 24 Hours	65.00%	52.78%	77.27%	65.38%	57.14%	69.57%	37.93%	61.90%	66.67%					
	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					
	Avg. outage duration (hh:mm)	28.53	39.06	25.31	23.08	33.73	27.07	38.01	29.85	38.71					
Refunds	Number of customers who received refunds	0	1	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					
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	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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