

STATE OF NEW YORK

# Public Service Commission

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## VERIZON'S SERVICE QUALITY MEETS STANDARDS

— Telco Maintains Overall Performance, Trends Point Downward —

Albany, NY—08/20/09—The New York State Public Service Commission (Commission) today received a report from Staff of the Department of Public Service (Staff) indicating Verizon New York Inc.'s service quality performance, as measured under the Commission's service standards, generally met most of the thresholds for performance during the second quarter of 2009.

“While I am pleased that Verizon generally continues to meet our telephone performance standards, long-term declining trends in some service metrics could be problematic,” said Commission Chairman Garry Brown. “We are all aware of the amount of rain and abnormal weather experienced in New York during the spring and into the summer months that negatively impacted Verizon's performance, but I urge the company to continue to devote the required attention to maintaining the high levels of service expected under our performance metrics.”

Under the Commission's telephone service standards, local exchange carriers are required to report customer trouble report rates (CTRR). Because Verizon serves more than 500,000 access lines, it must also report on eight other metrics of the telephone service standards, including timeliness of repairs and installations, responsiveness of customer call centers, and network call completion performance.

Detailed results by metric and entity are measured as required by the service standards and tracked by Staff. The service standards contain four groups of metrics measuring maintenance, installation, network, and answer time performance, and other regulatory requirements related to service quality.

Overall, Verizon met Commission-established thresholds of performance 94 percent of the time during this quarter on those metrics it is required to report. This performance is down slightly from the second quarter 2008 performance of 96.6 percent. Additionally, the company's 539 central offices met or exceeded the monthly CTRR performance thresholds almost 98 percent of the time.

Turning to performance regarding timeliness of repairs, while Verizon met the established monthly thresholds during this quarter in its twenty-eight Repair Service Bureaus (RSBs) about 62 percent of the time, such performance is lower than the second quarter performance of 90.5 percent for 2008. Staff remains concerned about this trend. The company continues to perform targeted plant replacements, utilizing overtime, and borrowing force from other areas and functions in an attempt to improve performance in this category. Last fall, the company developed a plan to improve repair performance in 10 of its upstate RSBs, and improvement has been noted. Staff will continue to review the company's plans and performance in this regard.

Verizon has missed the Commission's answer time performance metric over the past two years in several of its business office call centers. The bad weather in June generated many repair calls and answer performance in the company's three repair call centers did not meet the Commission's service standard for answer time performance that month. The repair call centers rarely fail to meet the threshold of the Commission's answer time metric. Staff will closely monitor this situation.

Verizon serves approximately 5.9 million access lines from 539 central offices. It is the largest incumbent local exchange carrier in New York State serving about 75 percent of the traditional access lines in the state.

Staff's report concerning the quality of telephone service provided by Verizon during the second quarter of 2009, when available, may be obtained by going to the Commission Documents section of the Commission's Web site at [www.dps.state.ny.us](http://www.dps.state.ny.us) and entering Case Number 09-C-0361 in the input box labeled "Search for Case/Matter Number." Many libraries offer free Internet access. Staff's report may also be obtained from the Commission's Files Office, 14<sup>th</sup> floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500).