

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:

2026

Reporting Unit Type:

☒ Total Company

☐ Exchange

☐ Wire Center

Reporting Unit Name:

FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)			Date filed (05/15/26)			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
			900	874	856	838	820	800						
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						
		Total # of trouble reports	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	0	0	0	0	0	0						
		Total # of trouble reports	0	0	0	0	0	0						
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,313	1,278	1,256	1,229	1,207	1,182						
		Total # of trouble reports	27	18	14	15	5	11						
		% of trouble reports	2.06	1.41	1.11	1.22	0.41	0.93						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	11	6	8	9	4	7						
		Total # of repair tickets restored in ≤ 24hrs	11	6	8	9	4	6						
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	85.71%						
		Sum of the duration of all outages (hh:mm)	115.78	65.98	67.28	83.20	42.84	848.12						
		Avg. outage duration (hh:mm)	10.53	11.00	8.41	9.24	10.71	121.16						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report		Total # of outage report tickets	16	8	8	9	4	7						
		Total # of repair tickets restored in ≤ 24hrs	11	4	8	7	4	6						
		% of repair tickets restored ≤ 24 Hours	68.75%	50.00%	100.00%	77.78%	100.00%	85.71%						
		Sum of the duration of all outages (hh:mm)	328.37	253.95	67.28	131.20	42.84	992.12						
		Avg. outage duration (hh:mm)	20.52	31.74	8.41	14.58	10.71	141.73						
Refunds		Number of customers who received refunds	1	1	0	0	0	0						
		Monthly amount of refunds	\$150.00	\$7.23	\$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	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

Name: Cassandra Knight

Phone: 585-777-4557

Email: cassandra.knight@ftr.com