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

Company Name: Reporting Unit Type:		<u>Verizon California</u>	•			U#:	1002			Report Yea	r: <u>2012</u>				
		✓ Total Company	nter				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)			
, .		oile 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														
	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	2030948	2004010	1979917										
		Total # of trouble reports	21137	19611	21710										
rd		% of trouble reports	1.04	0.98	1.10										
nda	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	73105	72465	71954										
Sta		Total # of trouble reports	1048	979	1061										
Min. Standard		% of trouble reports	1.43	1.35	1.47										
2	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	32480	32236	32073										
		Total # of trouble reports	562	523	675										
		% of trouble reports	1.73	1.62	2.10										
		Total # of outage report tickets	10308	9350	10358										
Out of Service Report Min. standard = 90% within 24Hrs		Total # of repair tickets restored in ≤ 24hrs	7612	6898	7508										
		% of repair tickets restored ≤ 24 Hours	73.85	73.78	72.49										
		Sum of the duration of all outages (hh:mm)	204107:57	176568:35	219568:17										
		Avg. outage duration (hh:mm)	19:48	18:53	21:11										
Total # of outage report tickets			4123	3888	4395										
	Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	2258	2000	2088										
APPOINTMENTS		% of repair tickets restored ≤ 24 Hours	54.77	51.44	47.51										
		Sum of the duration of all outages (hh:mm)	125275:38	128492:53	161888:44										
		Avg. outage duration (hh:mm)	30:23	33:02	36:50										
Measurement (Compile quarterly, file annually on February 15)			Date filed (02/15/13)												
				1st Quarter		2nd Quarter		3rd Quarter			4th Quarter				
	T' /T		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 option to reach live agent)		Total # of calls for TR, Billing & Non-Billing													
		Total # of call seconds to reach live agent													
		% ≤ 60 seconds													