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: 2022

Reporting Unit Type: ☑ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: FC of the Southwest Inc

Measurement (Compile monthly, file quarterly)			Date filed (05/15/22)			Date filed (08/15/22)			Date filed (11/15/22)			Date filed (02/15/23)		
			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	2,064	2,046	2,030	2,000	1,977	1,966						
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	0	0	0	0	0	0						
		Total # of trouble reports	0	0	0	0	0	0						
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,711	1,698	1,685	1,656	1,640	1,621						
		Total # of trouble reports	23	8	19	16	32	19						
		% of trouble reports	1.34	0.47	1.13	0.97	1.95	1.17						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,165	1,154	1,147	1,137	1,126	1,120						
		Total # of trouble reports	17	6	13	15	19	12						
		% of trouble reports	1.46	0.52	1.13	1.32	1.69	1.07						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	13	8	21	8	24	18						
		Total # of repair tickets restored in ≤ 24hrs	13	8	20	8	21	17						
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	95.24%	100.00%	87.50%	94.44%						
		Sum of the duration of all outages (hh:mm)	235.13	80.85	312.59	139.41	336.45	263.41						
		Avg. outage duration (hh:mm)	18.09	10.11	14.89	17.43	14.02	14.63						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report		Total # of outage report tickets	28	10	22	16	30	19						
		Total # of repair tickets restored in ≤ 24hrs	11	9	19	9	21	15						
		% of repair tickets restored ≤ 24 Hours	39.29%	90.00%	86.36%	56.25%	70.00%	78.95%						
		Sum of the duration of all outages (hh:mm)	2,553.33	157.86	502.76	408.17	895.06	462.48						
		Avg. outage duration (hh:mm)	91.19	15.79	22.85	25.51	29.84	24.34						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00						
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	82,862	90,600	95,052						
		Total # of call seconds to reach live agent	3,599,096	1,400,564	8,044,738	6,446,991	21,521,520	33,015,547						
		% within 60 seconds	84.4%	91.6%	66.7%	71.7%	57.8%	57.7%						

Primary Utility Contact Information

Name: Cassandra Guinness Phone: 585-777-4557 Email: cassandra.guinness@ftr.com