



ANGELA McCALL  
Manager – Government & External Affairs  
Frontier Communications  
300 Bland Street  
Bluefield, West Virginia 24701  
(304) 325-1688  
[angie.mccall@ftr.com](mailto:angie.mccall@ftr.com)

October 1, 2021

via electronic filing

10:28 AM OCT 01 2021 EXEC SEC DIV  
Connie Graley, Executive Secretary  
West Virginia Public Service Commission  
201 Brooks Street  
P. O. Box 812  
Charleston, WV 25353-0812

Re: 18-0291-T-GI Monthly Service Quality Report – August 2021  
Frontier West Virginia Inc. and Frontier Communications of West Virginia  
Closed Entry Filing

Dear Ms. Graley:

Please find enclosed for filing the original plus 12 copies of the August 2021 Monthly Service Quality Report for the top 25 wire centers with the highest trouble rates per 100 access lines.

Wire Centers for Frontier West Virginia Inc. and Citizens Telecommunications Company of West Virginia, d/b/a Frontier Communications of West Virginia are included in the evaluation.

Please note that there are Confidential and Public versions; the Confidential version is filed under seal and is subject to Commission Order dated April 14, 2021 in this proceeding.

If you have any questions, or require additional information, please don't hesitate to contact me.

Sincerely,

Manager, Government & External Affairs

Enclosure: Orig + 12 copies Public Version - Confidential Version under seal

cc: Linda Bouvette—PSC  
Chris Howard – PSC  
Steve Wilson – PSC  
Terri Blake - PSC  
Joseph J. Starsick - Frontier  
Joshua A. Johnson - Frontier

Public Version

FRONTIER WEST VIRGINIA INC. AND CITIZENS TELECOMMUNICATIONS COMPANY OF WEST VIRGINIA d/b/a FRONTIER COMMUNICATIONS OF WEST VIRGINIA  
TROUBLE REPORT RATE PER 100 LINES BY WIRE CENTER  
AUGUST 2021

AUGUST 2021				
EXCHANGE_DS		TRR	% of Total Tickets	Cause/Resolution
ANAWALT, WV		20.50	0.37%	Cable Issues: Address cable issues with targeted PPM work. Increase in TT rate across the State was due to remnants of Hurricane Ida.
KERMIT, WV		17.31	0.92%	Cable Issues, SLC Issues: Address cable issues with targeted PPM work. SLC battery issues are being addressed by jobs 1263904, 1254561, & 1254568. Increase in TT rate across the State was due to remnants of Hurricane Ida.
FORT GAY, WV		16.56	0.94%	Cable Issues causing SLC issues: Address cable issues with targeted PPM work while jobs 1278897, 1279289, 1279662, 1279663, & 1279664 are worked to move existing SLC systems off of existing copper cables and onto new fiber optic cables. Increase in TT rate across the State was due to remnants of Hurricane Ida.

10:28 AM OCT 01 2021 EXEC SEC DIV

EXCHANGE_DS		TRR	% of Total Tickets	Cause/Resolution
WHITESVILLE, WV		15.63	0.56%	Cable Issues, SLC issues: Address cable issues with targeted PPM work while job 1278552 is worked to deal with the SLC system issues. This job has been released, has received all required materials, and is pending installation start. Increase in TT rate across the State was due to remnants of Hurricane Ida.
PENNSBORO, WV		13.97	0.79%	Cable Issues, SLC Issues: Address cable issues with targeted PPM work while released jobs 1281232, 1281410, 1281736 & 1267222 are worked to replace defective cable. Job 1280975 has also been released to address the SLC issues. Increase in TT rate across the State was due to remnants of Hurricane Ida.
ALLOY, WV		13.30	0.24%	Cable Issues: Address cable issues with targeted PPM work. Increase in TT rate across the State was due to remnants of Hurricane Ida.

EXCHANGE_DS		TRR	% of Total Tickets	Cause/Resolution
BRADSHAW, WV		12.57	1.18%	<p>Cable Issues and related SLC Issues: Address cable issues with targeted PPM work while released jobs 1280229, 1279433, &amp; 1279435 are worked to move existing SLC systems off of existing copper cables and onto new fiber optic cables. These jobs are currently pending the delivery of the required materials.</p> <p>Job 1274237 has been released to replace two broken poles on the 151 Lead which are causing service issues in the cables.</p> <p>Job 1274168 was issued to address defective cable on the 161 Lead and has been completed.</p> <p>Increase in TT rate across the State was due to remnants of Hurricane Ida.</p>
BRANCHLAND, WV		12.56	1.00%	<p>Cable Issues: Address cable issues with targeted PPM work.</p> <p>Increase in TT rate across the State was due to remnants of Hurricane Ida.</p>
EAST LYNN, WV		11.99	0.72%	<p>Cable Issues: Address cable issues with targeted PPM work.</p> <p>Increase in TT rate across the State was due to remnants of Hurricane Ida.</p>
JOETOWN, WV		11.76	0.20%	<p>Cable Issues: Address cable issues with targeted PPM work.</p> <p>Increase in TT rate across the State was due to remnants of Hurricane Ida.</p>

EXCHANGE_DS		TRR	% of Total Tickets	Cause/Resolution
MIDDLEBOURNE, WV		11.03	1.42%	<p>Cable Issues, SLC Issues: Address cable issues with targeted PPM work and evaluate SLC issues for possible solutions under RDOF/CAF/FTTH programs.</p> <p>Increase in TT rate across the State was due to remnants of Hurricane Ida.</p>
BUFFALO, WV		10.76	0.91%	<p>Cable Issues, SLC Issues caused by faulty Cable: Address cable issues with targeted PPM work while released jobs 1279297, 1278899, 1278902, 1278903, 1278900, 1278904, 1278907, &amp; 1278905 are worked to move existing SLC systems from faulty copper cable to new fiber optic cable.</p> <p>Increase in TT rate across the State was due to remnants of Hurricane Ida.</p>
POCOTALICO, WV		10.58	1.01%	<p>Cable Issues: Address cable issues with targeted PPM work.</p> <p>Increase in TT rate across the State was due to remnants of Hurricane Ida.</p>
GLENVILLE, WV		10.12	1.57%	<p>Cable Issues, SLC Issues: Address cable issues with targeted PPM work and evaluate SLC issues for possible solutions under RDOF/CAF/FTTH programs.</p> <p>Increase in TT rate across the State was due to remnants of Hurricane Ida.</p>
HARMAN, WV		9.69	0.34%	<p>Cable Issues: Address cable issues with targeted PPM work.</p> <p>Increase in TT rate across the State was due to remnants of Hurricane Ida.</p>

EXCHANGE_DS		TRR	% of Total Tickets	Cause/Resolution
OCEANA, WV		9.26	1.02%	Cable Issues, SLC Issues caused by faulty Cable: Address cable issues with targeted PPM work while released jobs 1279307, 1278951, 1278954, & 1278956 are worked to move existing SLC systems from faulty copper cable to new fiber optic cable. Increase in TT rate across the State was due to remnants of Hurricane Ida.
WEST LIBERTY, WV		9.05	0.19%	Cable Issues: Address cable issues with targeted PPM work. Increase in TT rate across the State was due to remnants of Hurricane Ida.
SOPHIA, WV		8.90	0.45%	Cable Issues: Address cable issues with targeted PPM work. Increase in TT rate across the State was due to remnants of Hurricane Ida.
SCOTT DEPOT, WV		8.77	0.83%	Cable Issues, SLC Issues: Address cable issues with targeted PPM work and evaluate SLC issues for possible solutions under RDOF/CAF/FTTH programs. Increase in TT rate across the State was due to remnants of Hurricane Ida.
BELINGTON, WV		8.73	0.72%	Cable Issues, SLC Issues: Address cable issues with targeted PPM work and evaluate SLC issues for possible solutions under RDOF/CAF/FTTH programs. Increase in TT rate across the State was due to remnants of Hurricane Ida.

EXCHANGE_DS		TRR	% of Total Tickets	Cause/Resolution
HURRICANE, WV		8.73	1.01%	Cable Issues, SLC Issues: Address cable issues with targeted PPM work and evaluate SLC issues for possible solutions under FTTH program that is currently underway in this wire center.  Increase in TT rate across the State was due to remnants of Hurricane Ida.
CLENDENIN, WV		8.71	0.80%	Cable Issues, SLC Issues caused by faulty Cable: Address cable issues with targeted PPM work while released jobs 1279386, 1279669, & 1270523 are worked.  Increase in TT rate across the State was due to remnants of Hurricane Ida.
DELBARTON, WV		8.59	0.62%	Cable Issues: Address cable issues with targeted PPM work.  Increase in TT rate across the State was due to remnants of Hurricane Ida.
FAYETTEVILLE, WV		8.57	0.73%	Cable Issues: Address cable issues with targeted PPM work.  Increase in TT rate across the State was due to remnants of Hurricane Ida.
EGLON, WV		8.50	0.31%	Cable Issues, SLC Issues: Address cable issues with targeted PPM work and evaluate SLC issues for possible solutions under RDOF/CAF/FTTH programs.  Increase in TT rate across the State was due to remnants of Hurricane Ida.