

**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			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Customers		Acct # for voice or bundle, res+bus												
		243,103	239,085	234,786	230,738	226,405	223,110	219,916	216,375	213,185	210,316	207,488	204,113	
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	219,198	210,539	207,836
		Total # of trouble reports	2832	2646	3367	2298	2159	1710	1516	2242	1746	1465	1465	1384
		% of trouble reports	1.07	1.02	1.32	0.91	0.87	0.71	0.64	0.97	0.78	0.67	0.70	0.67
	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	64,742	68,902	68,049
		Total # of trouble reports	1253	826	1212	715	689	529	442	790	575	529	584	567
		% of trouble reports	1.81	1.23	1.90	1.16	1.16	0.87	0.74	1.28	0.92	0.82	0.85	0.83
	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	36,405	36,946	36,406
		Total # of trouble reports	1180	991	1156	879	999	1010	840	1078	702	720	628	599
		% of trouble reports	3.41	2.83	3.18	2.39	2.70	2.70	2.27	2.96	1.90	1.98	1.70	1.65
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	1,270	1,530	1,342
		Total # of repair tickets restored in ≤ 24hrs	515	563	1082	665	921	802	806	1316	965	743	781	895
		% of repair tickets restored ≤ 24 Hours	45.45%	41.89%	55.98%	52.53%	60.51%	66.39%	70.39%	72.51%	72.45%	58.50%	51.05%	66.69%
		Sum of the duration of all outages (hh:mm)	94,060.54	202,125.16	190,747.57	164477.06	144400.86	83006.68	50,773.32	88,030.56	47,598.61	52894.80	103004.36	38987.30
		Avg. outage duration (hh:mm)	83.02	150.39	98.68	129.92	94.88	68.71	44.34	48.50	35.73	41.65	67.32	29.05
		Indicate if catastrophic event is in month	No	No	No	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	1,729	1,742	1,787
		Total # of repair tickets restored in ≤ 24hrs	380	485	1064	667	913	764	790	1341	940	763	759	865
		% of repair tickets restored ≤ 24 Hours	14.91%	21.13%	32.74%	32.70%	41.77%	43.46%	49.84%	55.21%	48.93%	44.13%	43.57%	48.41%
		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	151,588.56	151,588.56	104,079.44
		Avg. outage duration (hh:mm)	204.96	235.98	164.53	185.90	126.31	100.11	72.42	90.48	75.25	87.67	87.02	58.24
Refunds														
		Number of customers who received refunds	53	93	135	323	200	32	40	9	17	33	12	38
		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	\$636.20	\$330.15	\$464.49
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	80,123	72,404	67,647
		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	4,068,350	7,897,492	8,895,968
		% within 60 seconds	63.7%	72.7%	67.7%	65.0%	72.1%	86.9%	86.9%	92.9%	83.9%	84.2%	74.7%	74.3%

Primary Utility Contact Information

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