



**Verizon Northwest Inc.**

1800 – 41<sup>st</sup> Street, WA0105RA  
P. O. Box 1003  
Everett, WA 98206-1003  
Fax: 425-261-5262

March 3, 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: **January 2008 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](mailto: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

**NORTHWEST DIVISION  
2007 COMMISSION PERSPECTIVE**

**WASHINGTON**

(New Rule Reporting July 2003)

**Reported To Commission Monthly:**

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

	FEB 07	MAR 07	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08
Total # Fielded Service Orders	3494	3871	3441	3612	3637	3527	3719	3314	3664	3318	3034	3342
# Of Service Orders With Appointments	327	123	194	320	1075	1585	1325	1191	1324	1083	862	1122
# Of Service Order Appointments Missed	71	22	19	63	350	507	297	197	267	265	302	326
# 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	4197	4886	4055	4313	4208	4929	3873	3209	5498	4704	5241	4994
# Of Trouble Ticket Appointments Missed	11	59	198	189	234	246	205	190	280	228	219	231
# 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	4777	4978	4301	4619	4625	4727	4962	4439	4532	4001	3722	4297
# Due Dated Serv Orders Not Completed In 5 Days	356	387	314	358	288	353	626	556	606	522	449	360
# Customer Requested Service Orders Completed	2119	2594	2316	2537	2674	2290	2383	1743	2083	1704	1387	1344
# C R Service Order Due Dates Missed	64	65	62	63	82	80	76	40	50	74	50	61
% Installation Commitments Met	93.91%	94.03%	94.32%	94.12%	94.93%	93.83%	90.44%	90.36%	90.08%	89.55%	90.23%	92.54%

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

Network Trouble per 100 Access Lines	0.9	1.06	0.63	0.66	0.66	0.78	0.73	0.58	0.81	0.68	0.77	0.75
# Of CO's Missing Objective	1	1	0	0	2	2	3	0	3	2	1	0

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

Inter Office Call Completions	100	99.97	99.98	99.81	99.99	99.95	99.94	99.9	99.75	99.69	99.83	99.7
Intra Office Call Completions	100	100	100	99.99	99.99	99.99	100	100	99.84	99.99	99.99	99.98
Dial Tone W/ 3 Seconds	99.96	99.96	99.97	99.97	99.97	99.95	99.96	99.98	99.93	99.96	99.97	99.97

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

% Trunk Groups Meeting Defined Blocking Criteria	99.51	99.27	98.79	99.03	99.52	99.03	99.02	99.07	99.06	98.21	99.33	98.89
# IXC Direct Trunk Grps Exceeding 2% Blocking	3	4	5	5	3	3	4	4	2	3	4	5

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

# Of Out Of Service Trouble Reports	3258	4167	3109	3304	3330	4096	3394	3086	4651	3908	4678	4008
# OOS Trouble Reports Cleared In 48 Hours	3136	3968	2946	3231	3157	3700	3272	3048	4572	3789	4117	3767
# OOS Trouble Reports Not Cleared In 48 Hours	122	199	163	73	173	396	122	38	79	119	405	241
% OOS Trouble Cleared In 48 Hours	96.26%	95.22%	94.76%	97.79%	94.80%	90.33%	96.41%	98.77%	98.30%	96.95%	91.34%	93.99%
# 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	2288	2323	2178	2228	2154	2304	1992	2399	2865	2313	2419	2340
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2232	2290	2126	2206	2108	2257	1962	2392	2819	2296	2304	2298
# Non-OOS Trouble Rpts Cleared In 72 Hours	56	33	52	22	46	47	30	7	26	17	89	42
# Non-OOS Trouble Cleared In 72 Hours	97.55%	98.58%	97.61%	99.01%	97.86%	97.96%	98.49%	99.71%	99.09%	99.27%	96.32%	98.21%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	5



1/21/2008

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW011286	EVRTWAXA03T	MRWYWAXACG0	77	AFDT	432	2.19	26.26	17	Blocked due to telemarketing mass calling event	
GW026925	EVRTWAXA03T	KRLDWAXXDS0	77	AFDT	360	1.88	22.62	10	Blocked due to telemarketing mass calling event	
GW058753	SOLKWAXXDS1	WNTCWAXX01T	77	AFDT	168	4.55	63.98	19	Blocking due to span trouble. Trouble resolved	
GW080650	EVRTWAAPS0	EVRTWAXA03T	77	AFDT	408	2.13	42.62	10	Blocked due to telemarketing mass calling event	
GW150134	MTVRWAXX05T	STTNWAHODS6	77	DFTU	72	8.19	81.82	14	Blocking due to undertrunked. +48 cmp, no other blocking	

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	AFDT	24	20.43	56.15	22		
GW079273	MTVRWAXX05T	RDMDWAJE1MD	77	AFTF	24	13.59	28.99	16		
GW025628	EWNCWAAA1MD	KNWCWAXA01T	77	AFDT	120	6.66	20.41	19		