

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

Company Name: Verizon California

U#: 1002

Report Year: 2015

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: California

Measurement (Compile monthly, file quarterly)		Date filed (05/15/15)			Date filed (08/15/15)			Date filed (11/15/15)			Date filed (02/15/16)		
		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	1345958	1322293	1308892								
		Total # of trouble reports	13792	10130	10306								
		% of trouble reports	1.02	0.77	0.79								
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	71631	76889	75081								
		Total # of trouble reports	1146	950	747								
		% of trouble reports	1.60	1.24	0.99								
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	35855	35557	36214								
		Total # of trouble reports	982	792	745								
		% of trouble reports	2.74	2.23	2.06								
Out of Service Report Min. standard = 90% within 24Hrs		Total # of outage report tickets	7742	5762	5594								
		Total # of repair tickets restored in ≤ 24hrs	4677	4004	4030								
		% of repair tickets restored ≤ 24 Hours	60.41	69.49	72.04								
		Sum of the duration of all outages (hh:mm)	212645:23	149255:14	124249:24								
		Avg. outage duration (hh:mm)	27:27	25:54	22:12								
Out of Service Report APPOINTMENTS													

Measurement (Compile quarterly, file annually on February 15)		Date filed (02/15/16)			
		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		
	Total # of call seconds to reach live agent				
	% ≤ 60 seconds				