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

Company Name: Verizon California   **U#:** 1002   **Report Year:** 2014

Reporting Unit Type: ☑ Total Company   ☐ Exchange   ☐ Wire Center   **Reporting Unit Name:** California

Measurement (Compile monthly, file quarterly)		Date filed (05/15/14)			Date filed (08/15/14)			Date filed (11/15/14)			Date filed (02/15/15)		
		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	1449865	1429274	1411543	1389844	1370301	1356919						
	Total # of trouble reports	12129	11742	19150	11846	12008	10527						
	% of trouble reports	0.84	0.82	1.36	0.85	0.88	0.78						
8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	77073	73191	72408	74692	76035	72417						
	Total # of trouble reports	776	846	1173	885	862	703						
	% of trouble reports	1.01	1.16	1.62	1.18	1.13	0.97						
10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	34284	36894	36609	36304	37036	36810						
	Total # of trouble reports	449	595	792	676	454	539						
	% of trouble reports	1.31	1.61	2.16	1.86	1.23	1.46						
Out of Service Report Min. standard = 90% within 24Hrs	Total # of outage report tickets	6950	6829	8616	6990	6432	5566						
	Total # of repair tickets restored in ≤ 24hrs	5310	4860	5567	4375	4437	3666						
	% of repair tickets restored ≤ 24 Hours	76.40	71.17	64.61	62.59	68.98	65.86						
	Sum of the duration of all outages (hh:mm)	135047:42	149035:43	251467:41	184213:56	148985:04	138031:47						
	Avg. outage duration (hh:mm)	19:25	21:49	29:11	26:21	23:09	24:47						
Out of Service Report APPOINTMENTS													

(Min. Standard)

Measurement (Compile quarterly, file annually on February 15)		Date filed (02/15/15)											
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		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	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**These rows are not reported to commission and are for informational purposes only.