

ECT-921192



Verizon Northwest Inc.

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June 26, 2007

Ms. Carole J. Washburn, Executive Secretary
Washington Utilities and
Transportation Commission
Chandler Plaza Building
1300 S. Evergreen Park Drive SW
P. O. Box 47250
Olympia, Washington 98504-7250

Subject: **April 2007 Service Quality Report - Supplement**

Dear Ms. Washburn:

Pursuant to WAC 480-120-439, enclosed is the Verizon Northwest Inc. Service Quality Performance Report information for April 2007 that was not available previously due to data system problems.

Central office level detail is marked "Confidential pursuant to WAC 480-07-160" as it includes access line count and activity information that would have economic value to the Company's current and potential competitors, such as in determining when and where to enter begin operation.

If you have any questions concerning this report, please call me at 425-261-5006 or email me at richard.potter@verizon.com.

Very truly yours,

Richard E. Potter
Director
Public Affairs, Policy & Communications

Enclosures

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COMMISSION

**NORTHWEST DIVISION
2007 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

	MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07
Total # Fielded Service Orders	3834	3875	3107	4023	3532	3903	3200	2971	4258	3494	3871	3441
# Of Service Orders With Appointments	963	996	874	1144	1003	1148	928	966	1131	327	123	194
# Of Service Order Appointments Missed	116	161	170	183	173	188	263	327	304	71	22	19
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

Total # Dispatched Trouble Tickets

# Of Trouble Tickets With 4 Hour Appointments	4700	4926	4564	4746	4465	4296	7180	9069	7716	4197	4886	4055
# Of Trouble Ticket Appointments Missed	440	442	384	449	412	392	537	128	30	11	59	198
# Of Excluded Appointments	29	34	57	43	32	36	90	26	5	0	6	15
	0	0	0	0	0	0	0	0	0	0	0	0

INSTALL OF BASIC SERVICE (WAC 439 sub 4)

# Due Dated Installation Service Orders	5993	6123	5451	6730	5471	6005	5096	4464	5736	4777	4978	4301
# Due Dated Serv Orders Not Completed In 5 Days	183	253	299	336	277	572	533	612	779	356	387	314
# Customer Requested Service Orders Completed	3991	4200	3377	3414	3080	2887	2280	2071	2031	2119	2594	2316
# C R Service Order Due Dates Missed	76	97	97	74	67	69	106	153	116	64	65	62
% Installation Commitments Met	97.41%	96.61%	95.51%	95.96%	95.98%	92.79%	91.34%	88.29%	88.48%	93.91%	94.03%	94.32%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	0.94	1.03	0.97	0.97	0.91	0.88	1.50	1.85	1.57	0.9	1.06	0.63
# Of CO's Missing Objective	1	0	2	2	2	3	8	1	5	1	1	0

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions	99.98	99.96	99.99	99	99.92	99.94	99.95	99.92	99.79	100	99.97	99.98
Intra Office Call Completions	100	100	100	100	99.96	100	99.98	99.97	99.99	100	100	100
Dial Tone W/I 3 Seconds	99.95	99.93	99.87	99.95	99.96	99.96	99.99	99.87	99.93	99.96	99.96	99.97

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99.75	99.01	99.75	99.51	99.27	99.02	97.8	99.27	98.78	99.51	99.27	98.79
# IXC Direct Trunk Grps Exceeding 2% Blocking	6	5	1	2	5	2	7	2	5	3	4	5

REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	3931	4289	4024	4045	3741	3269	6820	8502	6552	3258	4167	3109
# OOS Trouble Reports Cleared In 48 Hours	3881	4226	3969	4003	3692	3226	6103	6809	5290	3136	3968	2946
# OOS Trouble Reports Not Cleared In 48 Hours	50	63	55	42	49	43	717	1693	1262	122	199	163
% OOS Trouble Cleared In 48 Hours	98.73%	98.53%	98.63%	98.96%	98.69%	98.68%	89.49%	80.09%	80.74%	96.26%	95.22%	94.76%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

Of Non-Out Of Service Trouble Reports

# Non-OOS Trouble Rpts Cleared In 72 Hours	2515	2583	2247	2408	2245	2385	2948	3518	3440	2288	2323	2178
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2497	2568	2218	2379	2224	2361	2711	3138	3075	2232	2290	2126
% Non-OOS Trouble Cleared In 72 Hours	18	15	29	29	21	24	237	380	365	56	33	52
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
	99.28%	99.42%	98.71%	98.80%	99.06%	98.99%	91.96%	89.20%	89.39%	97.55%	98.58%	97.61%

NORTHWEST DIVISION
 2007 COMMISSION PERSPECTIVE

WASHINGTON
 (New Rule Reporting July 2003)

OBJ	MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

* With Allowed Trouble codes Excluded

CENTRAL OFF. LOCATION	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *
ACME												NW1ACME
ALGER												NW1ALGR
ANACORTES												NW1ANCR
ARLINGTON												NW1ARTN
BENTON CITY												NW1BNCY
BIG LAKE												NW1BGLK
BIRCH BAY												NW1BRBA
BLAINE												NW1BLAN
BOTHELL												NW1BOTH
BREWSTER												NW1BRWS
BRIDGEPORT												NW1BRPT
BURLINGTON												NW1BURL
CAMANO ISLAND												NW1CMIS
CAMAS												NW1CAMS
CASHMERE												NW1CSHR
CHELAN												NW1CHLN
CLEARVIEW												NW1CLVW
CONCRETE												NW1CNCR
CONWAY												NW1CNWY
COUPEVILLE												NW1CPVL
CURLEW												NW1CRLW
CUSTER												NW1CSTR
DARRINGTON												NW1DRTN
DEMING												NW1DMNG
DUVALL												NW1DULL
EAST WENATCHEE												NW1EWNC
EDISON												NW1EDSN
ENTIAT												NW1ENTT
EVERETT CASINO												NW1CSNO
EVERETT MAIN												NW1EVRT
EVERSON												NW1EVSN
FAIRFIELD												NW1FRFD
FARMINGTON												NW1FRTN
FERNDALE												NW1FNDL
GARFIELD												NW1GRFD
GEORGE												NW1GERG
GRANITE FALLS												NW1GRFL
GRAYLAND												NW1GRLD
HALLS LAKE												NW1HLLK
JUANITA												NW1JUNT
KENNEWICK MAIN												NW1KNWC
KENNEWICK MEADOW SPRINGS												NW1MSPG
KENNEWICK HIGHLAND												NW1HIGH
KIRKLAND												NW1KRLD
LA CONNER												NW1LACN
LAKE GOODWIN												NW1LKGW
LAKE STEVENS												NW1LKST
LAKE WENATCHEE												NW1LKWN
LATAH												NW1LATH
LAUREL												NW1LARL
LEAVENWORTH												NW1LVWO
LOOMIS												NW1LOMS
LYMAN												NW1HMTN
LYNDEN												NW1LYND
MALDEN												NW1MLDN
MANOR WAY												NW1MRWY

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4	* With Allowed Trouble codes Excluded												
CENTRAL OFF. LOCATION	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	
MANSFIELD													NW1MNFD
MANSON													NW1MNSN
MAPLE FALLS													NW1MPFL
MARBLEMOUNT													NW1MRBL
MARYSVILLE													NW1MYVI
MOLSON-CHESAW													NW1MLSN
MONROE													NW1MONR
MOSCOW													NW1MSCW
MOUNT VERNON													NW1MTVR
NACHES													NW1NCHS
NEWPORT													NW1NWPT
NILE													NW1NILE
NORTH RICHLAND													NW1NTRD
OAK HARBOR													NW1OKHR
OAKESDALE													NW1OKDL
PALOUSE													NW1PALS
PULLMAN													NW1PLMN
QUINCY													NW1QNCY
REDMOND													NW1RDMD
REPUBLIC													NW1RPBL
RICHLAND													NW1RCLD
RICHMOND BEACH													NW1RCBH
ROCKFORD													NW1RCFR
ROSALIA													NW1ROSL
SAMMAMISH													NW1SMISH
SEDRO WOOLLEY													NW1SWLY
SILVER LAKE													NW1SLLK
SKYKOMISH													NW1SKYK
SNOHOMISH													NW1SNHS
SOAP LAKE													NW1SOLK
STANWOOD													NW1STWD
STEVENS PASS													NW1STPS
SULTAN													NW1SULT
SUMAS													NW1SUMS
TEKOA													NW1TEKO
THORNTON													NW1HTN
TONASKET													NW1TNSK
WASHOUGAL													NW1WSHG
WASHOUGAL RIVER													NW1WSHR
WATERVILLE													NW1WTVL
WENATCHEE													NW1WNTC
WEST RICHLAND													NW1WRLD
WESTPORT													NW1WSPT
WOODLAND													NW1WDLA
4													

Each CO is not to exceed 4 tbs per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.

Washington State PUC Report
 Network Trouble Per 100 Switched Access Lines

	Apr-07	Apr-07	Apr-07		
Central Office	Sw Lns	Total Rpts	Trbl/100		
ACME					
ALGER					
ANACORTES					
ARLINGTON					
BENTON CITY					
BIG LAKE					
BIRCH BAY					
BLAINE					
BOTHELL					
BREWSTER					
BRIDGEPORT					
BURLINGTON					
CAMANO ISLAND					
CAMAS					
CASHMERE					
CHELAN					
CLEARVIEW					
CONCRETE					
CONWAY					
COUPEVILLE					
CURLEW					
CUSTER					
DARRINGTON					
DEMING					
DUVALL					
EAST WENATCHEE					
EDISON					
ENTIAT					
EVERETT CASINO					
EVERETT MAIN					
EVERSON					
FAIRFIELD					
FARMINGTON					
FERNDALE					
GARFIELD					
GEORGE					
GRANITE FALLS					
GRAYLAND					
HALLS LAKE					
JUANITA					
KENNEWICK MAIN					
KENNEWICK MEADOW SPRINGS					
KENNEWICK HIGHLAND					
KIRKLAND					
LA CONNER					
LAKE GOODWIN					
LAKE STEVENS					
LAKE WENATCHEE					
LATAH					
LAUREL					
LEAVENWORTH					
LOOMIS					

Washington State PUC Report
 Network Trouble Per 100 Switched Access Lines

	Apr-07	Apr-07	Apr-07			
Central Office	Sw Lns	Total Rpts	Trbl/ 100			
LYMAN						
LYNDEN						
MALDEN						
MANOR WAY						
MANSFIELD						
MANSON						
MAPLE FALLS						
MARBLEMOUNT						
MARYSVILLE						
MOLSON-CHESAW						
MONROE						
MOSCOW						
MOUNT VERNON						
NACHES						
NEWPORT						
NILE						
NORTH RICHLAND						
OAK HARBOR						
OAKESDALE						
PALOUSE						
PULLMAN						
QUINCY						
REDMOND						
REPUBLIC						
RICHLAND						
RICHMOND BEACH						
ROCKFORD						
ROSALIA						
SAMMAMISH						
SEDRO WOOLLEY						
SILVER LAKE						
SKYKOMISH						
SNOHOMISH						
SOAP LAKE						
STANWOOD						
STEVENS PASS						
SULTAN						
SUMAS						
TEKOA						
THORNTON						
TONASKET						
WASHOUGAL						
WASHOUGAL RIVER						
WATERVILLE						
WENATCHEE						
WEST RICHLAND						
WESTPORT						
WOODLAND						
Washington State:						

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office May-06 Jun-06 Jul-06 Aug-06 Sep-06 Oct-06 Nov-06 Dec-06 Jan-07 Feb-07 Mar-07 Apr-07

ACME
ALGER
ANACORTES
ARLINGTON
BENTON CITY
BIG LAKE
BIRCH BAY
BLAINE
BOTHELL
BREWSTER
BRIDGEPORT
BURLINGTON
CAMANO
CAMAS
CASHMERE
CHELAN
CLEARVIEW
CONCRETE
CONWAY
COUPEVILLE
CURLEW
CUSTER
DARRINGTON
DEMING
DUVALL 1
EAST WENATCHEE
EDISON
ENTIAT
EVERETT CASINO
EVERETT MAIN
EVERSON
FAIRFIELD
FARMINGTON
FERNDALE
GARFIELD
GEORGE
GRANITE FALLS
GRAYLAND
HALLS LAKE
JUANITA
KENNEWICK MAIN
KENNEWICK MEADOWS
KENNEWICK-HIGHLAND
KIRKLAND
LA CONNER
LAKE GOODWIN
LAKE STEVENS
LAKE WENATCHEE
LATAH
LAUREL
LEAVENWORTH
LOOMIS
LYMAN
LYNDEN
MALDEN
MANOR WAY
MANSFIELD

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07
MANSON												
MAPLE FALLS												
MARBLEMOUNT												
MARYSVILLE												
MOLSON-CHESAW												
MONROE												
MOSCOW												
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SULTAN												
SUMAS												
TEKOA												
THORNTON												
TONASKET												
WASHOUGAL												
WASHOUGAL RIVER												
WATERVILLE												
WENATCHEE												
WEST RICHLAND												
WESTPORT												
WOODLAND												
Total Lines												