

**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		
<b>Customers</b>		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	135,407	132,908	130,628		
<b>Customer Trouble Report</b>															
<b>Min. Standard</b>	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	89,595	85,067	83,480	
		Total # of trouble reports	1034	1414	1402	862	691	610	677	593	637	611	769	771	
		% of trouble reports	0.72	1.02	1.04	0.68	0.56	0.51	0.63	0.60	0.65	0.68	0.90	0.92	
	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	89,054	90,691	88,112	
		Total # of trouble reports	723	1049	747	582	563	607	742	777	870	1019	1089	1006	
		% of trouble reports	0.98	1.40	1.03	0.76	0.75	0.79	0.89	0.88	1.01	1.14	1.20	1.14	
	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	30,891	30,444	30,936	
		Total # of trouble reports	652	759	611	469	493	496	410	441	485	554	704	709	
		% of trouble reports	1.93	2.32	1.84	1.44	1.54	1.58	1.29	1.42	1.59	1.79	2.31	2.29	
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	1282	1729	1384	859	891	844	926	905	881	1,007	1,342	1,209
			Total # of repair tickets restored in ≤ 24hrs	1196	1595	1262	804	809	771	839	836	818	926	1,238	1,083
			% of repair tickets restored ≤ 24 Hours	93.29%	92.25%	91.18%	93.60%	90.80%	91.35%	90.60%	92.38%	92.85%	91.96%	92.25%	89.58%
		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	16665.37	18676.38	24041.94	
		Avg. outage duration (hh:mm)	19.36	15.58	36.78	25.83	24.29	22.34	20.30	18.63	17.14	16.55	13.92	19.89	
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	1602	2127	1858	1176	1081	1049	1148	1,148	1,249	1,331	1,583	1,577	
		Total # of repair tickets restored in ≤ 24hrs	1193	1564	1293	832	815	760	842	828	820	958	1197	1042	
		% of repair tickets restored ≤ 24 Hours	74.47%	73.53%	69.59%	70.75%	75.39%	72.45%	73.34%	72.13%	65.65%	71.98%	75.62%	66.07%	
		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	102,682.22	60,861.88	132,201.14	
		Avg. outage duration (hh:mm)	49.17	45.40	92.17	71.62	51.43	101.85	49.19	89.47	173.90	77.15	38.45	83.83	
<b>Refunds</b>		Number of customers who received refunds	56	99	81	72	37	34	27	46	7	59	108	93	
		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	\$2,508.90	\$5,988.73	\$2,497.76	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	76,995	60,645	71,128	
		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	2,450,203	1,120,626	4,880,082	
		% within 60 seconds	87.7%	96.9%	95.5%	92.8%	88.9%	86.8%	85.4%	90.9%	88.0%	91.9%	94.6%	89.0%	

**Primary Utility Contact Information**

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