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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Verizon Northwest Inc.

1800 – 41st Street, WA0105RA
P. O. Box 1003
Everett, WA 98206-1003
Fax: 425-261-5262

July 25, 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: June 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 begin or modify competitive operations. 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

**NORTHWEST DIVISION
2007 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

Total # Fielded Service Orders
Of Service Orders With Appointments
Of Service Order Appointments Missed
Of Excluded Appointments

Total # Dispatched Trouble Tickets
Of Trouble Tickets With 4 Hour Appointments
Of Trouble Ticket Appointments Missed
Of Excluded Appointments

INSTALL OF BASIC SERVICE (WAC 439 sub 4)
Due Dated Installation Service Orders
Due Dated Serv Orders Not Completed In 5 Days
Customer Requested Service Orders Completed
C R Service Order Due Dates Missed
% Installation Commitments Met

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines
Of CO's Missing Objective

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions
Intra Office Call Completions
Dial Tone W/ 3 Seconds

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria
IXC Direct Trunk Grps Exceeding 2% Blocking

REPAIR REPORT (WAC 439 sub 9)

Of Out Of Service Trouble Reports
OOS Trouble Reports Cleared In 48 Hours
OOS Trouble Reports Not Cleared In 48 Hours
% OOS Trouble Cleared In 48 Hours
OOS Trouble Exempted

Of Non-Out Of Service Trouble Reports
Non-OOS Trouble Rpts Cleared In 72 Hours
Non-OOS Trouble Rpts Not Cleared In 72 Hours
% Non-OOS Trouble Cleared In 72 Hours
OOS Trouble Exempted

OBJ	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07	MAY 07	JUN 07
	3107	4023	3532	3903	3200	2971	4258	3494	3871	3441	3612	3637
	874	1144	1003	1148	928	966	1131	327	123	194	320	1075
None	170	183	173	188	263	327	304	71	22	19	63	350
None	0	0	0	0	0	0	0	0	0	0	0	0
	4564	4746	4465	4296	7180	9069	7716	4197	4886	4055	4313	4208
	384	449	412	392	537	128	30	11	59	198	189	234
None	57	43	32	36	90	26	5	0	6	15	10	22
None	0	0	0	0	0	0	0	0	0	0	0	0
	5451	6730	5471	6005	5096	4464	5736	4777	4978	4301	4619	4625
	299	336	277	572	533	612	779	356	387	314	358	288
	3377	3414	3080	2887	2280	2071	2031	2119	2594	2316	2537	2674
None	97	74	67	69	106	153	116	64	65	62	63	82
90%	95.51%	95.96%	95.98%	92.79%	91.34%	88.29%	88.48%	93.91%	94.03%	94.32%	94.12%	94.93%
	0.97	0.97	0.91	0.88	1.50	1.85	1.57	0.9	1.06	0.63	0.66	0.66
4.00	2	2	2	3	8	18	5	1	1	0	0	0
0												
	99.99	99	99.92	99.94	99.95	99.92	99.79	100	99.97	99.98	99.81	99.99
98%	100	100	99.96	100	99.98	99.97	99.99	100	100	100	99.99	99.99
98%	99.87	99.95	99.96	99.96	99.99	99.87	99.93	99.96	99.96	99.97	99.97	99.97
	99.75	99.51	99.27	99.02	97.8	99.27	98.78	99.51	99.27	98.79	99.03	99.52
99%	1	2	5	2	7	2	5	3	4	5	5	3
0												
	4024	4045	3741	3269	6820	8502	6552	3258	4167	3109	3304	3330
	3969	4003	3692	3226	6103	6809	5290	3136	3968	2946	3231	3157
None	55	42	49	43	717	1693	1262	122	199	163	73	173
100%	98.63%	98.96%	98.69%	98.68%	89.49%	80.09%	80.74%	96.26%	95.22%	94.76%	97.79%	94.80%
	0	0	0	0	0	0	0	0	0	0	0	0
	2247	2408	2245	2385	2948	3518	3440	2288	2323	2178	2228	2154
	2218	2379	2224	2361	2711	3138	3075	2232	2290	2126	2206	2108
None	29	29	21	24	237	380	365	56	33	52	22	46
100%	98.71%	98.80%	99.06%	98.99%	91.96%	89.20%	89.39%	97.55%	98.58%	97.61%	99.01%	97.86%
None	0	0	0	0	0	0	0	0	0	0	0	0

**NORTHWEST DIVISION
2007 COMMISSION PERSPECTIVE**

WASHINGTON
(New Rule Reporting July 2003)

OBU

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

**Reported To Commission Quarterly: - Mthly Results
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)**

Total # Installation Orders Completed	8828	10144	8551	8892	7376	6535	7767	6896	7572	6617	7156	7299
# Of Installation Orders Not Completed In 90 Days	16	18	19	28	13	14	14	13	18	15	16	16
% Orders Completed In 90 Days	99.82%	99.82%	99.78%	99.69%	99.82%	99.79%	99.82%	99.81%	99.76%	99.77%	99.78%	99.78%

**Reported To Commission Quarterly:
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)**

Total # Installation Orders Completed	27523	53	22803	55	22235	45	21072	47
# Of Installation Orders Not Completed In 90 Days	99.81%	99.76%	99.80%					
% Orders Completed In 90 Days	99.78%							

**Reported To Commission Every Six Months: - Mthly Results
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)**

Total # Installation Orders Completed	8828	10144	8551	8892	7376	6535	7767	6896	7572	6617	7156	7299
# Of Inst Orders Not Completed In 180 Days	2	4	6	4	3	3	2	3	3	5	5	4
% Orders Completed In 180 Days	99.98%	99.96%	99.93%	99.96%	99.96%	99.95%	99.97%	99.96%	99.96%	99.92%	99.93%	99.95%

**Reported To Commission Every Six Months:
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)**

Total # Installation Orders Completed	50326	22	43307	22
# Of Inst Orders Not Completed In 180 Days	99.96%	99.95%		
% Orders Completed In 180 Days	99.95%			

Trunk Group Detail
June 2007

7/23/2007

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW069856	WNTCWABADS0	WNTCWAXX01T	77	DFDT	192	0.82	8.44	10:00	Peak Calling	
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	0.54	100.00	19:00	Disconnect Pending - Due Date 7/20/07.	

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	7.17	22.18	15:00		
GW072185	MTVRWAXX05T	STTLWA0103Z	77	AFTD	24	6.39	19.76	8:00		
GW072742	MTVRWAXX05T	STTLWANB2MD	77	AFTD	24	5.00	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	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-07 *	Jun-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	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-07 *	Jun-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													NW1SM SH
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 SWITCHED ACCESS LINES

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

- 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

Washington State PUC Report
 Network Trouble Per 100 Switched Access Lines

	Jun-07	Jun-07	Jun-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

	Jun-07	Jun-07	Jun-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:			