Out of Service Repair Time
2010 Monthly Reports for AT&T and Verizon*

General Order 133-C Standard:

90% of customers should have service restored within 24 hours

AT&T**	1st Quarter			2nd Quarter			3rd Quarter		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Total # of outage report tickets	97,582	81,124	71,933	61,260	55,337	56,389	57,777	59,719	55,178
Total # of repair tickets restored in < 24 hrs.	49,508	32,639	38,385	23,819	18,910	18,426	18,483	32,261	41,695
% of repair tickets restored < 24 hrs.	**50.73%**	**40.23%**	**53.36%**	**38.88%**	**34.17%**	**32.68%**	**31.99%**	**54.02%**	**75.56%**

Verizon**	1st Quarter			2nd Quarter			3rd Quarter		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Total # of outage report tickets	22,949	20,156	22,249	16,111	13,650	14,240	14,450	14,196	13,115
Total # of repair tickets restored in < 24 hrs.	17,781	17,961	15,412	12,751	11,627	11,055	10,271	11,819	10,629
% of repair tickets restored < 24 hrs.	**77.48%**	**89.11%**	**69.27%**	**79.14%**	**85.18%**	**77.63%**	**71.08%**	**83.26%**	**81.04%**

*Monthly data reported to the CPUC for the 1st, 2nd, and 3rd quarters of 2010 as required by General Order 133-C and CPUC decision D.09-07-019, with exclusions for Sundays and federal holidays, delays due to customer requested appointments, and delays due to circumstances beyond the carrier's control such as catastrophic events (a state of emergency declared by a federal or state authority) or widespread service outage (an outage affecting at least 3% of a carrier's customers in the state).

**The data presented is as reported by the companies with the calculation of exclusions according to the companies' interpretation of GO 133-C and D. 09-07-019. CPUC staff report that they have been in ongoing discussions with AT&T regarding whether the manner in which AT&T reports the data and calculates exclusions complies with GO 133-C.