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	nter				Reporting	Unit Name:		California				ı	
			Date filed (05/15/13)			Date filed (08/15/13)			Date filed (11/15/13)			Date filed (02/15/14)			
	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														
	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	1724289	1695061	1673256										
		Total # of trouble reports	21960	16316	16501										
ard		% of trouble reports	1.27	0.96	0.99										
Min. Standard	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	77238	82394	81606										
Sta		Total # of trouble reports	1561	1149	1315						1				
٦.		% of trouble reports	2.02	1.39	1.61										
≅	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	32791	32526	32261										
		Total # of trouble reports	789	641	579										
		% of trouble reports	2.41	1.97	1.79										
		Total # of outage report tickets	13065	9336	8930										
Out of Service Report Min. standard = 90% within 24Hrs		Total # of repair tickets restored in ≤ 24hrs	8546	6478	6655						- 				
		% of repair tickets restored ≤ 24 Hours	65.41	69.39	74.52										
		Sum of the duration of all outages (hh:mm)	351621:19	239674:56	171512:24										
		Avg. outage duration (hh:mm)	26:54	25:40	19:12										
		Total # of outage report tickets	3447	2630	2391										
Out of Service Report APPOINTMENTS		Total # of repair tickets restored in ≤ 24hrs	1534	1277	1243										
		% of repair tickets restored ≤ 24 Hours	44.50	48.56	51.99										
		Sum of the duration of all outages (hh:mm)	156675:29	114929:48	95453:34										
		Avg. outage duration (hh:mm)	45:27	43:41	39:55										
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	
Ans	swer Time (Trouble Reports "TR",	Total # of calls for TR, Billing & Non-Billing													
Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu		Total # of call seconds to reach live agent													
		% ≤ 60 seconds													