

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

Company Name:

Frontier California Inc.

U#:

1002-C

Report Year:

2026

Reporting Unit Type:

☒ Total Company

☐ Exchange

☐ Wire Center

Reporting Unit Name:

Frontier CA Inc.

Measurement (Compile monthly, file quarterly)			Date filed (05/15/26)			Date filed (08/15/26)			Date filed (11/15/26)			Date filed (02/15/27)		
			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	81,956	80,252	78,200	76,358	71,887	70,150						
		Total # of trouble reports	861	497	488	526	508	434						
		% of trouble reports	1.05	0.62	0.62	0.69	0.71	0.62						
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	85,092	82,347	79,639	76,955	78,373	76,436						
		Total # of trouble reports	1209	775	672	612	646	648						
		% of trouble reports	1.42	0.94	0.84	0.80	0.82	0.85						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	31,324	31,655	31,987	32,385	31,775	31,145						
		Total # of trouble reports	897	502	530	508	396	427						
		% of trouble reports	2.86	1.59	1.66	1.57	1.25	1.37						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	1434	877	769	704	642	642						
		Total # of repair tickets restored in ≤ 24hrs	1309	792	710	645	587	587						
		% of repair tickets restored ≤ 24 Hours	91.28%	90.31%	92.33%	91.62%	91.43%	91.43%						
		Sum of the duration of all outages (hh:mm)	34,429.86	55,894.92	13,803.08	11652.99	13905.02	12958.36						
		Avg. outage duration (hh:mm)	24.01	63.73	17.95	16.55	21.66	20.18						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report		Total # of outage report tickets	1863	1099	1052	1074	1041	937						
		Total # of repair tickets restored in ≤ 24hrs	1300	812	719	653	613	589						
		% of repair tickets restored ≤ 24 Hours	69.78%	73.89%	68.35%	60.80%	58.89%	62.86%						
		Sum of the duration of all outages (hh:mm)	200,661.99	132,528.12	169,415.02	310,390.66	487,334.32	398,596.96						
		Avg. outage duration (hh:mm)	107.71	120.59	161.04	289.00	468.14	425.40						
Refunds		Number of customers who received refunds	61	73	17	28	31	11						
		Monthly amount of refunds	\$1,926.26	\$3,388.78	\$1,406.80	\$1,051.52	\$1,240.06	\$692.84						
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	86,031	74,331	79,279	70,710	65,899	71,462						
		Total # of call seconds to reach live agent	8,482,891	2,805,600	4,054,561	1,852,734	1,558,118	3,577,536						
		% within 60 seconds	79.0%	88.2%	88.9%	92.8%	93.3%	89.6%						

Primary Utility Contact Information

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