

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

Company Name: Frontier California Inc.

U#: 1002-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Frontier CA Inc

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Customers</b>	<b>Acct # for voice or bundle, res+bus</b>	332,686	326,716	323,098	319,822	316,879	313,241	310,376	307,441	303,132	299,606	296,442	293,713	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	395,231	392,426	384,108	380,290	376,737	372,634	368,532	364,932	356,957	352,623	340,073	331,066
		Total # of trouble reports	3330	3124	2946	2219	2052	2002	2707	2713	2208	2468	2560	3154
		% of trouble reports	0.84	0.80	0.77	0.58	0.54	0.54	0.73	0.74	0.62	0.70	0.75	0.95
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	61,895	59,875	60,645	59,971	59,271	58,637	56,820	56,523	57,726	57,176	65,506	70,860
		Total # of trouble reports	792	574	571	441	449	483	587	596	439	548	663	985
		% of trouble reports	1.28	0.96	0.94	0.74	0.76	0.82	1.03	1.05	0.76	0.96	1.01	1.39
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	32,783	33,082	35,301	35,078	34,830	34,521	34,837	34,544	34,961	34,614	34,216	33,865
		Total # of trouble reports	838	721	673	482	496	474	616	658	627	766	997	931
		% of trouble reports	2.56	2.18	1.91	1.37	1.42	1.37	1.77	1.90	1.79	2.21	2.91	2.75
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1,828	1,567	1,300	979	1,007	1,145	1,349	1,422	1,084	1,075	1,212	1,861
		Total # of repair tickets restored in ≤ 24hrs	1,582	1,383	1,196	934	947	1,083	1,206	1,230	997	970	1,107	1,694
		% of repair tickets restored ≤ 24 Hours	86.5	88.3	92.0	95.4	94.0	94.6	89.4	86.5	92.0	90.2	91.3	91.0
Sum of the duration of all outages (hh:mm)		33669	22613	18140	15117	14967	16829	22911	26721	18083	18676	19606	31158	
Avg. outage duration (hh:mm)		18.42	14.43	13.95	15.44	14.86	14.70	16.98	18.79	16.68	17.37	16.18	16.74	
Indicate if catastrophic event is in month	No	No	No	No	No	No	No	Yes	No	No	No	Yes	Yes	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2335	2026	1796	1314	1310	1523	1767	1812	1658	1875	2081	2906	
	Total # of repair tickets restored in ≤ 24hrs	1357	1223	1100	890	880	1022	1103	1141	906	889	989	1500	
	% of repair tickets restored ≤ 24 Hours	58.1	60.4	61.2	67.7	67.2	67.1	62.4	63.0	54.6	47.4	47.5	51.6	
	Sum of the duration of all outages (hh:mm)	77,095.02	72,521.39	73,133.19	34,727.32	33,612.09	42,658.06	56,743.15	60,806.91	91,193.06	232,926.96	233,086.31	140,759.07	
	Avg. outage duration (hh:mm)	33.02	35.80	40.72	26.43	25.66	28.01	32.11	33.56	55.00	124.23	112.01	48.44	
<b>Refunds</b>	Number of customers who received refunds	3	12	20	10	3	80	71	61	59	60	44	114	
	Monthly amount of refunds	\$100.47	\$767.18	\$931.33	\$373.89	\$153.60	\$882.65	\$691.18	\$860.42	\$1,129.32	\$732.30	\$1,425.09	\$1,692.49	
<b>Answer Time</b> (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	105,117	97,600	110,229	96,921	89,007	93,382	95,867	102,563	112,032	110,188	91,086	92,549	
	Total # of call seconds to reach live agent	1,404,605	3,860,292	4,751,905	3,690,763	2,203,102	1,927,176	1,829,820	3,482,414	4,663,897	2,260,782	1,092,218	1,542,805	
	% within 60 seconds	94.2%	86.9%	84.7%	87.3%	90.6%	92.3%	91.9%	86.8%	85.9%	92.6%	96.0%	93.5%	

**Primary Utility Contact Information**

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