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

U#:

1002

Report Year:

2012

Verizon California

Company Name:

Reporting Unit Type:			enter	ter Reporting Unit Name:						California				
Measurement (Compile monthly, file quarterly)			Date filed (05/15/12) 1st Quarter			Date filed (08/15/12) 2nd Quarter			Date filed (11/15/12)		Date filed (02/15/13) 4th Quarter			
									3rd 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	2030948	2004010	1979917	1949361	1922446	1896961						
		Total # of trouble reports	21137	19611	21710	19789	18611	16979						
		% of trouble reports	1.04	0.98	1.10	1.02	0.97	0.90						
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	73105	72465	71954	74193	73560	71774						
		Total # of trouble reports	1048	979	1061	1209	1090	858						
		% of trouble reports	1.43	1.35	1.47	1.63	1.48	1.20						
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	32480	32236	32073	31677	31455	32253						
		Total # of trouble reports	562	523	675	764	630	600						
		% of trouble reports	1.73	1.62	2.10	2.41	2.00	1.86						
		Total # of outage report tickets	10308	9350	10358	9667	8843	8538						
Out of Service Report Min. standard = 90% within 24Hrs		Total # of repair tickets restored in ≤ 24hrs	7612	6898	7508	6630	6904	6171						
		% of repair tickets restored ≤ 24 Hours	73.85	73.78	72.49	68.58	78.07	72.28						
		Sum of the duration of all outages (hh:mm)	204107:57	176568:35	219568:17	214488:30	153547:46	181400:04						
		Avg. outage duration (hh:mm)	19:48	18:53	21:11	22:11	17:21	21:14						
		Total # of outage report tickets	4123	3888	4395	3979	3691	3679						
Out of Service Report APPOINTMENTS		Total # of repair tickets restored in ≤ 24hrs	2258	2000	2088	1694	1898	1601						
		% of repair tickets restored ≤ 24 Hours	54.77	51.44	47.51	42.57	51.42	43.52						
		Sum of the duration of all outages (hh:mm)	125275:38	128492:53	161888:44	174778:12	125450:22	138552:16						
		Avg. outage duration (hh:mm)	30:23	33:02	36:50	43:55	33:59	37:39						
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	Magazzament (Compile avec		Date filed (02/15/13)											
Measurement (Compile quarterly, file annually on February 15)			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
L.	ewar I ma I railaia Panarw		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Swer Time (Trouble Reports TR , Billing & Non-Billing)	Total # of calls for TR, Billing & Non-Billing												
	Min. standard = 80% of calls ≤ 60 econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
option to reach live agent)		% ≤ 60 seconds												