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**		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customers	Acct # for voice or bundle, res+bus	291,118	287,687	283,452	279,559	276,528	272,877	269,049	265,141	261,289	256,956	251,098	247,529
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	316,012	309,818	305,937	298,909	295,170	288,826	279,098	271,723	265,469
	Total # of trouble reports	3563	2276	2346	1908	1732	1967	1660	1455	2605	2088	2144	2106
	% of trouble reports	1.09	0.70	0.73	0.60	0.56	0.64	0.56	0.49	0.90	0.75	0.79	0.79
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	70,267	69,452	68,555	66,658	68,915	68,146	70,350	69,246	71,224	72,915	73,163	74,066
	Total # of trouble reports	940	641	614	585	558	548	428	577	701	744	895	819
	% of trouble reports	1.34	0.92	0.90	0.88	0.81	0.80	0.61	0.83	0.98	1.02	1.22	1.11
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	33,468	33,059	32,626	33,264	32,972	32,548	32,138	31,640	31,162	33,518	33,723	34,165
	Total # of trouble reports	946	736	701	626	543	678	528	616	695	543	740	643
	% of trouble reports	2.83	2.23	2.15	1.88	1.65	2.08	1.64	1.95	2.23	1.62	2.19	1.88
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1476	1284	1345	1,014	988	1,046	626	296	652	941	1,237	1,118
	Total # of repair tickets restored in ≤ 24hrs	1333	1171	1239	945	897	942	584	262	550	749	877	689
	% of repair tickets restored ≤ 24 Hours	90.31%	91.20%	92.12%	93.20%	90.79%	90.06%	93.29%	88.51%	84.36%	79.60%	70.90%	61.63%
	Sum of the duration of all outages (hh:mm)	29,347.82	33,480.15	23,689.78	17051.50	17059.39	18971.21	10,711.76	4,934.68	17,798.52	25071.41	40840.01	64600.02
	Avg. outage duration (hh:mm)	19.88	26.07	17.61	16.82	17.27	18.14	17.11	16.67	27.30	26.64	33.02	57.78
	Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No	No	No	Yes
Unadjusted Out of Service Report	Total # of outage report tickets	2926	2017	2018	1627	1561	1680	1364	1,003	1,895	1,498	1,747	1,683
	Total # of repair tickets restored in ≤ 24hrs	1155	1066	1193	901	804	856	525	245	506	692	773	634
	% of repair tickets restored ≤ 24 Hours	39.47%	52.85%	59.12%	55.38%	51.51%	50.95%	38.49%	24.43%	26.70%	46.19%	44.25%	37.67%
	Sum of the duration of all outages (hh:mm)	238,631.99	159,966.15	116,178.01	69,088.43	69,064.06	86,497.24	71,535.73	85,556.79	201,090.77	105,114.77	239,914.02	153,668.85
	Avg. outage duration (hh:mm)	81.56	79.31	57.57	42.46	44.24	51.49	52.45	85.30	106.12	70.17	137.33	91.31
Refunds	Number of customers who received refunds	80	51	28	27	28	50	35	42	37	42	26	29
	Monthly amount of refunds	$1,425.52	$1,224.81	$984.95	$1,285.63	$323.64	$876.91	$812.92	$1,410.36	$624.45	$710.46	$247.35	$1,049.98
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	86,507	120,040	115,250	105,467	89,689	83,889
	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	46,419,868	49,503,672	42,073,942	20,603,014	3,221,754	4,080,105
	% within 60 seconds	84.4%	91.6%	66.7%	71.7%	57.8%	57.7%	58.3%	55.2%	56.5%	64.3%	90.1%	86.5%

Primary Utility Contact Information

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