



**Verizon Northwest Inc.**

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Fax: 425-261-5262

March 31, 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: **February 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

Verizon Northwest Inc. WASHINGTON

OBJ	MAR07	APR07	MAY07	JUN07	JUL07	AUG07	SEP07	OCT07	NOV07	DEC07	JAN08	FEB08
<b>Reported To Commission Monthly:</b>												
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>												
Total # Fielded Service Orders	3871	3441	3612	3637	3527	3719	3314	3664	3318	3034	3342	2812
# Of Service Orders With Appointments	123	194	320	1075	1585	1325	1191	1324	1083	862	1122	989
# Of Service Order Appointments Missed	22	19	63	350	507	297	197	267	265	302	326	217
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4886	4055	4313	4208	4929	3873	3209	5498	4704	5241	4994	4536
# Of Trouble Tickets With 4 Hour Appointments	59	198	189	234	246	205	190	280	228	219	231	183
# Of Trouble Ticket Appointments Missed	6	15	10	22	15	14	9	18	20	29	20	15
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
<b>INSTALL OF BASIC SERVICE (WAC 439 sub 4)</b>												
# Due Dated Installation Service Orders	4978	4301	4619	4625	4727	4962	4439	4532	4001	3722	4297	4008
# Due Dated Serv Orders Not Completed In 5 Days	387	314	358	288	353	626	556	606	522	449	360	449
# Customer Requested Service Orders Completed	2594	2316	2537	2674	2290	2383	1743	2083	1704	1387	1344	1309
# C R Service Order Due Dates Missed	65	62	63	82	80	76	40	50	74	50	61	28
% Installation Commitments Met	90%	94.03%	94.32%	94.93%	93.83%	90.44%	90.36%	90.08%	89.55%	90.23%	92.54%	91.03%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>												
Network Trouble per 100 Access Lines	4.00	1.06	0.63	0.66	0.78	0.73	0.58	0.81	0.68	0.77	0.74	0.63
# Of CO's Missing Objective	0	1	0	2	2	3	0	3	2	1	1	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>												
Inter Office Call Completions	99%	99.97	99.98	99.99	99.95	99.94	99.9	99.75	99.69	99.83	99.7	99.97
Intra Office Call Completions	99%	100	99.99	99.99	99.99	100	100	99.84	99.99	99.99	99.98	100
Dial Tone W/ 3 Seconds	98%	99.96	99.97	99.97	99.95	99.96	99.98	99.93	99.96	99.97	99.97	99.97
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>												
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.27	98.79	99.52	99.03	99.02	99.07	99.06	98.21	99.33	98.89	99.33
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	4	5	3	3	4	4	2	3	4	3	3
<b>REPAIR REPORT (WAC 439 sub 9)</b>												
# Of Out Of Service Trouble Reports	4167	3109	3304	3330	4096	3394	3086	4651	3908	4678	4008	3823
# OOS Trouble Reports Cleared In 48 Hours	3968	2946	3231	3157	3700	3272	3048	4572	3789	4117	3767	3612
# OOS Trouble Reports Not Cleared In 48 Hours	0	199	73	173	396	122	38	79	119	405	241	211
% OOS Trouble Cleared In 48 Hours	100%	95.22%	94.76%	94.80%	90.33%	96.41%	98.77%	98.30%	96.95%	91.34%	93.99%	94.48%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2323	2178	2228	2154	2304	1992	2399	2865	2313	2419	2340	2262
# Non-OOS Trouble Rpts Cleared In 72 Hours	2290	2126	2206	2108	2257	1962	2392	2819	2296	2304	2298	2217
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	33	52	46	47	30	7	26	17	89	42	45
% Non-OOS Trouble Cleared In 72 Hours	100%	98.58%	97.61%	97.86%	97.96%	98.49%	99.71%	99.09%	99.27%	96.32%	98.21%	98.01%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	5	1



Trunk Group Detail WAC 480-120-401 (3)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW058753	SOLKWAXXDS1	WNTCWAXX01T	77	AFDT	168	1.8	35.93	19	Peaked calling 2/13/08 @19:00, no other blkg, telemarketing even
GW012070	EVRTWAXA03T	RCBHWAXXDS1	77	AFDT	312	0.68	64.44	13	Blocked due to telemarketing mass calling event
GW069856	WNTCWABADS0	WNTCWAXX01T	77	DFDT	192	0.66	11.7	10	Blocking 1day only, peaked calling 2/11 @10:00AM

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	AFID	24	16.11	40.41	9	
GW079273	MTVRWAXX05T	RDMDWAJE1MD	77	AFTF	24	16.59	43.61	16	
GW027444	KNWCWAAZ1MD	KNWCWAXXADS1	77	AFID	14	6.25	100	16	