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

Company Name: <u>Verizon California Inc.</u>　　　**U#:** <u>1002-C</u>　　　**Report Year:** <u>2011</u>

Reporting Unit Type: ☑ Total Company　☐ Exchange　☐ Wire Center　　　**Reporting Unit Name:** <u>Verizon California Inc.</u>

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
Customer Trouble Report														
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	2363393	2340230	2310853									
		Total # of trouble reports	39870	19580	22514									
		% of trouble reports	**1.69**	**0.84**	**0.97**									
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	76903	74200	73586									
		Total # of trouble reports	1409	904	1093									
		% of trouble reports	**1.83**	**1.22**	**1.49**									
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	28581	30412	30144									
		Total # of trouble reports	724	450	516									
		% of trouble reports	**2.53**	**1.48**	**1.71**									
Out of Service Report Min. standard = 90% within 24Hrs		Total # of outage report tickets	13431	16759	18727									
		Total # of repair tickets restored in ≤ 24hrs	12608	10389	11585									
		% of repair tickets restored ≤ 24 Hours	**93.87**	**61.99**	**61.86**									
		Sum of the duration of all outages (hh:mm)	231608:08	450536:36	553124:44									
		Avg. outage duration (hh:mm)	**17:14**	**26:53**	**29:32**									

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
Answer Time (Trouble Reports "TR", Billing & Non-Billing) 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												