

UT-921192



**Verizon Northwest Inc.**

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September 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

RECORDED  
07 SEP 26 AM 9:08  
OFFICE OF THE  
DIRECTOR

**Subject: May and July 2007 Service Quality Report Revisions**

Dear Ms. Washburn:

Please substitute the enclosed revised sheets for the May and July reports previously filed.

The July "Commission Perspective" sheet includes revisions described in the footnote. The previously filed sheet had noted that these revisions would be supplied.

The May and July confidential "WaTrbTot" sheets correct figures for five central offices. The revisions are italicized.

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.

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)

OBJ	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07	MAY 07	JUN 07	JUL 07
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**Reported To Commission Monthly:**

**MISSED APPOINTMENTS (WAC 439 sub 3)**

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	None	0	0	0	0	0	0	0	0	0	0	0

**Total # Dispatched Trouble Tickets**

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	None	0	0	0	0	0	0	0	0	0	0	0

**INSTALL OF BASIC SERVICE (WAC 439 sub 4)**

# Due Dated Installation Service Orders	6730	5471	6005	5096	4464	5736	4777	4978	4301	4619	4625	4727
# Due Dated Serv Orders Not Completed In 5 Days	336	277	572	533	612	779	356	387	314	358	288	353
# Customer Requested Service Orders Completed	3414	3080	2887	2280	2071	2031	2119	2594	2316	2537	2674	2290
# C R Service Order Due Dates Missed	74	67	69	106	153	116	64	65	62	63	82	80
% Installation Commitments Met	90%	95.96%	92.79%	91.34%	88.29%	88.48%	93.91%	94.03%	94.32%	94.12%	94.93%	93.83%

**SUMMARY TROUBLE REPORTS (WAC 439 sub 6)**

Network Trouble per 100 Access Lines	4.00	0.97	0.91	1.50	1.85	1.57	0.9	1.06	0.63	0.66	0.66	0.78
# Of CO's Missing Objective	0	2	2	8	18	5	1	1	0	0	0	0

**SWITCHING REPORT (WAC 439 sub 7)**

Inter Office Call Completions	98%	99	99.92	99.94	99.95	99.79	100	99.97	99.98	99.81	99.99	99.95
Intra Office Call Completions	99%	100	99.96	100	99.98	99.99	100	100	100	99.99	99.99	99.99
Dial Tone W/I 3 Seconds	98%	99.95	99.96	99.96	99.99	99.93	99.96	99.96	99.97	99.97	99.97	99.95

**TRUNK BLOCKING REPORT (WAC 439 sub 8)**

% Trunk Groups Meeting Defined Blocking Criteria	99%	99.51	99.27	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	0	2	5	7	2	5	3	4	5	5	3	3

**REPAIR REPORT (WAC 439 sub 9)**

# 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	3700
# OOS Trouble Reports Not Cleared In 48 Hours	42	49	43	717	1693	1262	122	199	163	73	173	396
% OOS Trouble Cleared In 48 Hours	100%	98.96%	98.69%	89.49%	80.09%	80.74%	96.26%	95.22%	94.76%	97.79%	94.80%	90.33%
# 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	2257
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	29	21	24	237	380	365	56	33	52	22	46	47
% Non-OOS Trouble Cleared In 72 Hours	100%	98.80%	99.06%	91.96%	89.20%	89.39%	97.55%	98.58%	97.61%	99.01%	97.86%	97.96%
# OOS Trouble Exempted	None	0	0	0	0	0	0	0	0	0	0	0

NOTE: Reflects Trouble Reports Cleared data revised to correctly apply WAC 460-120-440(7) and the last sentence of -438.