California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D

Company Name: Frontier California Inc.   **U#:** 1002-C   **Report Year:** 2025

Reporting Unit Type: ☑ Total Company   ☐ Exchange   ☐ Wire Center

Reporting Unit Name: Frontier CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/25)			Date filed (02/15/26)		
		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	161,717	158,227	154,048	150,977	148,384	145,791	143,025	140,072	137,630			
Customer Trouble Report													
Min. Standard — 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	144,042	138,068	134,651	125,842	123,702	118,471	107,197	99,109	97,359			
	Total # of trouble reports	1034	1414	1402	862	691	610	677	593	637			
	% of trouble reports	0.72	1.02	1.04	0.68	0.56	0.51	0.63	0.60	0.65			
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	73,647	74,991	72,419	76,903	75,516	77,165	83,612	87,860	85,867			
	Total # of trouble reports	723	1049	747	582	563	607	742	777	870			
	% of trouble reports	0.98	1.40	1.03	0.76	0.75	0.79	0.89	0.88	1.01			
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	33,735	32,690	33,290	32,600	32,074	31,380	31,740	31,078	30,486			
	Total # of trouble reports	652	759	611	469	493	496	410	441	485			
	% of trouble reports	1.93	2.32	1.84	1.44	1.54	1.58	1.29	1.42	1.59			
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1282	1729	1384	859	891	844	926	905	881			
	Total # of repair tickets restored in < 24hrs	1196	1595	1262	804	809	771	839	836	818			
	% of repair tickets restored ≤ 24 Hours	93.29%	92.25%	91.18%	93.60%	90.80%	91.35%	90.60%	92.38%	92.85%			
	Sum of the duration of all outages (hh:mm)	24,823.78	26,941.94	50,897.84	22184.61	21645.09	18851.31	18,797.51	16,858.07	15,100.41			
	Avg. outage duration (hh:mm)	19.36	15.58	36.78	25.83	24.29	22.34	20.30	18.63	17.14			
	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	1602	2127	1858	1176	1081	1049	1148	1,148	1,249			
	Total # of repair tickets restored in < 24hrs	1193	1564	1293	832	815	760	842	828	820			
	% of repair tickets restored ≤ 24 Hours	74.47%	73.53%	69.59%	70.75%	75.39%	72.45%	73.34%	72.13%	65.65%			
	Sum of the duration of all outages (hh:mm)	78,765.12	96,573.28	171,251.62	84,226.55	55,598.37	106,841.69	56,471.19	102,715.96	217,199.56			
	Avg. outage duration (hh:mm)	49.17	45.40	92.17	71.62	51.43	101.85	49.19	89.47	173.90			
Refunds	Number of customers who received refunds	56	99	81	72	37	34	27	46	7			
	Monthly amount of refunds	$1,230.72	$2,208.19	$2,707.10	$2,375.29	$1,598.75	$3,201.07	$473.07	$3,598.56	$313.93			
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	93,798	91,115	88,415	87,218	83,287	78,958	85,204	76,299	74,353			
	Total # of call seconds to reach live agent	4,222,192	926,284	1,447,392	2,268,488	3,569,325	4,709,599	5,520,685	2,335,225	3,948,297			
	% within 60 seconds	87.7%	96.9%	95.5%	92.8%	88.9%	86.8%	85.4%	90.9%	88.0%			

Primary Utility Contact Information

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