

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

Company Name: Verizon California Inc.

U#: 1002-C

Report Year: 2010

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Verizon California Inc.

Measurement (Compile monthly, file quarterly)		Date filed (05/15/10)			Date filed (08/15/10)			Date filed (11/15/10)			Date filed (02/15/11)			
		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	2669529	2642726	2623055	2601564	2577399	2557664	2523016	2493608	2464123	2438291	2416515	2388693
		Total # of trouble reports	35276	35628	27079	20358	18109	18502	18837	18981	17668	22754	19940	24965
		% of trouble reports	1.32	1.35	1.03	0.78	0.70	0.72	0.75	0.76	0.72	0.93	0.83	1.05
	8% (8 per 100 lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	77180	82546	82041	81283	80505	80908	77181	76435	74707	77141	76484	78627
		Total # of trouble reports	1505	1442	1100	857	730	748	767	765	643	966	879	1105
		% of trouble reports	1.95	1.75	1.34	1.05	0.91	0.92	0.99	1.00	0.86	1.25	1.15	1.41
	10% (10 per 100 lines for units w/ ≤ 1,000 lines)	Total # of working lines	31875	31697	31504	31313	31144	30019	28021	27864	28563	28339	28169	27877
		Total # of trouble reports	676	719	510	478	343	356	327	370	301	442	335	431
		% of trouble reports	2.12	2.27	1.62	1.53	1.10	1.19	1.17	1.33	1.05	1.56	1.19	1.55
Out of Service Report Min. standard = 90% within 24Hrs		Total # of outage report tickets	22949 *	20156 *	22249	16111	13650	14240	14450	14196	13115	18509	16250	14290
		Total # of repair tickets restored in ≤ 24hrs	17781 *	17961 *	15412	12751	11627	11055	10271	11819	10629	11055	10215	10488
		% of repair tickets restored ≤ 24 Hours	77.48 *	89.11 *	69.27	79.14	85.18	77.63	71.08	83.26	81.04	59.73	62.86	73.39
		Sum of the duration of all outages (hh:mm)	454495:44	327187:45	545663:48	276171:59	200069:44	245308:55	296840:55	224911:50	207254:51	599994:13	570296:12	330267:19
		Avg. outage duration (hh:mm)	19:48 *	16:13 *	24:31	17:08	14:39	17:13	20:32	15:50	15:48	32:24	35:05	23:06

Measurement (Compile quarterly, file annually on February 15)		Date filed (02/15/11)			
		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 option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	2,362,408	2,200,536	2,007,396	2,001,910
	Total # of call seconds to reach live agent	159,340,441	136,346,339	138,596,379	203,243,755
	% ≤ 60 seconds	75.34	75.13	68.80	59.88

* See Note 2

Public Utility Contact Information

Name: Margo Ormiston

Phone: 415-474-4708

Email: margo.ormiston@verizon.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect the requirements of G.O. 133-C)

- Note 1
5/14/2010 Due to a series of winter storms that began January 17, 2010 and continued sporadically throughout February, Verizon is not providing OOS Repair Intervals or corresponding wire center detail or raw data for January and February 2010 pursuant to General Order 133-C, section 3.4(b). The State of California issued several states of emergency declarations for these storms that substantially impacted counties in which Verizon provides local exchange telephone service. State of California Declared States of Emergency are available at <http://www.oes.ca.gov/>
- Note 2
8/16/2010 Amended August 16, 2010 pursuant to August 13, 2010 from Jack Leutza to Margo A. Ormiston Re: 1st Quarter 2010 G.O. 133-C OOS Reporting. Due to the overwhelming volume of tickets received, the data for January and February 2010 has not been reviewed or manually adjusted for errors.
- Note 3
11/15/2010 The State of California issued states of emergency for fires that impacted Verizon's service area in Kern County for the period July 26, 2010 – August 13, 2010. State of California Declared States of Emergency are available at <http://www.oes.ca.gov/>
- Note 4
2/15/2011 The State of California issued Executive Order S-18-10 identifying 12 counties impacted by December rain storms. Verizon's service area (88% of its customer lines) overlaps 10 of the counties. Verizon's service results were negatively impacted for the period December 18, 2010 through January 31, 2011.