

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

Company Name: Verizon California Inc.

U#: 1002-C

Report Year: 2011 Restatement

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Verizon California Inc.

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		
		Total # of trouble reports	53612	25547	30498	22637	21324	20938	20882	22060	21289		
		% of trouble reports	2.27	1.09	1.32	0.99	0.94	0.93	0.94	1.01	0.99		
	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		
		Total # of trouble reports	2403	1419	1736	1030	1054	1114	925	1217	1061		
		% of trouble reports	3.12	1.91	2.36	1.41	1.40	1.49	1.25	1.62	1.39		
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	28581	30412	30144	29840	29636	29451	29231	29996	30693		
		Total # of trouble reports	1422	800	894	706	654	654	681	606	630		
		% of trouble reports	4.98	2.63	2.97	2.37	2.21	2.22	2.33	2.02	2.05		
<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		
		Total # of repair tickets restored in ≤ 24hrs	12608	10389	11585	9533	9274	8955	8006	9584	7911		
		% of repair tickets restored ≤ 24 Hours	93.87	61.99	61.86	74.10	77.21	75.90	69.17	74.15	69.86		
		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		
		Avg. outage duration (hh:mm)	17:14	26:53	29:32	22:33	18:25	19:26	22:52	20:58	24:58		

Measurement (Compile quarterly, file annually on February 15)		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>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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

- \* See Note 1.
- \*\* See Note 2.
- \*\*\* See Note 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)

Note 1      The State of California issued Executive Order S-18-10 identifying 12 counties impacted by December rain storms. Verizon's service area (88% of  
2/15/2011 its customer lines) overlaps 10 of the counties. Verizon's service results were negatively impacted for the period December 18, 2010 through about  
January 28, 2011, when Verizon's ticket volumes returned to near-normal levels.

Note 2      On April 15, 2011 the State of California issued a state of emergency declaration in nineteen counties for storms that occurred between March 15  
5/15/2011 and March 27, 2011. These storms impacted Verizon's customers and service area in the counties of Humboldt, Mendocino, Monterey, San Luis  
Obispo, Santa Barbara, Sutter, Trinity, and Ventura. Verizon's ticket volumes returned to near-normal levels about April 9, 2011.

Note 3      During a review of its code, Verizon discovered a program coding error in the calculation of the Customer Trouble Report and has restated its results  
11/15/2011 for 2010 and 2011. This restatement had a negligible impact and Verizon continues to exceed the Commission's minimum standards.