

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-C**

Company Name: Verizon California

U#: 1002

Report Year: 2011

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: California

Measurement (Compile monthly, file quarterly)		Date filed (05/15/11)			Date filed (08/15/11)			Date filed (11/15/11)			Date filed (02/15/12)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Customer Trouble Report</b>														
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	2363393	2340230	2310853	2288035	2262471	2240428	2214673	2182653	2147252	2115908	2086487	2059055
		Total # of trouble reports	53612	25547	30498	22637	21324	20938	20882	22060	21289	24272	23205	23102
		% of trouble reports	2.27	1.09	1.32	0.99	0.94	0.93	0.94	1.01	0.99	1.15	1.11	1.12
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	76903	74200	73586	72871	75301	74625	73946	75170	76181	76303	75559	73781
		Total # of trouble reports	2403	1419	1736	1030	1054	1114	925	1217	1061	1383	1100	960
		% of trouble reports	3.12	1.91	2.36	1.41	1.40	1.49	1.25	1.62	1.39	1.81	1.46	1.30
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	28581	30412	30144	29840	29636	29451	29231	29996	30693	32358	32071	32839
		Total # of trouble reports	1422	800	894	706	654	654	681	606	630	694	579	590
		% of trouble reports	4.98	2.63	2.97	2.37	2.21	2.22	2.33	2.02	2.05	2.14	1.81	1.80
<b>Out of Service Report</b> Min. standard = 90% within 24Hrs		Total # of outage report tickets	13431	16759	18727	12865	12011	11799	11575	12925	11324	13031	11657	11048
		Total # of repair tickets restored in ≤ 24hrs	12608	10389	11585	9533	9274	8955	8006	9584	7911	9242	7932	8071
		% of repair tickets restored ≤ 24 Hours	93.87	61.99	61.86	74.10	77.21	75.90	69.17	74.15	69.86	70.92	68.04	73.05
		Sum of the duration of all outages (hh:mm)	231608:08	450536:36	553124:44	290247:01	221345:01	229380:46	264684:56	271063:32	282795:01	288978:45	289145:49	245614:36
		Avg. outage duration (hh:mm)	17:14	26:53	29:32	22:33	18:25	19:26	22:52	20:58	24:58	22:10	24:48	22:13
<b>Out of Service Report APPOINTMENTS</b>		Total # of outage report tickets	3238	1494	2264	2289	2716	2623	2644	2732	3470	4401	5037	4124
		Total # of repair tickets restored in ≤ 24hrs	928	431	801	952	1236	1162	1024	1341	1624	2100	2357	2277
		% of repair tickets restored ≤ 24 Hours	28.66	28.85	35.38	41.59	45.51	44.30	38.73	49.08	46.80	47.72	46.79	55.21
		Sum of the duration of all outages (hh:mm)	338715:19	90670:07	116783:48	110603:55	106675:23	103960:30	118327:33	100750:38	137723:27	160871:14	190306:15	138631:15
		Avg. outage duration (hh:mm)	104:36	60:41	51:34	48:19	39:16	39:38	44:45	36:52	39:41	36:33	37:46	33:36

Measurement (Compile quarterly, file annually on February 15)		Date filed (02/15/12)				
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu		Total # of calls for TR, Billing & Non-Billing	2301111	2009956	2169805	2037277
		Total # of call seconds to reach live agent	378294619	157769789	188995856	195607120
		% ≤ 60 seconds	46.1	68.3	63.6	62.3

**Public Utility Contact Information**

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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect the requirements of G.O. 133-C)