

**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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: FC of the Southwest Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)			
		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	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,931	1,903	1,903	1,895	1,865	1,827	1,794	1,762	1,747	1,737	1,726	1,721
		Total # of trouble reports	37	17	26	15	16	30	19	24	33	24	14	10
		% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.02	0.01	0.01	0.02	0.01	0.01	0.01
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,335	1,325	1,321	1,304	1,286	1,259	1,241	1,223	1,212	1,199	1,191	1,179
		Total # of trouble reports	22	20	15	12	7	13	22	72	37	25	20	10
		% of trouble reports	0.02	0.02	0.01	0.01	0.01	0.01	0.02	0.06	0.03	0.02	0.02	0.01
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	25	16	21	10	13	22	17	19	29	17	17	8	
	Total # of repair tickets restored in ≤ 24hrs	24	16	21	10	13	21	16	18	27	16	16	8	
	% of repair tickets restored ≤ 24 Hours	96.00%	100.00%	100.00%	100.00%	100.00%	95.45%	94.12%	94.74%	93.10%	94.12%	94.12%	100.00%	
	Sum of the duration of all outages (hh:mm)	271.89	192.14	195.55	138.09	133.96	228.14	227.43	212.96	509.51	253.45	202.76	81.33	
	Avg. outage duration (hh:mm)	10.88	12.01	9.31	13.81	10.30	10.37	13.38	11.21	17.57	14.91	11.93	10.17	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	31	18	26	15	15	23	27	31	42	32	23	11	
	Total # of repair tickets restored in ≤ 24hrs	23	12	20	11	13	21	14	15	17	16	14	6	
	% of repair tickets restored ≤ 24 Hours	74.19%	66.67%	76.92%	73.33%	86.67%	91.30%	51.85%	48.39%	40.48%	50.00%	60.87%	54.55%	
	Sum of the duration of all outages (hh:mm)	800.94	364.82	537.71	389.37	261.38	307.87	971.59	2,566.26	1,842.84	800.52	686.43	777.94	
	Avg. outage duration (hh:mm)	25.84	20.27	20.68	25.96	17.43	13.39	35.98	82.78	43.88	25.02	29.84	70.72	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	2	0	3	2	2	0	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.81	\$0.00	\$2.03	\$22.98	\$43.94	\$0.00	\$0.00	
<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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