

Docket No. UT-090842
Verizon Responses to Public Counsel Data Requests Nos. 129 - 177
August 5, 2009

PUBLIC COUNSEL DATA REQUEST NO. 129:

Provide a copy of any communication from the WUTC Staff concerning Verizon's customer complaint or service quality trends or developments (other than relating to the specific resolution of an individual customer complaint) received by Verizon since January 1, 2006 and, where relevant, provide Verizon's response.

Response:

Applicants assert Objection Nos. 3, 7, 8. Subject to and without waiver of its objections, Verizon responds as follows:

With regard to WUTC Staff inquiries about customer complaints, see Verizon's Response to Public Counsel Request No. 133.

See Attachment "WA PC Set3 VZ129 Attach1 service quality communications" for WUTC Staff inquiries about service quality.

Prepared By: James Miggans
Date: August 5, 2009
Witness: To be determined

Potter, Richard E (RICHARD)

From: Potter, Richard E (RICHARD)
Sent: Wednesday, April 29, 2009 3:22 PM
To: Potter, Richard E (RICHARD); 'Russell, Kristen (UTC)'
Subject: RE: Questions regarding SQ reports

Kristen -

Another update.

Turns out the system that generates the appointments report was pulling the completion time for fiber-based services installation appointments instead of the arrival time. While an IT fix will take some time, starting with the March report our folks are manually extracting this information, and that produces a significantly lower missed appointment rate.

Richard E. Potter
Public Affairs, Policy & Communications (Northwest)
Verizon
425-261-5006

From: Potter, Richard E (RICHARD)
Sent: Friday, April 03, 2009 9:41 AM
To: 'Russell, Kristen (UTC)'
Subject: RE: Questions regarding SQ reports

Hi, Kristen -

An update:

Our folks discovered that the separate system/database that tracks installation orders for services provided over our fiber optic (aka "FiOS") facilities is not accurately showing the arrival time and whether an appointment time was met. So, we think our appointments met performance is better than has been showing up on the monthly reports. I had hoped to get you restated numbers for at least a recent month by now, but it looks like some IT changes will be needed that have to go through the design, development, testing and release process.

I'll keep you posted.

Richard E. Potter
Public Affairs, Policy & Communications (Northwest)
Verizon
425-261-5006; fax 425-261-5262

From: Potter, Richard E (RICHARD)
Sent: Thursday, March 19, 2009 7:57 AM
To: 'Russell, Kristen (UTC)'
Subject: RE: Questions regarding SQ reports

Good morning -

4/29/2009

Just a quick note to let you know we have not forgotten about your last question. Our people had been doing some research on that in any event. They're now trying to run down a systems question but have to wait in line for some IT work.

Richard E. Potter
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From: Russell, Kristen (UTC) [mailto:krussell@utc.wa.gov]
Sent: Tuesday, February 03, 2009 9:59 AM
To: Potter, Richard E (RICHARD)
Subject: Questions regarding SQ reports

Hi Richard –

I have a few questions regarding the a few of the SQ reports.

- 1) Could you let me know what happened in Naches (August) and Thornton (November), to have a higher than usual TR threshold?
- 2) The 5-day installation for November is barely above the standard, and in December it fell way below the standard. Why?
- 3) The 48-hour repair standard is quite low for December.
- 4) And finally, the missed appointment data for installations has been low for quite some time – any insight into why the numbers are low, would be helpful. I do realize from past conversations, that Verizon attempts to make repair appointments a priority over the installation appointments, but the numbers are still low.

Thanks!!

*Kristen Russell | Regulatory Analyst
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Work Hours: Mon. & Wed., 7:30 AM - 5:00 PM
Tues. & Fri. 7:30 AM - 1:45 PM*