



Verizon Northwest Inc.

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November 28, 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: **October 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 twelve month running trouble report document 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

07 NOV 30 11 19 48
RECEIVED
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION

**NORTHWEST DIVISION
2007 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07
Total # Fielded Service Orders	3200	2971	4258	3494	3871	3441	3612	3637	3527	3719	3314	3664
# Of Service Orders With Appointments	928	966	1131	327	123	194	320	1075	1585	1325	1191	1324
# Of Service Order Appointments Missed	263	327	304	71	22	19	63	350	507	297	197	267
# 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	7180	9069	7716	4197	4886	4055	4313	4208	4929	3873	3209	5498
# Of Trouble Ticket Appointments Missed	537	128	30	11	59	198	189	234	246	205	190	280
# Of Excluded Appointments	90	26	5	0	6	15	10	22	15	14	9	23
	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	5096	4464	5736	4777	4978	4301	4619	4625	4727	4962	4439	4532
# Due Dated Serv Orders Not Completed In 5 Days	533	612	779	356	387	314	358	288	353	626	556	606
# Customer Requested Service Orders Completed	2280	2071	2031	2119	2594	2316	2537	2674	2290	2383	1743	2083
# C R Service Order Due Dates Missed	106	153	116	64	65	62	63	82	80	76	40	50
% Installation Commitments Met	91.34%	88.29%	88.48%	93.91%	94.03%	94.32%	94.12%	94.93%	93.83%	90.44%	90.36%	90.08%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	1.50	1.85	1.57	0.9	1.06	0.63	0.66	0.66	0.78	0.73	0.58	0.81
# Of CO's Missing Objective	8	18	8	1	1	0	0	2	2	3	0	0

SWITCHING REPORT (WAC 439 sub 7)

Intra Office Call Completions	99.95	99.92	99.79	100	99.97	99.98	99.81	99.99	99.95	99.94	99.9	99.75
Inter Office Call Completions	99.98	99.97	99.99	100	100	100	99.99	99.99	99.99	100	100	99.84
Dial Tone W/ 3 Seconds	99.99	99.87	99.93	99.96	99.96	99.97	99.97	99.97	99.95	99.96	99.98	99.93

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	97.8	99.27	98.78	99.51	99.27	98.79	99.03	99.52	99.03	99.02	99.07	99.06
# IXC Direct Trunk Grps Exceeding 2% Blocking	7	2	5	3	4	5	5	3	3	4	4	2

REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	6820	8502	6552	3258	4167	3109	3304	3330	4096	3394	3086	4707
# OOS Trouble Reports Cleared In 48 Hours	6103	6809	5290	3136	3968	2946	3231	3157	3700	3272	3048	4572
# OOS Trouble Reports Not Cleared In 48 Hours	717	1693	1262	122	199	163	73	173	396	122	38	135
% OOS Trouble Cleared In 48 Hours	89.49%	80.09%	80.74%	96.26%	95.22%	94.76%	97.79%	94.80%	90.33%	96.41%	98.77%	97.13%
# 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	2948	3518	3440	2288	2323	2178	2228	2154	2304	1992	2399	2865
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2711	3138	3075	2232	2290	2126	2206	2108	2257	1962	2392	2819
% Non-OOS Trouble Cleared In 72 Hours	91.96%	89.20%	89.39%	97.55%	98.58%	97.61%	99.01%	97.86%	97.96%	98.49%	99.71%	98.39%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

Trunk Group Detail
October 2007

11/13/2007

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW011274	ARTNWAXXDS1	EVRTWAXA03T	77	AFDT	432	1.81	36.25	16:00	Blocking due to Voice Path Assurance testing failures.	
GW052032	EVRTWAXA03T	TKWLWAZSDS0	77	DFDT	144	34.08	79.53	13:00	Blocking due to group being under trunked. Traffic to be transferred to another trunk group.	
GW084312	BURNWABNPS1	EVRTWAXA03T	77	AFDT	24	1.83	41.07	19:00	+48=72 Due Date 11/14/07	
GW084948	MTVRWAXX05T	STTLWAEKPS1	77	AFTU	240	0.70	30.73	19:00	Blocking due to group being under trunked. Requested Comcast augmt.	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW072185	MTVRWAXX05T	STTLWA0103Z	77	AFTD	24	49.71	59.34	09:00		
GW079273	MTVRWAXX05T	RDMDWAJE1MD	77	AFTF	24	6.37	19.57	16:00		

WASHINGTON STATE SWITCHED ACCESS LINES												
Central Office	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-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												
MANSON												

WASHINGTON STATE SWITCHED ACCESS LINES												
Central Office	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07
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												

VzNw Trbl 12mo												
WASHINGTON STATE PUC REPORT												
ner Network Trouble Per 100 Switched Access Lines												
Threshold is less than = 4 * With Allowed Trouble codes Excluded												
CENTRAL OFF. LOCATION	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-07 *	Jun-07 *	Jul-07 *	Aug-07 *	Sep-07 *	Oct-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
MANSON												NW1MNSN
MAPLE FALLS												NW1MPFL

WASHINGTON STATE PUC REPORT												
ner Network Trouble Per 100 Switched Access Lines												
Threshold is less than = 4 * With Allowed Trouble codes Excluded												
CENTRAL OFF. LOCATION	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-07 *	Jun-07 *	Jul-07 *	Aug-07 *	Sep-07 *	Oct-07 *
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												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 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
 mer Network Trouble Per 100 Switched Access Lines

		Oct-07	Oct-07	Oct-07
Central Office	CO Code	Sw Lns	Total Rpts	Trbl/ 100
ACME				
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			

Washington State PUC Report
 mer Network Trouble Per 100 Switched Access Lines

		Oct-07	Oct-07	Oct-07
Central Office	CO Code	Sw Lns	Total Rpts	Trbl/ 100
LYMAN	NW1HMTN			
LYNDEN	NW1LYND			
MALDEN	NW1MLDN			
MANOR WAY	NW1MRWY			
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	NW1WDLN			
Washington State:				