

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Frontier CA Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/22)			Date filed (08/15/22)			Date filed (11/15/22)			Date filed (02/15/23)			
		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	328,165	324,697	320,115									
		Total # of trouble reports	3563	2276	2346									
		% of trouble reports	1.09	0.70	0.73									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	70,267	69,452	68,555									
		Total # of trouble reports	940	641	614									
		% of trouble reports	1.34	0.92	0.90									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	33,468	33,059	32,626									
		Total # of trouble reports	946	736	701									
		% of trouble reports	2.83	2.23	2.15									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1476	1284	1345										
	Total # of repair tickets restored in ≤ 24hrs	1333	1171	1239										
	% of repair tickets restored ≤ 24 Hours	90.31%	91.20%	92.12%										
	Sum of the duration of all outages (hh:mm)	29,347.82	33,480.15	23,689.78										
	Avg. outage duration (hh:mm)	19.88	26.07	17.61										
	Indicate if catastrophic event is in month	Yes	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	2926	2017	2018										
	Total # of repair tickets restored in ≤ 24hrs	1155	1066	1193										
	% of repair tickets restored ≤ 24 Hours	39.47%	52.85%	59.12%										
	Sum of the duration of all outages (hh:mm)	238,631.99	159,966.15	116,178.01										
	Avg. outage duration (hh:mm)	81.56	79.31	57.57										
Refunds	Number of customers who received refunds	80	51	28										
	Monthly amount of refunds	\$1,425.52	\$1,224.81	\$984.95										
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	94,107	75,320	95,947										
	Total # of call seconds to reach live agent	3,599,096	1,400,564	8,044,738										
	% within 60 seconds	84.4%	91.6%	66.7%										

Primary Utility Contact Information

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