



**Verizon Northwest Inc.**

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Fax: 425-261-5262

August 29, 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

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07 AUG 30 PM 1:03  
OFFICE OF THE  
DIRECTOR OF  
UTILITIES  
REGISTRATION

Subject: **July 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)

	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07	MAY 07	JUN 07	JUL 07
<b>Reported To Commission Monthly:</b>												
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>												
Total # Fielded Service Orders	4023	3532	3903	3200	2971	4258	3494	3871	3441	3612	3637	3527
# Of Service Orders With Appointments	1144	1003	1148	928	966	1131	327	123	194	320	1075	1585
# Of Service Order Appointments Missed	183	173	188	263	327	304	71	22	19	63	350	507
# 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>												
Total # Dispatched Trouble Tickets	4746	4465	4296	7180	9069	7716	4197	4886	4055	4313	4208	4929
# Of Trouble Tickets With 4 Hour Appointments	449	412	392	537	128	30	11	59	198	189	234	246
# Of Trouble Ticket Appointments Missed	43	32	36	90	26	5	0	6	15	10	22	15
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>												
Network Trouble per 100 Access Lines	0.97	0.91	0.88	1.50	1.85	1.57	0.9	1.06	0.63	0.66	0.66	0.78
# Of CO's Missing Objective	2	2	3	8	18	5	1	1	0	0	0	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>												
Inter Office Call Completions	99	99.92	99.94	99.95	99.92	99.79	100	99.97	99.98	99.81	99.99	99.95
Intra Office Call Completions	100	99.96	100	99.98	99.97	99.99	100	100	100	99.99	99.99	99.99
Dial Tone W/I 3 Seconds	99.95	99.96	99.96	99.99	99.87	99.93	99.96	99.96	99.97	99.97	99.97	99.95
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>												
% Trunk Groups Meeting Defined Blocking Criteria	99.51	99.27	99.02	97.8	99.27	98.78	99.51	99.27	98.79	99.03	99.52	99.03
# IXC Direct Trunk Grps Exceeding 2% Blocking	2	5	2	7	2	5	3	4	5	5	3	3
<b>REPAIR REPORT (WAC 439 sub 9)</b>												
# Of Out Of Service Trouble Reports	4045	3741	3269	6820	8502	6552	3258	4167	3109	3304	3330	4096
# OOS Trouble Reports Cleared In 48 Hours	4003	3692	3226	6103	6809	5290	3136	3968	2946	3231	3157	3371
# OOS Trouble Reports Not Cleared In 48 Hours	42	49	43	717	1693	1262	122	199	163	73	173	725
% OOS Trouble Cleared In 48 Hours	98.96%	98.69%	98.68%	89.49%	80.09%	80.74%	96.26%	95.22%	94.76%	97.79%	94.80%	82.30%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2408	2245	2385	2948	3518	3440	2288	2323	2178	2228	2154	2304
# Non-OOS Trouble Rpts Cleared In 72 Hours	2379	2224	2361	2711	3138	3075	2232	2290	2126	2206	2108	2132
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	29	21	24	237	380	365	56	33	52	22	46	172
% Non-OOS Trouble Cleared In 72 Hours	98.80%	99.06%	98.99%	91.96%	89.20%	89.39%	97.55%	98.58%	97.61%	99.01%	97.86%	92.53%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

NOTE: Manual review of the July 2007 Trouble Reports Cleared data indicates the system did not correctly apply WAC 480-120-440(7). Corrected results will be provided when available.



Trunk Group Detail  
July 2007

8/15/2007

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW012070	EVRTWAXA03T	RCBHWAXXDS1	77	AFDT	384	1.69	33.77	16:00	Blockage 7/29 16:00 due to far end SS7 message, self corrected.	
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	24	15.00	100.00	10:00	24 trunks disconnected. Complete disconnect canceled. Blocking due to all trunks OOS. Waiting for a return call from Telwest.	
GW083579	KNWCWAXA01T	STTNWAHOG0C	77	AFDT	96	2.30	46.06	19:00	Blockage 7/2 due to span trouble at Level 3 Comm.	
GW084573	EVRTWAXA03T	STTNWAHOG0C	77	DFDT	192	5.00	100.00	12:00	All trunks OOS due to span trouble at Level 3 Comm, trunks restored 7/27.	

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	11.26	17.95	10:00		
GW072185	MTVRWAXX05T	STTLWA0103Z	77	AFTD	24	2.38	14.48	09:00		
GW085511	KNWCWAXA01T	KNWCWAAG7MD	7-	AFTF	168	7.93	100.00	00:00		

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	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-07 *	Jun-07 *	Jul-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
MANSFIELD													NW1MNFD

## 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	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-07 *	Jun-07 *	Jul-07 *	
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													NW1SMSh
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													NW1WDLD
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 SWITCHED ACCESS LINES

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

	Jul-07	Jul-07	Jul-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			

REDACTED

Washington State PUC Report  
 Network Trouble Per 100 Switched Access Lines

	Jul-07	Jul-07	Jul-07
	Sw Lns	Total Rpts	Trbi/ 100
Central Office			
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:			

REDACTED