

STATE OF NEW YORK

# Public Service Commission

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## VERIZON'S SERVICE QUALITY MEETS STANDARDS

**-Company Achieves Best First Quarter Performance in 5 Years -**

Albany, NY—05/21/08—The New York State Public Service Commission (Commission) today received a report from Staff of the Department of Public Service indicating Verizon New York Inc.'s service quality performance, as measured under the Commission's service standards, met the established thresholds of performance more than 96 percent of the time during the first quarter of 2008. In addition, the company achieved its best statewide performance during any first quarter in the last five years on the customer trouble report rate metric.

“Verizon is to be congratulated for its recent performance in meeting its service quality performance standards,” said Commission Chairman Garry Brown. “The Commission recognizes Verizon is competing with new entrants in the telecommunications market; nonetheless, it is encouraged to continue to strive to maintain its quality of service to its customers.”

Under the Commission's telephone service standards, all 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 addressing such things as the 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 96.3 percent of the time during this quarter on those metrics it is required to report. During this quarter, Verizon achieved its best statewide performance during any first quarter in the last five years on the service standards' CTRR. Additionally, the company's 539 central offices met or exceeded the monthly CTRR performance thresholds and no central offices were required to file service inquiry reports (SIRs) for consistently exceeding the individual central office threshold level of 5.5 trouble report per hundred access lines per month.

Turning to performance regarding timeliness of repairs, Verizon met the established monthly thresholds during this quarter in its 35 repair service bureaus about 82 percent of the time. Overall, timeliness of repair performance this quarter was lower than the long-term trend, primarily due to some adverse weather conditions in February and March. The company continues to perform targeted plant replacements, utilize overtime, and borrow work force from other areas and functions to maintain performance in this category. The company has generally performed fairly well regarding timeliness of repair for the last year and a half and Staff of the Department of Public Service expects the company to continue to do so.

In December 2006, the Commission directed the company to focus on, among other things, seven repair service bureaus—South Nassau, South Westchester, South Queens, North Queens, North Nassau, East Suffolk, and North Westchester—that had chronic poor out-of-service greater than 24 hours performance during the preceding two years.

In response to the Commission's December 2006 Order, Verizon filed a Service Improvement Plan in February 2007, which the company believes addresses the Commission's service quality concerns. The Commission accepted the company's two-year plan in March 2008. Five of these seven bureaus have improved on the out-of-service over 24 hours metric for this quarter as compared to the same period last year.

Also, as a group, the seven targeted repair service bureaus achieved their best performance during any first quarter in the last five years on the Commission's service standard CTRR and out of service greater than 24 hours metrics; and achieved their second-best performance during any first quarter in the last five years on the service affecting greater than 48 hours metric.

Verizon serves approximately 6.8 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 access lines in the state.

Staff's report concerning the quality of telephone service provided by Verizon during the first quarter of 2008, when available, may be obtained from the Commission's Web site at [www.dps.state.ny.us](http://www.dps.state.ny.us) by accessing the Commission's Documents section of the homepage and referencing Case 08-C-0405. 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).