

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

Company Name: Verizon California

U#: 1002

Report Year: 2012

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: California

Measurement (Compile monthly, file quarterly)		Date filed (05/15/12)			Date filed (08/15/12)			Date filed (11/15/12)			Date filed (02/15/13)				
		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	1792671	1770620	1749637	
		Total # of trouble reports	21137	19611	21710	19789	18611	16979	18736	19450	17956	20580	20371	26634	
		% of trouble reports	1.04	0.98	1.10	1.02	0.97	0.90	1.00	1.05	0.99	1.15	1.15	1.52	
	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	78287	77537	74897	
		Total # of trouble reports	1048	979	1061	1209	1090	858	1081	1217	1106	1271	1058	1568	
		% of trouble reports	1.43	1.35	1.47	1.63	1.48	1.20	1.52	1.65	1.40	1.62	1.36	2.09	
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	32480	32236	32073	31677	31455	32253	32025	31808	31599	31419	31179	33028	
		Total # of trouble reports	562	523	675	764	630	600	628	767	621	641	544	993	
		% of trouble reports	1.73	1.62	2.10	2.41	2.00	1.86	1.96	2.41	1.97	2.04	1.74	3.01	
	Out of Service Report Min. standard = 90% within 24Hrs		Total # of outage report tickets	10308	9350	10358	9667	8843	8538	9193	10091	9046	10411	10895	16280
			Total # of repair tickets restored in ≤ 24hrs	7612	6898	7508	6630	6904	6171	6574	7346	6623	8036	8102	8512
			% of repair tickets restored ≤ 24 Hours	73.85	73.78	72.49	68.58	78.07	72.28	71.51	72.80	73.21	77.19	74.36	52.29
		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	191907:11	210348:34	763994:15	
		Avg. outage duration (hh:mm)	19:48	18:53	21:11	22:11	17:21	21:14	21:41	20:35	19:59	18:25	19:18	46:55	
Out of Service Report APPOINTMENTS		Total # of outage report tickets	4123	3888	4395	3979	3691	3679	3731	3761	3750	4265	4319	4597	
		Total # of repair tickets restored in ≤ 24hrs	2258	2000	2088	1694	1898	1601	1693	1866	1812	2319	2180	1491	
		% of repair tickets restored ≤ 24 Hours	54.77	51.44	47.51	42.57	51.42	43.52	45.38	49.61	48.32	54.37	50.47	32.43	
		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	129638:16	146262:42	295991:44	
		Avg. outage duration (hh:mm)	30:23	33:02	36:50	43:55	33:59	37:39	37:59	34:51	33:54	30:23	33:51	64:23	

Measurement (Compile quarterly, file annually on February 15)		Date filed (02/15/13)			
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	1937142	1770449	1813766	1589877
	Total # of call seconds to reach live agent	196326404	133183038	208708284	117319871.8
	% ≤ 60 seconds	61.48	67.10	60.20	72.43