

STATE OF NEW YORK

Public Service Commission

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FOR RELEASE: IMMEDIATELY

07073/07-C-0473

Verizon Service Quality -Second Quarter-2007 Service Quality Report-

Albany, NY—8/22/07—The New York State Public Service Commission (Commission) today received a report from Staff of the Department of Public Service (Staff) concerning Verizon New York Inc.'s (Verizon) service quality for the second quarter of 2007. Verizon's service quality performance, as measured under the Commission's service standards, generally met the thresholds for most standards during this quarter.

"I am pleased that Staff's report indicates that Verizon's service quality has met our service standard metrics last quarter," said Commission Chairwoman Patricia L. Acampora. "These results are very encouraging, especially in light of the best performance for the same time period in five years. This trend needs to continue. Any slippage in a high level of service quality will adversely impact customers."

Under the Commission's telephone service standards in 16 NYCRR 603, all local exchange carriers are required to report customer trouble report rate (CTRR). Because Verizon serves more than 500,000 access lines in New York State, it must also report on eight other metrics of the Commission's service standards to address, among other things, timeliness of repairs and installations, responsiveness of customer call centers, and network call completion performance.

During the second quarter, Verizon's 539 central offices met or exceeded the monthly CTRR performance threshold approximately 98 percent of the time. The performance threshold for CTRR for basic residential and business service is 5.5 or less trouble reports per hundred access lines per month on an individual central office basis. On a statewide basis, 85 percent of all offices must achieve 3.3 or less.

With regards to timeliness of repairs within 24 hours, Verizon's 35 repair service bureaus met the threshold approximately 87 percent of the time. Verizon also met two established monthly thresholds for its 32 installation districts approximately 99 percent of the time. These standards call for 80 percent of basic service installations to be completed within 5 days and missed installation appoints to be 10 percent or less.

In December 2006, the Commission required Verizon to provide bureau-by-bureau plans for seven bureaus of concern regarding timeliness of repair. Performance in six of the seven targeted downstate repair service bureaus—East Suffolk, North Nassau, South Nassau, North Queens, South Queens, North Westchester, and South Westchester—has improved out-of-service greater than 24 hours performance, as compared to the second quarter of 2006. Additionally, on an aggregate basis, the seven repair bureaus achieved their best performance during any second quarter in the last five years regarding timeliness of repair metrics such as out of service greater than 24 hours and service affected greater than 48 hours.

Verizon New York Inc. serves approximately 7.4 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 in Case 07-C-0473, when issued, will be available on the Commission's www.dps.state.ny.us Web site by accessing the Commission's File Room section of the homepage. Many libraries offer free Internet access. Staff's report can also be obtained from the Files Office, 14th floor, Three Empire State Plaza, Albany, NY (518-474-2500).