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

Company Name:		<u>Verizon California</u>		•			U#:	1002			Report Yea	: <u>2012</u>		
Reporting Unit Type:		▼ Total Company ☐ Exchange ☐ Wire Ce	nter				Reporting	Unit Name:		California				i
		The second by Classical A	Date filed (05/15/12)			Date filed (08/15/12)			Date filed (11/15/12)			Date filed (02/15/13)		
	Measurement (Comp	pile monthly, file quarterly)	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	2030948	2004010	1979917	1949361	1922446	1896961	1871677	1844175	1815271			
		Total # of trouble reports	21137	19611	21710	19789	18611	16979	18736	19450	17956			
		% of trouble reports	1.04	0.98	1.10	1.02	0.97	0.90	1.00	1.05	0.99			
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	73105	72465	71954	74193	73560	71774	71157	73586	78906			
		Total # of trouble reports	1048	979	1061	1209	1090	858	1081	1217	1106			
		% of trouble reports	1.43	1.35	1.47	1.63	1.48	1.20	1.52	1.65	1.40			
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	32480	32236	32073	31677	31455	32253	32025	31808	31599			
		Total # of trouble reports	562	523	675	764	630	600	628	767	621			
		% of trouble reports	1.73	1.62	2.10	2.41	2.00	1.86	1.96	2.41	1.97			
		Total # of outage report tickets	10308	9350	10358	9667	8843	8538	9193	10091	9046			
	Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	7612	6898	7508	6630	6904	6171	6574	7346	6623			
Min. standard = 90% within 24Hrs		% of repair tickets restored ≤ 24 Hours	73.85	73.78	72.49	68.58	78.07	72.28	71.51	72.80	73.21			
		Sum of the duration of all outages (hh:mm)	204107:57	176568:35	219568:17	214488:30	153547:46	181400:04	199399:00	207737:29	180900:27			
		Avg. outage duration (hh:mm)	19:48	18:53	21:11	22:11	17:21	21:14	21:41	20:35	19:59			
	Out of Oursing Present	Total # of outage report tickets	4123	3888	4395	3979	3691	3679	3731	3761	3750			
		Total # of repair tickets restored in ≤ 24hrs	2258	2000	2088	1694	1898	1601	1693	1866	1812			
Out of Service Report APPOINTMENTS		% of repair tickets restored ≤ 24 Hours	54.77	51.44	47.51	42.57	51.42	43.52	45.38	49.61	48.32			
		Sum of the duration of all outages (hh:mm)	125275:38	128492:53	161888:44	174778:12	125450:22	138552:16	141771:31	131105:23	127127:54			
		Avg. outage duration (hh:mm)	30:23	33:02	36:50	43:55	33:59	37:39	37:59	34:51	33:54			
									e filed					
Measurement (Compile quarterly, file annually on February 15)						T		,	15/13)					
			1st Quarter Jan Feb Mar			2nd Quarter			3rd Quarter			4th Quarter		
Answer Time (Trouble Reports "TR", Total # of calls for TR Billing & Non-Billing				Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
An	Billing & Non-Billing)	Total # of calls for TR, Billing & Non-Billing											<u> </u>	
Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu		Total # of call seconds to reach live agent												
		% ≤ 60 seconds					1							