

Verizon Service Quality Figures as Reported to the Department of Public Service, 2002 through 2006

	Residential Troubles Not Cleared in 24 Hours	Network Trouble Report Rate	Business Troubles Not Cleared in 24 Hours	Calls Not Answered in 20 Seconds - Residence
Baseline	30.0	1.4	10.0	25
2002	<b>37.6</b>	1.2	7.7	22
2003	<b>52.6</b>	1.3	<b>14.4</b>	24
2004	<b>45.7</b>	1.3	<b>11.2</b>	20
2005	<b>43.6</b>	1.4	9.5	24
2006	<b>45.4</b>	1.3	8.8	24