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

Company Name:	Verizon California		U#: <u>1002</u>	Report Yea	r: <u>2013</u>
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Ce	nter	Reporting Unit Name:	California	
		D-4- #I-4	D-t- fil-d	D-t- 61- 4	D-t- fl-d

		Date filed (05/15/13)			Date filed (08/15/13)			Date filed (11/15/13)			Date filed (02/15/14)			
	Measurement (Compile 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	1724289	1695061	1673256	1646664	1624572	1602413	1580846	1559117	1538923			
		Total # of trouble reports	21960	16316	16501	15328	15386	13575	14563	14573	14249			
		% of trouble reports	1.27	0.96	0.99	0.93	0.95	0.85	0.92	0.93	0.93			
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	77238	82394	81606	81744	80817	78895	78163	77351	76439			
		Total # of trouble reports	1561	1149	1315	1034	1149	989	1024	1111	971			
		% of trouble reports	2.02	1.39	1.61	1.26	1.42	1.25	1.31	1.44	1.27			
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	32791	32526	32261	34057	33795	34350	34074	33796	33533			
		Total # of trouble reports	789	641	579	614	665	561	712	670	693			
		% of trouble reports	2.41	1.97	1.79	1.80	1.97	1.63	2.09	1.98	2.07			
		Total # of outage report tickets	13065	9336	8930	7549	7461	6628	7295	7360	7363			
	Out of Service Report Min. standard = 90% within 24Hrs	Total # of repair tickets restored in ≤ 24hrs	8546	6478	6655	5815	5658	5359	5359	5167	4393			
		% of repair tickets restored ≤ 24 Hours	65.41	69.39	74.52	77.03	75.83	80.85	73.46	70.20	59.66			
		Sum of the duration of all outages (hh:mm)	351621:19	239674:56	171512:24	137625:50	140938:47	106760:19	143418:13	159164:43	226126:32			
		Avg. outage duration (hh:mm)	26:54	25:40	19:12	18:13	18:53	16:06	19:39	21:37	30:42			

Measurement (Compile quarterly, file annually on February 15)		Date filed (02/15/14)											
		1st Quarter		2nd Quarter		3rd Quarter			4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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												