

**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		
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	0	0	0								
		Total # of trouble reports	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								
		Total # of trouble reports	23	8	19								
		% of trouble reports	1.34	0.47	1.13								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1,165	1,154	1,147								
		Total # of trouble reports	17	6	13								
		% of trouble reports	1.46	0.52	1.13								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	13	8	21									
	Total # of repair tickets restored in ≤ 24hrs	13	8	20									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	95.24%									
	Sum of the duration of all outages (hh:mm)	235.13	80.85	312.59									
	Avg. outage duration (hh:mm)	18.09	10.11	14.89									
	Indicate if catastrophic event is in month	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	28	10	22									
	Total # of repair tickets restored in ≤ 24hrs	11	9	19									
	% of repair tickets restored ≤ 24 Hours	39.29%	90.00%	86.36%									
	Sum of the duration of all outages (hh:mm)	2,553.33	157.86	502.76									
	Avg. outage duration (hh:mm)	91.19	15.79	22.85									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$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									
	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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