

**Service Quality Metrics in Verizon-Served States  
(as of December 9, 2009)**

Connecticut<sup>1</sup>

- trouble reports per hundred lines: 2.25;
- maintenance appointments met: 90 percent met;
- installation appointments met: 90 percent met;
- installation interval: 95 percent of all service orders to be completed within 5 business days; and
- out of service repair: 90 percent cleared within 24 hours.

Florida<sup>2</sup>

- requires 90% of out-of-service troubles to be cleared within 24 hours;
- requires 90% of service affecting trouble reports to be cleared within 72 hours; and
- requires, where facilities are readily available, that 90% of all installation requests be completed within three working days.

Illinois<sup>3</sup>

- requires all exchange carriers to clear 95% of all out-of-service troubles within 24 hours;
- requires 90% of all basic local exchange service installations to be completed within 5 days;
- mandates that local exchange carriers' average rate of customer network troubles not exceed 6 per 100 lines per month;
- mandates that all reports regarding the above be public record.

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<sup>1</sup> Connecticut Department of Public Utility Control Regulations, §16-247g-2.

<sup>2</sup> Florida Administrative Code, Commission Rules 25-4.070 and 25-4.066 (Effective as of October 21, 2009). Rules available at <https://www.flrules.org/gateway/Division.asp?DivID=396>. The rules apply to basic local telecommunications service which is defined in Florida statutes, at 364.02(1) as: "voice-grade, single-line, flat-rate residential local exchange service that provides dial tone, local usage necessary to place unlimited calls within a local exchange area, dual tone multifrequency dialing, and access to the following: emergency services such as "911," all locally available interexchange companies, directory assistance, operator services, relay services, and an alphabetical directory listing. For a local exchange telecommunications company, the term includes any extended area service routes, and extended calling service in existence or ordered by the commission on or before July 1, 1995."

<sup>3</sup> Illinois Administrative Code Title 83, Chpt. 1, Subchpt. f, Parts 730.115, 730.535, 730.540 and 730.545, Effective December 1, 2003.

Maryland<sup>4</sup>

*Trouble reports:*

- Percent of out-of-service troubles reports restored within 8 hours: 100% (excluding hours between 5pm and 9am weekday and Sat, Sun, holidays).
- Percent non-out-of-service troubles cleared within 24 hours: 100% (excluding hours between 5pm and 9am weekday and Sat, Sun, holidays).
- Appointments missed: no greater than 20 percent of the total commitments given per month within a district service center.
- Subsequent Trouble Reports: no greater than 13 percent of the total reports per month registered within a district service center.
- Repeated Trouble Reports: no greater than 25 percent of total trouble reports registered per month within a district service center.

*Installation:*

- Installation completion within 5 working days: 85%
- Appointment Met: 88% (single-line) and 82% (multi-line)

*Customer contact:*

- Operator answer performance minimums:  
Standard Toll and Assistance 83% Within 10 Seconds  
Directory Assistance - 79% Within 10 Seconds  
% Slow Answer Directory Assistance - 7.8 Seconds  
Average Interval Intercept - % Slow 79% Within 10 Seconds  
Answer Operator Identified DDD 93% Within 5 Seconds  
Official P.B.X. 83% Within 10 Seconds
- Ninety percent of calls to major business offices from customers or the public shall be answered within 20 seconds after the operator has sufficient information to route the call to the proper location within the business office.

*Dial service requirements:*

- Dial tone within 3 seconds: 95% (busy season busy hour).
- Call Completion Rate.
  - (a) Local calls by customers--94 percent completions;
  - (b) DDD calls by customers--(outgoing trunks) 94 percent completions;
  - (c) DDD calls by customers--(incoming trunks) 96 percent completions.

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<sup>4</sup> COMAR 20.45.04.08 and 20.45.05. Service quality standards are currently being reviewed in Maryland in Case No. 9114 (*In the Matter of the Commission's Investigation Into Verizon Maryland Inc.'s Service Performance and Service Quality Standards*). See, *In the Matter of Appropriate Forms of Regulating Telephone Companies et al.*, Case No. 9133 et al., Order on Joint Petition for Approval of Settlement Agreement, Order No. 82584, April 6, 2009

New Jersey<sup>5</sup>

- Installation complete within 5 days: 75%.
- Commitments as to date of installation met: 88%.
- Operator handled call, repair service call answer w/in 20 seconds: 85%.
- Operator handled call, toll assistance call answer w/in 10 seconds: 85%.
- Operator handled call, directory assistance call answer w/in 10 seconds: 78%.
- Local call completion rate: 95%.
- Direct-dialed toll call completion rate: 95%.
- Statewide avg monthly rate of customer trouble reports per 100 lines: not to exceed 8.
- Customer complaints to Board per 10,000 lines per month (statewide): not to exceed 8.

New York<sup>6</sup>

*Maintenance Service:*

- Number of initial customer trouble reports per hundred access lines per month: 5.5 or less for each central office.
- For those providers with 7 or more central offices, the percentage of a service provider's total central office entities that perform at or below 3.3: at least 85%.
- Percent out-of-service over 24 hours: 20% or less.
- Percent service affecting over 48 hours: 20% or less.

*Installation Performance:*

- Percent Initial Basic Local Exchange Service Line Installations Completed Within 5 Days: 80% or greater
- Percent Installation Commitments Missed: 10% or less

*Network Performance:*

- Percent Final Trunk Group Blockages: 3% or less

*Answer Time Performance:*

- Business office answer time, % answered within 30 sec: 80%
- Repair office answer time, % answered within 30 sec: 80%

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<sup>5</sup> New Jersey Administrative Code: N.J.A.C. §14:10-1A.10.

<sup>6</sup> Compilation of the Rules and Regulations of the State of New York (NYCRR): NYCRR 16: Chapter 6, Part 603. Section 603.3 addresses Metrics and Performance Thresholds specifically.

- Operator assistance answer time, measuring by choice of provider in one of the following ways:
  - o % answered within 10 sec: 90%
  - o Average answer time in sec: 3 seconds or less

#### Ohio<sup>7</sup>

- requires out-of-service reports to be cleared within 24 hours and any failure requires an adjustment to the customer charge;
- requires local service installation to be completed within 5 business days, and any failure requires an adjustment to the customer charge; and
- requires clearing of any service-affecting trouble report within 48, and any failure requires an adjustment to the customer charge.

#### Oregon<sup>8</sup>

- Commitments met: 90%
- Trouble report rate for wire centers with more than 1,000 access lines: not to exceed 2 per 100 working access lines per wire center more than 3 times during a sliding 12-month period
- Trouble report rate for wire centers with fewer than 1,000 access lines: not to exceed 3 per 100 working access lines per wire center more than 3 times during a sliding 12-month period
- Trouble reports cleared within 48 hours: 95%
- Access to utility representatives (reporting companies can choose whether to report the percentage of calls answered within 20 seconds *or* the average speed of answer time): 80%/less than 50 seconds.

#### Pennsylvania<sup>9</sup>

- requires the company to take “substantial action” to clear out-of-service trouble within 24 hours; and,
- requires 95% of primary service installations to be completed within 5 working days.

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<sup>7</sup> Ohio Administrative Code, Chapter 4901:1-5-08(B)&(C).

<sup>8</sup>Chapter 860 Public Utility Commission, Division 23 Service Standards, Telecommunications Service Standards, Or. Admin. R. 860-023-0055 Retail Telecommunications Service Standards For Large Telecommunications Utilities (2009), Sections 4-8.

<sup>9</sup> Pennsylvania Code § 63.57 and 63.58.

Texas<sup>10</sup>

- requires 95% of service order for installing primary and regular service be completed within 5 working days;
- a provider serving more than 10,000 access lines can have no more than 3 trouble-reports per 100 lines per month; and
- at least 90% of out-of-service reports shall be cleared within 8 working hours.

Virginia<sup>11</sup>

- Percent of out-of-service troubles reports restored within 24 hours (per month on a statewide basis): 100% (customers stating a medical necessity when restoration is feasible).
- Percent of out-of-service troubles reports restored within 48 hours (per month on a statewide basis): 80%.
- Percent of out-of-service troubles reports restored within 96 hours (per month on a statewide basis): 95%.<sup>12</sup>
- Average speed of answer interval (SAI) for repair customer call center: 60 seconds.
- Average speed of answer interval (SAI) for customer call center: 180 seconds.
- Installation completion interval of 5 days: 90%.
- Installation and repair commitments met: 90%.
- Repeat report rate: 16%.
- Central office trouble report rate: 0.35%.
- Outside plant trouble report rate: 3.0%.

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<sup>10</sup> Texas Subst. R. §26.54

<sup>11</sup> 20 VAC 5-428-90 (Eff. November 1, 2009). New service quality rules were adopted on September 11, 2009 and effective November 1, 2009 (and apply to all LECs). The above metrics are calculated on a statewide, monthly basis. *See*, Revisions of Rules for Local Exchange Telecommunications Company Service Quality Standards, Virginia Corporation Commission Case No. PUC-2008-00047, *Order Adopting Rules*, September 11, 2009.

<sup>12</sup> On a statewide basis, excluding Sundays and holidays for business customers and excluding Saturdays, Sundays and holidays for residential customers unless result would be three consecutive excluded days for residential customer. 20 VAC 5-428-90(B)(2).

Washington, DC<sup>13</sup>

- Installation Commitments Met (residential customers): 95%
- Installation Commitments Met (business customers): 95%
- Trouble Reports per 100 lines: 4
- Out of Service Clearing Time (residential): 80% clearance in 24 hours
- Out of Service Clearing Time (business): 80% clearance in 24 hours

West Virginia<sup>14</sup>

- 75% out-of-service troubles cleared within 48 hours by July 1, 2009; 80% out-of-service troubles cleared within 48 hours by July 1, 2010; and 85% cleared within 48 hours by January 1, 2011;
- 70% service affecting troubles cleared within 72 hours by July 1, 2009; 75% service affecting troubles cleared within 72 hours by July 1, 2010; and 80% cleared within 72 hours by January 1, 2011;
- 74% repair commitments met by July 1, 2009; 76% repair commitments met by July 1, 2010; and 78% repair commitments met by January 1, 2011;
- 19% repeat reports within thirty days.

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<sup>13</sup> In the Matter of Development of Local Exchange Carrier Quality of Service Standards for the District, DC PSC Case No. 990, *Order No. 14036*, September 5, 2006, Attachment A. The rules adopted in the order became effective upon publication in the D.C. Register on September 15, 2006 at 53 D.C. Reg. 7538.

<sup>14</sup> Verizon West Virginia, Inc. Investigation into Quality of Service, West Virginia Public Service Commission Case No. 08-0761-T-GI, Commission Order, December 19, 2008, at Appendix A. The Retail Service Quality Plan was adopted as part of a settlement agreement.