



Verizon Northwest Inc.

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January 30, 2008

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: November 2007 Service Quality Report - Supplement

Dear Ms. Washburn:

This supplements our Service Quality Performance Report for November 2007. As stated in our December 27, 2007 cover letter, we were not then able to produce two of our normal schedules that include numbers of switched access lines. Enclosed is a document that explains and updates that situation and describes the schedules that we are able to produce (enclosed).

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,

A handwritten signature in black ink that reads "Richard E. Potter".

Richard E. Potter
Director
Public Affairs, Policy & Communications

Enclosures

**SUPPLEMENT TO NOVEMBER 2007 SERVICE QUALITY REPORT
VERIZON NORHTEST INC.**

January 30, 2008

A problem with the system used by the Company to produce its monthly service quality reports prevented extraction of switched access line counts for November 2007. The Company has to date not been able to correct this problem, but accurate line counts for December have been extracted and included in the Company's report that was filed on January 29, 2008.

These switched access line counts are used to calculate and report "trouble per 100 lines" pursuant to WAC 480-120-439(6). As required by the rule, the Company's monthly reports to the Commission include a schedule showing the switched access line count for each central office, the number of trouble reports for each central office and the "trouble per 100" figure for each office for the month. The Company has also been including schedules showing a rolling twelve months of line counts by central office and a rolling twelve months of "trouble per 100" figures by central office.

With our November 2007 report we included only the schedule showing the 12 months of "trouble per 100" figures. The October 2007 line counts were used to produce the November 2007 column. This showed two small central offices as missing the objective, and we included the required explanation in our report's cover letter. The Company reviewed the October-based results and concluded that the likely change in line counts for November would not have changed the result: these two offices would still have missed the objective and all other offices would have been in compliance. A review of the situation in light of the December line counts confirms this conclusion.

Enclosed are the two missing schedules. The 12 month schedule uses the October line counts in the November column. The one month schedule also shows the December line counts.