

ORIGINAL

October 18, 1996

Mr. William F. Caton, Acting Secretary
Federal Communications Commission
1919 M Street, N.W., Room 222
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

RECEIVED

OCT 18 1996

Federal Communications Commission
Office of Secretary

Re: CC Docket No. 96-149

Dear Mr. Caton:

In response to recent requests by members of the staff of the Common Carrier Bureau, Pacific Telesis Group is providing the following additional information to supplement the record in Docket 96-149.

We first wish to emphasize that the 1996 Act authorizes provision of interLATA and local exchange services and facilities by the BOC to its separate interLATA affiliate. Such arrangements will allow customers to obtain the best selection of service at the best prices. Second, we urge the Commission to recognize that BOCs already file a wide range of reports on provisioning, maintenance, and service quality at the federal and state levels. We believe existing reports, supplemented by reports pursuant to voluntarily negotiated interconnection agreements, are more than adequate to allow our interexchange and competitive local exchange carrier (CLEC) customers to enforce their nondiscrimination rights. We respectfully suggest that the Commission carefully review the material already being filed with the states—and remain mindful of the states' competence to oversee local service conditions—before considering any new federal reporting requirements.

1. The Act does not limit the facilities and services that may be provided under section 272(e)(4)

Section 272(e)(4) of the Act provides that a Bell operating company "... may provide *any* interLATA or intraLATA facilities or services to its interLATA affiliate ..." (emphasis added). By its terms, this section applies to *all* facilities and services, including any capacity that may be available from the BOC's existing network or newly constructed facilities. No limitation is stated and none should be implied. The clear intent of this section is to create an exception to the general interLATA limitation of section 271, allowing the BOC itself to provide services and facilities on a carrier-to-carrier basis. Normal principles of statutory construction require that such effect be given to this more specific exception to the general rule. Whereas section 271 requires that the retail provision of certain interLATA services must be approved by the Commission and subject to structural safeguards, section 272(e)(4) establishes non-structural safeguards for carrier-to-carrier provision. Specifically, "such services or facilities [must be] made

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available to all carriers at the same rates and on the same terms and conditions, and ... costs [must be] appropriately allocated.”

The different approaches of section 271 and 272(e)(4) are appropriate for the different markets to which they apply. In the case of retail services, the BOC interLATA affiliate will be competing directly with other interLATA carriers. Congress saw fit to apply the maximum safeguard—structural separations—for this activity, to assure that no anticompetitive consequences would flow from BOC entry. In the case of carrier-to-carrier provision of services and facilities, the BOC is not directly engaged in competition with other interLATA carriers for retail business, which is the largest and most critical part of the market. Instead, it would be acting as a supplier to interexchange carriers—sophisticated customers with many choices other than the BOC for interLATA service and facilities. In this case, Congress believed that non-structural safeguards (nondiscrimination and cost allocations) would be adequate to protect ratepayers and prevent anticompetitive results. Moreover, by adding section 272(e)(4) to the Act, Congress must have recognized the possible efficiency benefits to consumers from allowing the BOCs to provide services and facilities to other interLATA carriers. The BOCs may have such facilities available, or may be in the best position most efficiently to add capacity to provide the facilities or services. Because the BOC would be required by section 272(e)(4) to make facilities available to all carriers, any such offering could have the additional benefit of increasing the total amount of facilities-based competition in the interLATA market.

Finally, 272(e)(4) should be interpreted in light of the overall structure of the Act, which envisions that the BOCs will only be required to separate their interLATA operations for the first three years. Section 272(e)(4) recognizes that it may be wasteful for the separate affiliate to construct or acquire from third parties all of its facilities, which may eventually be merged with the BOC's facilities after the separation requirement sunsets.

2. A separate affiliate should have the flexibility to obtain facilities and services from the BOC

It would not be sufficient for the interLATA affiliate to resell the interLATA services of an existing interexchange carrier rather than to acquire facilities of its own, possibly from the BOC under section 272(e)(4). If the affiliate is to provide consumers efficient, economical, and innovative service, it needs maximum flexibility to implement its network—the same flexibility that other providers of interLATA services enjoy. Resale of another interexchange carrier's services is one option that may or may not be the most efficient way for the affiliate to provision interexchange service. If it is not efficient, the affiliate should be able to exercise the option of acquiring facilities and services from the BOC. In addition, the interLATA affiliate may need to own its own facilities in order to provide unique services that will distinguish its offerings from those

of competitors. By definition, such unique facilities would not be available from the affiliate's interLATA competitors.

Interexchange carriers are not legally obliged to provide at cost unbundled network elements to the BOC's interLATA affiliate, nor to resell their services at wholesale prices -- unlike the reverse situation where incumbent interexchange carriers are guaranteed an efficient method of entering the local market. Thus, the affiliate may or may not be able to negotiate favorable resale terms to provision its interLATA offering. Also, the services available to the affiliate may or may not meet the affiliate's technical needs. Even if resale services are available, they may not be as economical as facilities obtained from the BOC. Finally, as long as the option of using BOC-provided facilities and services exists, it will be a factor in negotiations for resale services from the interexchange carriers that will help the affiliate reach a price that is fair. Congress clearly contemplated that the affiliate would have this option.

Congress also contemplated that the separated affiliate would be able to acquire unbundled network elements from the BOC so that the affiliate could offer local exchange service. This flexibility is important to allow the affiliate the option of offering "one stop shopping" for local and interLATA services. We believe customers want this convenience, and our competitors are free to offer such combined services. The provision of local exchange service by the affiliate using unbundled elements (or resold services) would not make the affiliate into an incumbent local exchange carrier or a successor or assign of the BOC. Thus, section 272(a) does not prevent the affiliate from providing both local exchange and interLATA services. Of course, just as with interLATA services and facilities obtained from the BOC, the separate affiliate would obtain local exchange network elements on the same rates, terms, and conditions as would any other CLEC, obviating any possible policy concerns that such arrangements would confer a discriminatory advantage.

3. State reports on provisioning, maintenance, and service quality

The staff asked what reports the states require regarding provisioning of Bell's local exchange services. Many states require voluminous and comprehensive data. The Commission should carefully coordinate its needs for information with the states, and not require additional reports that would be redundant or involve matters best reviewed on a local basis. In California, Pacific Bell files quarterly reports under General Order 133-B. These reports identify a number of service quality measurements, including held orders, percent of installation commitments met, repair reports per 100 lines, dial tone speed, dial service equipment failure, trouble service response, operator assistance answer, directory assistance answer, and business office answer.

Nevada requires a quarterly report on held primary service orders, installation/line service changes, customer trouble reports, trouble report service answering time, dial tone speed, network switch performance, trunk service results, toll operator answer time,

directory assistance operator answer time, and business office answering time. (Copies of the California and Nevada reports are attached.)

4. Federal nondiscriminatory provisioning and maintenance reports

Pacific Bell believes that it is unnecessary for the FCC to require elaborate new reports in order to enforce the nondiscrimination provisions in section 272. The interexchange carriers are more than capable of detecting any discrimination they may experience without recourse to burdensome new filings with the Commission. We believe that the reports we already provide under the Commission's CEI/ONA and ARMIS (FCC Form 43-05) requirements give more than sufficient information about provisioning/installation and maintenance/repair for all elements that would be relevant for section 272 purposes. For convenience, we attach copies of recent reports.

The CEI/ONA report could be modified to show service Pacific Bell provides to its interLATA affiliate compared to all other customers. We attach the format for such a possible report. Our format differs from the CEI/ONA format by including only those service categories delivered to interexchange carriers. In addition, we believe that presenting absolute figures for the number of orders would reveal competitively sensitive proprietary information. Relative data (percent of missed appointments and average intervals or average time to clear) are sufficient to reveal any pattern that may be of concern. In the event that the number of orders or reports is too low for the relative data to be statistically significant, we would so indicate in a footnote.

5. Interconnection agreements can provide for all appropriate reporting

Reports at a greater level of detail may be appropriate as a business matter in connection with our provision of service and facilities to CLECs under interconnection agreements. We are actively involved in negotiations and arbitrations to resolve how we can meet our interconnection customers' needs for reporting in a way that is useful and efficient. We believe we will arrive at mutually satisfactory reporting requirements with interconnection customers; pending issues focus mainly on who will bear the cost of new reporting requirements and what should be the consequences of failing to meet service quality standards. We would note that different CLECs have different needs; these can best be addressed by the negotiation process—as Congress envisioned—rather than by a universal, detailed reporting requirement imposed by the Commission. This approach will provide CLECs with all necessary information, yet reduce burdens on carriers and the Commission, consistent with the deregulatory goals of the 1996 Act.

Mr. William F. Caton, Acting Secretary
October 18, 1996
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We attach copies of our testimony in the AT&T and MCI arbitrations in California, which explain more fully how we can meet CLEC needs for quality of service reports.

Very truly yours,



Gina Harrison

- Attachments:
1. CPUC General Order 133-B Results, 4th Quarter 1995
 2. Nevada Bell Quality of Service Standards Summary 2nd Quarter 1996
 3. Pacific Bell FCC CEI/ONA Quarterly Report, April-June 1996
 4. Pacific Bell CPE Installation and Provisioning Report, April-June 1996
 5. Pacific Bell Unrestricted 1995 FCC Form 43-05, ARMIS Quarterly Service Quality Report & FCC Form 43-06 ARMIS Semiannual Service Quality Report, April 1995
 6. Possible Federal InterLATA Provisioning and Maintenance Reports
 7. Testimony of Jerald R. Sinn before the CPUC September 16 & 24, 1996

cc w/encl.: Radhika Karmarkar

cc w/o encl.: Linda I. Kinney, Cheryl A. Leanza, Blaise Scinto, Joseph M. Di Scipio, Sarah E. Whitesell, Carol Matthey, and Richard Metzger

ATTACHMENT 1
CPUC General Order 133-B Results
4th Quarter 1995

Al Swan
Executive Director
Regulatory

140 New Montgomery Street, Room 1718
San Francisco, California 94105
(415) 542-0373

PACIFIC BELL.
A Pacific Telesis Company

February 1, 1996

(U 1001 C)
P.A-01-00

**CACD LEC Monitoring Coordinator
California Public Utilities Commission
Commission Advisory and Compliance Division
505 Van Ness Ave., Room 3251
San Francisco, CA 94102-3298**

CACD LEC Monitoring Coordinator:

As required by Section 4.3 General Order 133-B, Rules Governing Telephone Service, attached are the various 4th Quarter, 1995 reports.

Also, as required by Section 1.4 of General Order 133-B, copies of these reports will be maintained and open for public inspection at our main office in California. They will be available for one year.

Interested parties may inspect and/or obtain copies of these reports by contacting Terry Scott at 415-545-1979.

Sincerely,



Attachment(s)

cc: DRA Monitoring Coordinator

**PUBLIC INSPECTION - General Order 133-B
Rules Governing Telephone Service**

**San Francisco, February 1, 1996
File 840.270**

PUBLIC OFFICE SUPERVISOR:

As you know, your Public Office is required by FCC and CPUC mandate to maintain current and complete intrastate and interstate tariffs.

This is to advise you that Section 1.4 of General Order 133-B, Rules Governing Telephone Service, also requires that we maintain open for public inspection at our main offices in California copies of reports we file pursuant to Section 4.3. These reports must be held for one year.

A copy of our 4th Quarter, 1995 report is attached to comply with this order. Please see that it is easily accessible to the public.

Sincerely,



**T. E. SCOTT
MANAGER
REGULATORY, STATE MONITORING**

Attachment(s)

PACIFIC BELL
GENERAL ORDER 133-B RESULTS
1995

| MEASURED SERVICE | REPORTING LEVEL | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|------------------------------------|---------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| TROUBLE SVCE. ANSWER | | | | | | | | | | | | | |
| | 80% ANSWERED IN 20 SECONDS | | | | | | | | | | | | |
| NORTHERN CALIF. | | 33.3 | 81.8 | 73.8 | 81.8 | 81.8 | 80.5 | 82.0 | 73.7 | 82.5 | 84.9 | 80.7 | 41.4 |
| SOUTHERN CALIF. | | 34.3 | 80.9 | 73.6 | 82.1 | 80.8 | 80.3 | 80.8 | 70.3 | 81.2 | 82.3 | 80.7 | 41.4 |
| STATEWIDE PRIORITY BUSINESS | | 64.7 | 84.8 | 84.3 | 84.6 | 81.4 | 80.4 | 80.7 | 80.4 | 85.1 | 84.6 | 80.9 | 64.6 |
| TOTAL | | 35.8 | 81.7 | 74.6 | 82.2 | 81.4 | 80.4 | 81.4 | 72.9 | 82.2 | 83.7 | 81.3 | 43.6 |
| OA ANSWER | | | | | | | | | | | | | |
| | 85% ANSWERED IN 10 SECONDS | | | | | | | | | | | | |
| NORTHERN CALIF. | | 90.3 | 93.7 | 87.2 | 90.6 | 90.5 | 85.1 | 89.9 | 90.0 | 88.5 | 94.8 | 91.5 | 85.7 |
| SOUTHERN CALIF. | | 89.5 | 95.7 | 95.1 | 89.0 | 92.8 | 90.2 | 91.5 | 94.2 | 91.7 | 93.2 | 95.1 | 90.1 |
| TOTAL | | 89.9 | 94.8 | 91.5 | 89.7 | 91.7 | 87.8 | 90.7 | 92.2 | 90.2 | 94.0 | 93.5 | 88.1 |
| DIRECTORY ASSISTANCE ANSWER | | | | | | | | | | | | | |
| | 85% ANSWERED IN 12 SECONDS | | | | | | | | | | | | |
| NORTHERN CALIF. | | 88.0 | 92.6 | 92.0 | 89.9 | 90.3 | 89.3 | 90.7 | 92.5 | 93.1 | 88.5 | 91.6 | 87.6 |
| SOUTHERN CALIF. | | 90.3 | 93.6 | 90.6 | 89.8 | 91.4 | 89.3 | 93.0 | 92.7 | 90.5 | 89.8 | 89.2 | 87.3 |
| TOTAL | | 89.1 | 93.1 | 91.3 | 89.9 | 90.8 | 89.3 | 91.5 | 92.7 | 92.0 | 88.6 | 90.4 | 87.4 |
| BUSINESS OFFICE ANSWER | | | | | | | | | | | | | |
| | 80% ANSWERED IN 20 SECONDS | | | | | | | | | | | | |
| BAY | | 32.6 | 46.9 | 71.3 | 84.7 | 83.7 | 80.7 | 81.2 | 66.5 | 81.3 | 81.3 | 82.6 | 54.3 |
| NORTH | | 60.0 | 68.7 | 83.1 | 81.0 | 81.5 | 81.0 | 80.2 | 72.9 | 83.1 | 81.3 | 80.9 | 63.3 |
| LOS ANGELES | | 72.6 | 71.6 | 81.3 | 83.2 | 75.4 | 81.8 | 82.1 | 79.9 | 81.6 | 80.4 | 82.7 | 75.1 |
| SOUTH | | 66.1 | 60.3 | 80.2 | 82.5 | 80.8 | 51.7 | 80.6 | 81.8 | 67.9 | 72.8 | 82.3 | 69.6 |
| ETHNIC MARKETS GROUP | | 31.8 | 50.9 | 44.8 | 52.0 | 64.4 | 59.8 | 72.6 | 67.3 | 69.0 | 75.4 | 85.0 | 68.0 |
| TOTAL | | 54.2 | 60.9 | 73.3 | 77.0 | 77.3 | 71.3 | 79.6 | 74.0 | 77.2 | 78.6 | 82.6 | 66.4 |

TELEPHONE SERVICE REPORT - HELD ORDERS

GENERAL ORDER NO. 133-B

MONTHLY / QUARTERLY SUMMARY SHEET

PACIFIC * BELL

GA 668-2

(Ref BSP 001-970-015PT)

Bay Area

| OC or Exchange (whichever is the smaller unit) | | | | | | | | | | | | | | | Quarter 4TH | Year 1995 |
|--|-----------|----------|----------|----------|----------|-----------|----------|----------|----------|----------|-----------|----------|----------|----------|-------------|---------------------------------------|
| Report Unit and City Location | OCTOBER | | | | | NOVEMBER | | | | | DECEMBER | | | | | * TOTAL Lines In Reporting Unit |
| | Primaries | | | | | Primaries | | | | | Primaries | | | | | |
| | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | |
| RODEO-HERCULES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10058 |
| SAN BRUNO SNBU02MN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 87317 |
| SOLANO ALBY11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 45343 |
| SAN CARLOS SNCR11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 54148 |
| FOXWORTHY SNJS14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 53788 |
| SAN JOSE MAIN SNJS02 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 132012 |
| SAN JOSE MAIN SNJS15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 32614 |
| SAN JOSE MILLER SNJS21MIL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 41352 |
| SAN JOSE MAIN SNJS21SJM | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 25603 |
| SAN MARTIN SNMA11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2939 |
| SAN MATEO BRLN BRLN01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 58874 |
| SAN RAMON SNRM11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 29533 |
| SANTA CLARA SNTCCA11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 92049 |
| SARATOGA SNJS12SAR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11850 |
| SO S F COLA1SSF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6472 |
| SO WHITE ROAD SNJS11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 69064 |
| SPACE PARK SNTC01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 51650 |
| STEINER/LARKEN SF19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 134568 |
| SUNOL SUNL11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 936 |
| UNION CITY E ST. UNCY11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 38454 |
| WALNUT CREEK WNCK11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 103155 |
| WASHINGTON COLA01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 42739 |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3971727 |

* Req. for Dec. report only.

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TELEPHONE SERVICE REPORT - HELD ORDERS

GENERAL ORDER NO. 133-B

MONTHLY / QUARTERLY SUMMARY SHEET

GA 668-2

(Ref BSP 001-970-015PT)

Bay Area

| OC or Exchange (whichever is the smaller unit) | | | | | | | | | | | | | | | Quarter 4TH | Year 1995 |
|--|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------------|---------------------------------------|
| Report Unit and City Location | OCTOBER | | | | | NOVEMBER | | | | | DECEMBER | | | | | * TOTAL Lines In Reporting Unit |
| | Primaries | | | | | Primaries | | | | | Primaries | | | | | |
| | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | |
| MCCOPPINO/OTIS/MARKET SF | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 90449 |
| MENLO PARK MNP11MPK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10663 |
| MENLO PARK MNP11WDS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9261 |
| MILLBRAE MLBR11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19591 |
| MILPITAS ABLE MLPS11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 46818 |
| MORAGA MORG12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12128 |
| MOSS BEACH MSBH11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3902 |
| MOUNTAIN VIEW MTWV11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 78417 |
| OAKLAND OKLD13MT2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6532 |
| OAKLAND OKLD13MT3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 24412 |
| OAKLEY OKLY11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9421 |
| ORINDA ORND11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12214 |
| PACIFICA PCFC11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 21113 |
| PALO ALTO MAIN PLAL02 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 77927 |
| PALO ALTO SOUTH PLAL12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 40655 |
| PESCADERO PSCD11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1179 |
| PIN-HERCULES HRCL11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10840 |
| PITTSBURG WILLOW PSBG11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9459 |
| PITTSBURG MAIN PSBG01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 25665 |
| PLEASANTON PLTN12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 36656 |
| PLEASANTON PLTN13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 21923 |
| REDWOOD CITY RDCY01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 64870 |
| RICHMOND APPIAN ELSB11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 26421 |
| RICHMOND MAIN RCMD11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 59059 |
| SubTotal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 719575 |

* Req. for Dec. report only.

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1/23/96

PACIFIC * BELL

TELEPHONE SERVICE REPORT - HELD ORDERS
 GENERAL ORDER NO. 133-B
 MONTHLY / QUARTERLY SUMMARY SHEET

GA 668-2

(Ref BSP 001-970-015PT)

Bay Area

| OC or Exchange (whichever is the smaller unit) | | | | | | | | | | | | | | | Quarter | Year |
|--|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------|-----------|-------|--------|------|---------|---------------------------------------|
| Report Unit and City Location | OCTOBER | | | | | NOVEMBER | | | | | DECEMBER | | | | | * TOTAL Lines In Reporting Unit |
| | Primaries | | | | | Primaries | | | | | Primaries | | | | | |
| | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | |
| CROCKETT CRCT11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2286 |
| DANVILLE DAVL12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 37650 |
| DANVILLE DAVL13BRH | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5720 |
| DANVILLE DAVL13DAN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10587 |
| DANVILLE DAVL13DSR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 352 |
| DIALWAY SNJS12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 63931 |
| DUANA AVE. SNVA60RS1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 378 |
| FOLSOM SF21 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 103884 |
| FRANKLIN OKLD 03 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 105703 |
| FREMONT ADAMS FRMT12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 69059 |
| FREMONT MAIN FRMT11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 75035 |
| FRUITVALE OKLD04 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 40737 |
| HALF-MOON BAY HMBA12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10386 |
| HAYWARD DEPOT HYWR11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 51945 |
| SNLNCA11EBH | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 42711 |
| HESPERIAN/SNLNC11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 24397 |
| HAYWARD MAIN HYWR01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 68761 |
| HOLLY OKLD12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 67236 |
| LAFAYETTE LFYT11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17036 |
| LAHNCA11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1080 |
| LIVERMORE LVMR11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 42311 |
| LOS ALTOS LSAT11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 26414 |
| MARTINEZ MRTZ11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 26438 |
| N.MATHILDA SNVA11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 31694 |
| SubTotal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 925731 |

* Req. for Dec. report only.
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TELEPHONE SERVICE REPORT - HELD ORDERS

GENERAL ORDER NO. 133-B

MONTHLY / QUARTERLY SUMMARY SHEET

PACIFIC * BELL

GA 668-2

(Ref BSP 001-970-015PT)

Bay Area

| OC or Exchange (whichever is the smaller unit) | | | | | | | | | | | | | | | Quarter 4TH | Year | 1995 |
|--|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------------|---------------------------------------|------|
| Report Unit and City Location | OCTOBER | | | | | NOVEMBER | | | | | DECEMBER | | | | | * TOTAL Lines In Reporting Unit | |
| | Primaries | | | | | Primaries | | | | | Primaries | | | | | | |
| | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | | |
| 3RD ST CENTRAL SF17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6394 | |
| SNFCCA17JUN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19090 | |
| JUNIPERO/ONONDAGA SF06 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 69142 | |
| 9TH AVE/EVERGREEN SF13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 55618 | |
| 19TH AVE/MONTROSE SF14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 76045 | |
| 25TH ST/MISSION SF05 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 79928 | |
| SNFCCA64 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13232 | |
| 45TH ST OKLD 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 69462 | |
| ALMADEN VALLEY SNJS18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20336 | |
| ANTIOCH ANT11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 38383 | |
| BAILEY AVE SNJS20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 700 | |
| BANCROFT BKLY01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 88612 | |
| BELLOMY SNMT11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 78791 | |
| BETHEL ISLAND BTIS11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2270 | |
| BISHOP RANCH-SRV BSRV70 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 35137 | |
| BRENTWOOD BRWD12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13979 | |
| BUSH PINE SF01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 155849 | |
| CAMPBELL SNJS12CMB | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 41334 | |
| CAMPBELL SNJS14CMB | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 28362 | |
| CARROLL SNVA01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 82571 | |
| CENTRAL ALMD11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 48447 | |
| W.CHYNOWETH SNJS13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 69621 | |
| CLAYTON CYTN11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9693 | |
| CONCORD CNCR01 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 98907 | |
| SubTotal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1201903 | |

* Req. for Dec. report only.

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**General Order No.133-B
 Pacific Bell
 Quarterly Report**

Customer Services - BAY REGIONAL MARKET

**Quarter
 FOURTH**

**Year
 1995**

| Reporting Unit and City Location | Service Measurement | Month | Reporting Lvl Actual | Cause of Performance | Corrective Action Taken and Expected Completion Date | |
|----------------------------------|--|-------|-------------------------|----------------------|--|-------|
| 030 Fruitvale 864 | CUSTOMER TRBL REPORTS UNDER 1000 LINES | OCT | 10.0 | | | |
| | | NOV | 10.0 | | | 31.25 |
| | | DEC | 10.0 | | | |
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**General Order No.133-B
 Pacific Bell
 Quarterly Report**

Customer Services - BAY REGIONAL MARKET

**Quarter
 FOURTH**

**Year
 1995**

| Reporting Unit and City Location | Service Measurement | Month | Reporting Lvl Actual | Cause of Performance | Corrective Action Taken and Expected Completion Date |
|-------------------------------------|------------------------|-------|-----------------------------|----------------------|---|
| CNCR 01 67R 1ES | DIAL SERVICE | OCT | 98.0 | | |
| | | NOV | 98.0 | | |
| | | DEC | 98.0 97.7 | | |
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PACIFIC * BELL

TELEPHONE SERVICE REPORT - HELD ORDERS
GENERAL ORDER NO. 133-B
MONTHLY / QUARTERLY SUMMARY SHEET

GA 668-2

(Ref BSP 001-970-015PT)

North Area

| OC or Exchange (whichever is the smaller unit) | | | | | | | | | | | | | | | Quarter 4TH | Year 1995 |
|--|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------------|---------------------------------------|
| Report Unit and City Location | OCTOBER | | | | | NOVEMBER | | | | | DECEMBER | | | | | * TOTAL Lines In Reporting Unit |
| | Primaries | | | | | Primaries | | | | | Primaries | | | | | |
| | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | |
| ALLEGHENY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 108 |
| ANGELS CAMP | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3125 |
| ANGWIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2182 |
| ANNAPOLIS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 247 |
| APTOS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17026 |
| ARCATA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13148 |
| ARROYO GRANDE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 23939 |
| AROMAS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1979 |
| ARNOLD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6822 |
| ANDERSON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9269 |
| ARVIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4009 |
| SEQUOIA/ASH MOUNTAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 329 |
| ATASCADERO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16005 |
| ATWATER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 13165 |
| AUBURN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 26169 |
| PLACER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4955 |
| AVILA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1428 |
| AVENAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2741 |
| BROCKWAY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5500 |
| BODEGA BAY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1806 |
| BEALE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2285 |
| BIGGS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1274 |
| BIG SUR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1141 |
| BRIDGEVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 302 |
| SubTotal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 158954 |

* Req. for Dec. report only.
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TELEPHONE SERVICE REPORT - HELD ORDERS

PACIFIC * BELL

GENERAL ORDER NO. 133-B

MONTHLY / QUARTERLY SUMMARY SHEET

GA 668-2

North Area

(Ref BSP 001-970-015PT)

| OC or Exchange (whichever is the smaller unit) | | | | | | | | | | | | | | | Quarter 4TH | Year 1995 |
|--|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------------|----------------|
| Report Unit and City Location | OCTOBER | | | | | NOVEMBER | | | | | DECEMBER | | | | | * TOTAL |
| | Primaries | | | | | Primaries | | | | | Primaries | | | | | Lines In |
| | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | Reporting Unit |
| EMPIRE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8677 |
| FAIRVIEW | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 60797 |
| COLUMBUS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18613 |
| TEMPLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 58104 |
| METTLER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 837 |
| ROSEDALE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 14844 |
| NOMAD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8905 |
| BOULDER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5919 |
| BLUE LAKE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1180 |
| BLAIRSDEN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2200 |
| BENICIA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18650 |
| BANGOR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 598 |
| BEN LOMOND | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3397 |
| BOONVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1553 |
| BRADLEY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 969 |
| BUTTE CITY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 274 |
| BURRELL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 405 |
| BEAR VALLEY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 828 |
| BEAR VALLEY SPRINGS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2195 |
| BAYWOOD PARK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8095 |
| COBB MOUNTAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1949 |
| CHICO MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 63078 |
| CHALLENGE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1540 |
| CHUALAR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 539 |
| SubTotal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 284146 |

* Req. for Dec. report only.

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PACIFIC * BELL

**TELEPHONE SERVICE REPORT - HELD ORDERS
GENERAL ORDER NO. 133-B
MONTHLY / QUARTERLY SUMMARY SHEET**

GA 668-2

(Ref BSP 001-970-015PT)

North Area

| OC or Exchange (whichever is the smaller unit) | | | | | | | | | | | | | | | Quarter 4TH | Year 1995 |
|--|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------|-----------|-------|--------|------|-------------|---------------------------------------|
| Report Unit and City Location | OCTOBER | | | | | NOVEMBER | | | | | DECEMBER | | | | | * TOTAL Lines In Reporting Unit |
| | Primaries | | | | | Primaries | | | | | Primaries | | | | | |
| | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | 31-60 | 61-90 | 91-180 | 181+ | Total | |
| CHOWCHILLA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5347 |
| COALINGA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5254 |
| CLEAR LAKE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2617 |
| CALISTOGA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4877 |
| CLOVIS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 55296 |
| CAMBRIA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5727 |
| CAMP NELSON | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 760 |
| CAMPTONVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 483 |
| CENTRAL VALLEY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6794 |
| CLOVERDALE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4259 |
| CORDELIA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5685 |
| CARMEL MAIN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 20839 |
| CORNING | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5908 |
| CARUTHERS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1948 |
| CARMEL VALLEY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4827 |
| CASTROVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4783 |
| COTATI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18672 |
| COULTERVILLE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 964 |
| COTTONWOOD | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5219 |
| CROWS LANDING | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 429 |
| CAYUCOS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2607 |
| DAVIS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 34176 |
| DELANO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11800 |
| DINUBA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8536 |
| SubTotal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 217807 |

* Req. for Dec. report only.
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