

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			Date filed (08/15/23)			Date filed (11/15/23)			Date filed (02/15/24)			
		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	263,779	259,911	255,780	251,782	247,473	240,947	237,759	231,035	224,695			
		Total # of trouble reports	2832	2646	3367	2298	2159	1710	1516	2242	1746			
		% of trouble reports	1.07	1.02	1.32	0.91	0.87	0.71	0.64	0.97	0.78			
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	69,037	66,938	63,655	61,614	59,537	60,575	59,699	61,746	62,781			
		Total # of trouble reports	1253	826	1212	715	689	529	442	790	575			
		% of trouble reports	1.81	1.23	1.90	1.16	1.16	0.87	0.74	1.28	0.92			
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	34,560	34,977	36,338	36,712	36,962	37,458	36,949	36,460	36,939			
		Total # of trouble reports	1180	991	1156	879	999	1010	840	1078	702			
		% of trouble reports	3.41	2.83	3.18	2.39	2.70	2.70	2.27	2.96	1.90			
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1133	1344	1933	1,266	1,522	1,208	1145	1815	1332				
	Total # of repair tickets restored in ≤ 24hrs	515	563	1082	665	921	802	806	1316	965				
	% of repair tickets restored ≤ 24 Hours	45.45%	41.89%	55.98%	52.53%	60.51%	66.39%	70.39%	72.51%	72.45%				
	Sum of the duration of all outages (hh:mm)	94,060.54	202,125.16	190,747.57	164,477.06	144,400.86	83,006.68	50,773.32	88,030.56	47,598.61				
	Avg. outage duration (hh:mm)	83.02	150.39	98.68	129.92	94.88	68.71	44.34	48.50	35.73				
	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	2548	2295	3250	2040	2186	1758	1585	2,429	1,921				
	Total # of repair tickets restored in ≤ 24hrs	380	485	1064	667	913	764	790	1341	940				
	% of repair tickets restored ≤ 24 Hours	14.91%	21.13%	32.74%	32.70%	41.77%	43.46%	49.84%	55.21%	48.93%				
	Sum of the duration of all outages (hh:mm)	522,226.47	541,579.15	534,724.47	379,244.73	276,109.73	175,993.01	114,783.06	219,786.34	144,546.50				
	Avg. outage duration (hh:mm)	204.96	235.98	164.53	185.90	126.31	100.11	72.42	90.48	75.25				
Refunds	Number of customers who received refunds	53	93	135	323	200	32	40	9	17				
	Monthly amount of refunds	\$1,079.04	\$2,637.71	\$4,309.51	\$10,786.59	\$8,702.07	\$990.53	\$1,308.37	\$361.34	\$517.50				
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	101,952	75,840	88,110	75,046	81,190	74,770	75,688	89,642	80,513				
	Total # of call seconds to reach live agent	25,949,438	11,486,718	17,186,380	13,204,848	8,660,738	3,593,271	3,037,861	1,949,467	5,414,420				
	% within 60 seconds	63.7%	72.7%	67.7%	65.0%	72.1%	86.9%	86.9%	92.9%	83.9%				

Primary Utility Contact Information

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