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

Company Name: Reporting Unit Type:		<u>Verizon California</u>									Report Yea	r:	<u>2015</u>		
		☑ Total Company ☐ Exchange ☐ Wire Cer	nter				Reporting	Unit Name:		California					
	Measurement (Comp	pile 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			
	Customer Trouble Report		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Standard	6% (6 per 100 lines for units w/ ≥ 3,000 lines)	Total # of working lines	1345958	1322293	1308892	1293552	1277522	1265732	1250933	1236233	1220733				
		Total # of trouble reports	1343938	10130	10306	9405	8952	9690	12665	9697	10953				
		% of trouble reports	1.02	0.77	0.79	0.73	0.70	0.77	1.01	0.78	0.90				
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	71631	76889	75081	73278	78210	77003	76170	75289	74269				
		Total # of trouble reports	1146	950	747	737	751	803	1178	1065	1182		+		
		% of trouble reports	1.60	1.24	0.99	1.01	0.96	1.04	1.55	1.41	1.59		+		
Min.	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	35855	35557	36214	36871	36506	36230	35855	35492	35331				
		Total # of trouble reports	982	792	745	558	487	625	783	661	602				
		% of trouble reports	2.74	2.23	2.06	1.51	1.33	1.73	2.18	1.86	1.70				
Out of Service Report Min. standard = 90% within 24Hrs		Total # of outage report tickets	7742	5702	5590	4976	4517	4758	5241	3935	5497				
		Total # of repair tickets restored in ≤ 24hrs	4677	4004	4030	3718	3348	3438	4211	3280	3805				
		% of repair tickets restored ≤ 24 Hours	60.41	70.22	72.09	74.72	74.12	72.26	80.35	83.35	69.22				
		Sum of the duration of all outages (hh:mm)	212645:23	145200:16	124010:49	96266:45	82909:44	101643:22	94670:10	69460:57	124196:25				
		Avg. outage duration (hh:mm)	27:27	25:27	22:11	19:20	18:21	21:21	18:03	17:39	22:35				
		Total # of outage report tickets													
Out of Service Report APPOINTMENTS		Total # of repair tickets restored in ≤ 24hrs													
		% of repair tickets restored ≤ 24 Hours													
		Sum of the duration of all outages (hh:mm)													
		Avg. outage duration (hh:mm)													
									411						
Measurement (Compile quarterly, file annually on February 15)									e filed  5/16)						
			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Ans	nswer Time (Trouble Reports "TR",	Total # of calls for TR, Billing & Non-Billing				ľ	,								
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													