

Maine Public Utilities Commission

VERIZON - MAINE

Service Quality

Report Period: Quarter 3 of 2007

For a description of each of the service quality measures see [glossary](#).

Performance Area	Jul	Aug	Sep	Current Quarter	Prior Quarter	2nd Quarter Prior	3rd Quarter Prior	Rolling Average
Number of Network Trouble Reports (Res and Bus)	7547	8527	5339	21413	24645	12480	19322	19465
Number of Lines	525514	522095	516889	1564498	1592733	1619674	1652195	1607275
Network Trouble Report Rate per 100 Lines	1.43	1.63	1.03	1.36	1.54	0.77	1.16	1.20
Total Troubles not cleared within 24 hours (Res and Bus)	3643	4001	1734	9378	13300	4142	10534	9338.5
Total Number of Troubles	9041	10159	6114	25314	29356	14794	23496	23240
Percentage of Total Troubles not cleared within 24 hours	40.29%	39.38%	28.36%	37.04%	45.30%	27.99%	44.83%	38.79%
Total Install appts. not met comp reasons (Res and Bus)	609	683	333	1625	2186	1330	2109	1812.5
Total Install Appointments	24476	24049	22078	70603	89734	75516	93121	82243.5
Percentage of Total Install appts. not met comp reasons	2.48%	2.84%	1.50%	2.30%	2.43%	1.76%	2.26%	2.18%
Total Number of Delay Days	431	373	155	959	821	922	1402	1026
Total Number of Missed Appts.	1696	1970	962	4628	5442	4052	11970	6523
Average Number of Delay Days	0.25	0.18	0.16	0.20	0.15	0.22	0.11	0.17
Major Service Outage	1	0	1	2	14	10	4	Rolling Total: 30

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