

**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														
Min. Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	1449865	1429274	1411543	1389844	1370301	1356919	1433317	1414693	1400088	1382616	1368202	1356562
		Total # of trouble reports	12129	11742	19150	11846	12008	10527	10820	12522	10789	10987	11863	22450
		% of trouble reports	0.84	0.82	1.36	0.85	0.88	0.78	0.75	0.89	0.77	0.79	0.87	1.65
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	77073	73191	72408	74692	76035	72417	73278	74545	75119	73614	72901	72315
		Total # of trouble reports	776	846	1173	885	862	703	848	992	984	855	829	2039
		% of trouble reports	1.01	1.16	1.62	1.18	1.13	0.97	1.16	1.33	1.31	1.16	1.14	2.82
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	34284	36894	36609	36304	37036	36810	36860	37529	36216	36973	36724	36471
		Total # of trouble reports	449	595	792	676	454	539	578	772	569	548	665	1510
		% of trouble reports	1.31	1.61	2.16	1.86	1.23	1.46	1.57	2.06	1.57	1.48	1.81	4.14
Out of Service Report Min. standard = 90% within 24Hrs		Total # of outage report tickets	6950	6829	8616	6990	6432	5566	5380	6494	5443	6001	6912	13474
		Total # of repair tickets restored in ≤ 24hrs	5310	4860	5567	4375	4437	3666	3875	4677	3906	4514	4984	6468
		% of repair tickets restored ≤ 24 Hours	76.40	71.17	64.61	62.59	68.98	65.86	72.03	72.02	71.76	75.22	72.11	48.00
		Sum of the duration of all outages (hh:mm)	135047:42	149035:43	251467:41	184213:56	148985:04	138031:47	120820:02	143083:51	122035:31	128965:29	141559:57	575120:50
		Avg. outage duration (hh:mm)	19:25	21:49	29:11	26:21	23:09	24:47	22:27	22:02	22:25	21:29	20:28	42:41

Measurement (Compile quarterly, file annually on February 15)		Date filed (02/15/15)			
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
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	1,442,742	1,155,971	1,295,916	1,098,989
	Total # of call seconds to reach live agent	167,487,740	92,684,172	80,317,992	104,268,710
	% ≤ 60 seconds	59.6	64.6	69.4	63.9