

VERIZON NORTHWEST INC.

WASHINGTON

(New Rule Reporting July 2003)

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

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

| | | | | | | | | | | | | |
|--|------|------|------|------|------|------|------|------|------|------|------|------|
| Total # Fielded Service Orders | 4258 | 3494 | 3871 | 3441 | 3612 | 3637 | 3527 | 3719 | 3314 | 3664 | 3318 | 3034 |
| # Of Service Orders With Appointments | 1131 | 327 | 123 | 194 | 320 | 1075 | 1585 | 1325 | 1191 | 1324 | 1083 | 862 |
| # Of Service Order Appointments Missed | 304 | 71 | 22 | 19 | 63 | 350 | 507 | 297 | 197 | 267 | 265 | 302 |
| # Of Excluded Appointments | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | | | | | | |
|---|------|------|------|------|------|------|------|------|------|------|------|------|
| Total # Dispatched Trouble Tickets | 7716 | 4197 | 4886 | 4055 | 4313 | 4208 | 4929 | 3873 | 3209 | 5498 | 4704 | 5241 |
| # Of Trouble Tickets With 4 Hour Appointments | 30 | 11 | 59 | 198 | 189 | 234 | 246 | 205 | 190 | 280 | 228 | 219 |
| # Of Trouble Ticket Appointments Missed | 5 | 0 | 6 | 15 | 10 | 22 | 15 | 14 | 9 | 18 | 20 | 29 |
| # Of Excluded Appointments | 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 | 5736 | 4777 | 4978 | 4301 | 4619 | 4625 | 4727 | 4962 | 4439 | 4532 | 4001 | 3722 |
| # Due Dated Serv Orders Not Completed In 5 Days | 779 | 356 | 387 | 314 | 358 | 288 | 353 | 626 | 556 | 606 | 522 | 449 |
| # Customer Requested Service Orders Completed | 2031 | 2119 | 2594 | 2316 | 2537 | 2674 | 2290 | 2383 | 1743 | 2083 | 1704 | 1387 |
| # C R Service Order Due Dates Missed | 116 | 64 | 65 | 62 | 63 | 82 | 80 | 76 | 40 | 50 | 74 | 50 |
| % Installation Commitments Met | 88.48% | 93.91% | 94.03% | 94.32% | 94.12% | 94.93% | 93.83% | 90.44% | 90.36% | 90.08% | 89.55% | 90.23% |

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

| | | | | | | | | | | | | |
|--------------------------------------|------|-----|------|------|------|------|------|------|------|------|------|------|
| Network Trouble per 100 Access Lines | 1.57 | 0.9 | 1.06 | 0.63 | 0.66 | 0.66 | 0.78 | 0.73 | 0.58 | 0.81 | 0.68 | 0.77 |
| # Of CO's Missing Objective | 8 | 1 | 1 | 0 | 0 | 2 | 2 | 3 | 0 | 3 | 2 | 1 |

SWITCHING REPORT (WAC 439 sub 7)

| | | | | | | | | | | | | |
|-------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Inter Office Call Completions | 99.79 | 100 | 99.97 | 99.98 | 99.81 | 99.99 | 99.95 | 99.94 | 99.9 | 99.75 | 99.69 | 99.83 |
| Infra Office Call Completions | 99.99 | 100 | 100 | 100 | 99.99 | 99.99 | 99.99 | 100 | 100 | 99.84 | 99.99 | 99.99 |
| Dial Tone W/I 3 Seconds | 99.93 | 99.96 | 99.96 | 99.97 | 99.97 | 99.97 | 99.95 | 99.96 | 99.98 | 99.93 | 99.96 | 99.97 |

TRUNK BLOCKING REPORT (WAC 439 sub 8)

| | | | | | | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| % Trunk Groups Meeting Defined Blocking Criteria | 98.78 | 99.51 | 99.27 | 98.79 | 99.03 | 99.52 | 99.03 | 99.02 | 99.07 | 99.06 | 98.21 | 99.33 |
| # IXC Direct Trunk Grips Exceeding 2% Blocking | 5 | 3 | 4 | 5 | 5 | 3 | 3 | 4 | 4 | 2 | 3 | 4 |

REPAIR REPORT (WAC 439 sub 9)

| | | | | | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| # Of Out Of Service Trouble Reports | 6552 | 3258 | 4167 | 3109 | 3304 | 3330 | 4096 | 3394 | 3086 | 4651 | 3908 | 4678 |
| # OOS Trouble Reports Cleared In 48 Hours | 5290 | 3136 | 3968 | 2946 | 3231 | 3157 | 3700 | 3272 | 3048 | 4572 | 3789 | 4117 |
| # OOS Trouble Reports Not Cleared In 48 Hours | 1262 | 122 | 199 | 163 | 73 | 173 | 396 | 122 | 38 | 79 | 119 | 405 |
| % OOS Trouble Cleared In 48 Hours | 80.74% | 96.26% | 95.22% | 94.76% | 97.79% | 94.80% | 90.33% | 96.41% | 98.77% | 98.30% | 96.95% | 91.34% |
| # 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 | 3440 | 2288 | 2323 | 2178 | 2228 | 2154 | 2304 | 1992 | 2399 | 2865 | 2313 | 2419 |
| # Non-OOS Trouble Rpts Not Cleared In 72 Hours | 3075 | 2232 | 2290 | 2126 | 2206 | 2108 | 2257 | 1962 | 2392 | 2819 | 2296 | 2304 |
| % Non-OOS Trouble Cleared In 72 Hours | 89.39% | 97.55% | 98.58% | 97.61% | 99.01% | 97.86% | 97.96% | 98.49% | 99.71% | 99.09% | 99.27% | 96.32% |
| # OOS Trouble Exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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OBJ

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

Reported To Commission Quarterly: - Mthly Results

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

| Total # Installation Orders Completed | JAN 07 | FEB 07 | MAR 07 | APR 07 | MAY 07 | JUN 07 | JUL 07 | AUG 07 | SEP 07 | OCT 07 | NOV 07 | DEC 07 |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|
| 7767 | 6896 | 7572 | 6617 | 7156 | 7299 | 7017 | 7345 | 6177 | 6615 | 5713 | 5109 | |
| 14 | 13 | 18 | 15 | 16 | 16 | 23 | 18 | 10 | 11 | 2 | 0 | |
| 99.82% | 99.81% | 99.76% | 99.77% | 99.78% | 99.78% | 99.67% | 99.75% | 99.84% | 99.83% | 99.96% | 100.00% | |

Reported To Commission Quarterly:

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

| Total # Installation Orders Completed | JAN 07 | FEB 07 | MAR 07 | APR 07 | MAY 07 | JUN 07 | JUL 07 | AUG 07 | SEP 07 | OCT 07 | NOV 07 | DEC 07 |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 22235 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 | 45 |
| 99.80% | | | | | | | | | | | | |

Reported To Commission Every Six Months: - Mthly Results

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)

| Total # Installation Orders Completed | JAN 07 | FEB 07 | MAR 07 | APR 07 | MAY 07 | JUN 07 | JUL 07 | AUG 07 | SEP 07 | OCT 07 | NOV 07 | DEC 07 |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|---------|--------|
| 7767 | 6896 | 7572 | 6617 | 7156 | 7299 | 7017 | 7345 | 6177 | 6615 | 5713 | 5109 | |
| 2 | 3 | 3 | 5 | 5 | 4 | 4 | 1 | 1 | 0 | 5 | 0 | |
| 99.97% | 99.96% | 99.96% | 99.92% | 99.93% | 99.95% | 99.94% | 99.99% | 99.98% | 100.00% | 99.91% | 100.00% | |

Reported To Commission Every Six Months:

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)

| Total # Installation Orders Completed | JAN 07 | FEB 07 | MAR 07 | APR 07 | MAY 07 | JUN 07 | JUL 07 | AUG 07 | SEP 07 | OCT 07 | NOV 07 | DEC 07 |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 43307 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 |
| 99.95% | | | | | | | | | | | | |