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

U#:

1002

Report Year:

2013

Verizon California

Company Name:

Reporting Unit Type:		✓ Total Company ☐ Exchange ☐ Wire Ce	enter			Reporting Unit Name:			California						
		Date filed (05/15/13)			Date filed (08/15/13)			Date filed (11/15/13)			Date filed (02/15/14) 4th Quarter				
	Measurement (Compile monthly, file quarterly)			1st Quarter			2nd Quarter			3rd Quarter					
				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	1646664	1624572	1602413							
		Total # of trouble reports	21960	16316	16501	15328	15386	13575							
9		% of trouble reports	1.27	0.96	0.99	0.93	0.95	0.85							
Standard	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	77238	82394	81606	81744	80817	78895							
Star		Total # of trouble reports	1561	1149	1315	1034	1149	989							
Min. §		% of trouble reports	2.02	1.39	1.61	1.26	1.42	1.25							
Σ	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	32791	32526	32261	34057	33795	34350							
		Total # of trouble reports	789	641	579	614	665	561							
		% of trouble reports	2.41	1.97	1.79	1.80	1.97	1.63							
		Total # of outage report tickets	13065	9336	8930	7549	7461	6628							
Out of Service Report Min. standard = 90% within 24Hrs		Total # of repair tickets restored in ≤ 24hrs	8546	6478	6655	5815	5658	5359							
		% of repair tickets restored ≤ 24 Hours	65.41	69.39	74.52	77.03	75.83	80.85							
		Sum of the duration of all outages (hh:mm)	351621:19	239674:56	171512:24	137625:50	140938:47	106760:19							
		Avg. outage duration (hh:mm)	26:54	25:40	19:12	18:13	18:53	16:06							
		Total # of outage report tickets	3447	2630	2391	2244	2601	2739							
Out of Service Report APPOINTMENTS		Total # of repair tickets restored in ≤ 24hrs	1534	1277	1243	1197	1403	1561							
		% of repair tickets restored ≤ 24 Hours	44.50	48.56	51.99	53.34	53.94	56.99							
		Sum of the duration of all outages (hh:mm)	156675:29	114929:48	95453:34	90435:14	86202:42	86139:29							
		Avg. outage duration (hh:mm)	45:27	43:41	39:55	40:18	33:08	31:26							
	Management (Commits access	dade (ila annualle en Fahrenn (f.)	Date filed (02/15/14)												
Measurement (Compile quarterly, file annually on February 15)				1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
An	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													