

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

Company Name: Verizon California Inc.

U#: 1002-C

Report Year: 2011

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Verizon California Inc.

| Measurement (Compile monthly, file quarterly)                    |   | Date filed<br>(05/15/11)                      |              |              | Date filed<br>(08/15/11) |              |              | Date filed<br>(11/15/11) |     |     | Date filed<br>(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                  |     |     |                          |     |     |
|  |   | Total # of trouble reports                    | 39870        | 19580        | 22514                    | 17388        | 16355        | 15723                    |     |     |                          |     |     |
|  |   | % of trouble reports                          | <b>1.69</b>  | <b>0.84</b>  | <b>0.97</b>              | <b>0.76</b>  | <b>0.72</b>  | <b>0.70</b>              |     |     |                          |     |     |
|  | 8% (8 per 100 lines for units w/ 1,001 - 2,999 lines) | Total # of working lines                      | 76903        | 74200        | 73586                    | 72871        | 75301        | 74625                    |     |     |                          |     |     |
|  |   | Total # of trouble reports                    | 1409         | 904          | 1093                     | 701          | 650          | 796                      |     |     |                          |     |     |
|  |   | % of trouble reports                          | <b>1.83</b>  | <b>1.22</b>  | <b>1.49</b>              | <b>0.96</b>  | <b>0.86</b>  | <b>1.07</b>              |     |     |                          |     |     |
|  | 10% (10 per 100 lines for units w/ ≤ 1,000 lines)     | Total # of working lines                      | 28581        | 30412        | 30144                    | 29840        | 29636        | 29451                    |     |     |                          |     |     |
|  |   | Total # of trouble reports                    | 724          | 450          | 516                      | 413          | 384          | 363                      |     |     |                          |     |     |
|  |   | % of trouble reports                          | <b>2.53</b>  | <b>1.48</b>  | <b>1.71</b>              | <b>1.38</b>  | <b>1.30</b>  | <b>1.23</b>              |     |     |                          |     |     |
| <b>Out of Service Report</b><br>Min. standard = 90% within 24Hrs |   | Total # of outage report tickets              | 13431        | 16759        | 18727                    | 12865        | 12011        | 11799                    |     |     |                          |     |     |
|  |   | Total # of repair tickets restored in ≤ 24hrs | 12608        | 10389        | 11585                    | 9533         | 9274         | 8955                     |     |     |                          |     |     |
|  |   | % of repair tickets restored ≤ 24 Hours       | <b>93.87</b> | <b>61.99</b> | <b>61.86</b>             | <b>74.10</b> | <b>77.21</b> | <b>75.90</b>             |     |     |                          |     |     |
|  |   | Sum of the duration of all outages (hh:mm)    | 231608:08    | 450536:36    | 553124:44                | 290247:01    | 221345:01    | 229380:46                |     |     |                          |     |     |
|  |   | Avg. outage duration (hh:mm)                  | 17:14        | 26:53        | 29:32                    | 22:33        | 18:25        | 19:26                    |     |     |                          |     |     |

| Measurement (Compile quarterly, file annually on February 15)   |  | Date filed<br>(02/15/12) |     |     |             |     |     |             |     |     |             |     |
|---|--|--------------------------|-----|-----|-------------|-----|-----|-------------|-----|-----|-------------|-----|
|   |  | 1st Quarter              |     |     | 2nd Quarter |     |     | 3rd Quarter |     |     | 4th Quarter |     |
|   |  | Jan                      | Feb | Mar | Apr         | May | Jun | Jul         | Aug | Sep | Oct         | Nov |
| <b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b><br>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.

**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.