

UCT-924192



**Verizon Northwest Inc.**  
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P. O. Box 1003  
Everett, WA 98206-1003  
Fax: 425-261-5262

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: May 2007 Service Quality Report**

Dear Ms. Washburn:

Pursuant to WAC 480-120-439, enclosed is the Verizon Northwest Inc. Service Quality Performance Report for last month.

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. In addition to the information required by WAC 480-120-439, we are also enclosing the document VzNW Trbl 12mo CONF at the request and for the convenience of the Commission Staff.

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

RECEIVED  
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07 JUN 27 AM 9:23  
STATE OF WASH  
UTIL. AND TRANSP.  
COMM. SECTION

**NORTHWEST DIVISION  
2007 COMMISSION PERSPECTIVE**

**WASHINGTON**

(New Rule Reporting July 2003)

OBJ	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07	MAY 07
<b>Reported To Commission Monthly:</b>												
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>												
Total # Fielded Service Orders	3875	3107	4023	3532	3903	3200	2971	4258	3494	3871	3441	3612
# Of Service Orders With Appointments	996	874	1144	1003	1148	928	966	1131	327	123	194	320
# Of Service Order Appointments Missed	161	170	183	173	188	263	327	304	71	22	19	63
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total # Dispatched Trouble Tickets</b>												
# Of Trouble Tickets With 4 Hour Appointments	4926	4564	4746	4465	4296	7180	9069	7716	4197	4886	4055	4313
# Of Trouble Ticket Appointments Missed	442	384	449	412	392	537	128	30	11	59	198	189
# Of Excluded Appointments	34	57	43	32	36	90	26	5	0	6	15	10
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
<b>INSTALL OF BASIC SERVICE (WAC 439 sub 4)</b>												
# Due Dated Installation Service Orders	6123	5451	6730	5471	6005	5096	4464	5736	4777	4978	4301	4619
# Due Dated Serv Orders Not Completed In 5 Days	253	299	336	277	572	533	612	779	356	387	314	358
# Customer Requested Service Orders Completed	4200	3377	3414	3080	2887	2280	2071	2031	2119	2594	2316	2537
# C R Service Order Due Dates Missed	97	97	74	67	69	106	153	116	64	65	62	63
% Installation Commitments Met	96.61%	95.51%	95.96%	95.98%	92.79%	91.34%	88.29%	88.48%	93.91%	94.03%	94.32%	94.12%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>												
Network Trouble per 100 Access Lines	1.03	0.97	0.97	0.91	0.88	1.50	1.85	1.57	0.9	1.06	0.63	0.66
# Of CO's Missing Objective	0	2	2	2	3	8	18	8	1	1	0	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>												
Inter Office Call Completions	99.96	99.99	99	99.92	99.94	99.95	99.92	99.79	100	99.97	99.98	99.81
Intra Office Call Completions	100	100	100	99.96	100	99.98	99.97	99.99	100	100	100	99.99
Dial Tone W/I 3 Seconds	99.93	99.87	99.95	99.96	99.96	99.99	99.87	99.93	99.96	99.96	99.97	99.97
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>												
% Trunk Groups Meeting Defined Blocking Criteria	99.01	99.75	99.51	99.27	99.02	97.8	99.27	98.78	99.51	99.27	98.79	99.03
# IXC Direct Trunk Grps Exceeding 2% Blocking	5	1	2	5	2	7	2	5	3	4	5	5
<b>REPAIR REPORT (WAC 439 sub 9)</b>												
# Of Out Of Service Trouble Reports	4289	4024	4045	3741	3269	6820	8502	6552	3258	4167	3109	3304
# OOS Trouble Reports Cleared In 48 Hours	4226	3969	4003	3692	3226	6103	6809	5290	3136	3968	2946	3231
# OOS Trouble Reports Not Cleared In 48 Hours	63	55	42	49	43	717	1693	1262	122	199	163	73
% OOS Trouble Cleared In 48 Hours	98.53%	98.63%	98.96%	98.69%	98.68%	89.49%	80.09%	80.74%	96.26%	95.22%	94.76%	97.79%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
<b># Of Non-Out Of Service Trouble Reports</b>												
# Non-OOS Trouble Rpts Cleared In 72 Hours	2583	2247	2408	2245	2385	2948	3518	3440	2288	2323	2178	2228
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2568	2218	2379	2224	2361	2711	3138	3075	2232	2290	2126	2206
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	15	29	29	21	24	237	380	365	56	33	52	22
% Non-OOS Trouble Cleared In 72 Hours	99.42%	98.71%	98.80%	99.06%	98.99%	91.96%	89.20%	89.39%	97.55%	98.58%	97.61%	99.01%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0



Trunk Group Detail  
April 2007

6/12/2007

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW065518	EVRTWAXA03T	TKWLWALZDS0	77	DFDT	48	0.62	10.12	10:00	Periodic blocking. VZ and PacWest find no trouble.	
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	1.43	5.17	17:00	Blocking due to group being under trunked. CLEC doing conversion, won't augment yet.	
GW083921	EVRTWAXA03T	GRFLWAAUDS0	77	DFDT	16	4.03	28.57	07:00	Blocking due to 4 trunk members OOS. Trouble ticket issued.	
GW140367	LYNDWAXXDS1	MTVRWAXX05T	77	AFDT	648	2.08	42.40	15:00	Blocking due to Qwest fiber cut on 5/24/07.	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW054963	MTVRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	3.92	12.10	14:00		
GW056591	MTVRWAXX05T	BOTHWAAK1MD	7-	DFTF	144	2.01	20.99	17:00		
GW072185	MTVRWAXX05T	STTLWA0103Z	77	AFTD	24	9.79	25.42	9:00		
GW072602	MTVRWAXFP5A	MTVRWAXX5MD	M-	DFEE	5	3.64	72.73	14:00		
GW072804	WNTCWAXXCG0	EWNCWABC5MD	7-	DFEF	16	4.50	100	10:00		

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	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-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	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-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													NW1THTN
TONASKET													NW1TNSK
WASHOUGAL													NW1WSHG
WASHOUGAL RIVER													NW1WSHR
WATERVILLE													NW1WTVL
WENATCHEE													NW1WNTC
WEST RICHLAND													NW1WRLD
WESTPORT													NW1WSPT
WOODLAND													NW1WDLD
4													

Each CO is not to exceed 4 tbls 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

	May-07	May-07	May-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 SWITCHED ACCESS LINES

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

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MANSON  
MAPLE FALLS  
MARBLEMOUNT  
MARYSVILLE  
MOLSON-CHESAW  
MONROE  
MOSCOW  
MOUNT VERNON  
NACHES  
NEWPORT  
NILE  
NORTH RICHLAND  
OAK HARBOR  
OAKSDALE  
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

Total Lines

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