



Verizon Northwest Inc.

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Fax: 425-261-5262

April 29, 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: **March 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.

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
2008 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ

Reported To Commission Monthly

MISSED APPOINTMENTS (WAC 439 sub 3)

	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08
Total # Fielded Service Orders	3441	3612	3637	3527	3719	3314	3664	3318	3034	3342	2812	2752
# Of Service Orders With Appointments	194	320	1075	1585	1325	1191	1324	1083	862	1122	989	1114
# Of Service Order Appointments Missed	19	63	350	507	297	197	267	265	302	326	217	300
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08
Total # Dispatched Trouble Tickets	4055	4313	4208	4929	3873	3209	5498	4704	5241	4994	4536	3543
# Of Trouble Tickets With 4 Hour Appointments	198	189	234	246	205	190	280	228	219	231	183	159
# Of Trouble Ticket Appointments Missed	15	10	22	15	14	9	18	20	29	20	15	13
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

INSTALL OF BASIC SERVICE (WAC 439 sub 4)

	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08
# Due Dated Installation Service Orders	4301	4619	4625	4727	4962	4439	4532	4001	3722	4297	4008	3883
# Due Dated Serv Orders Not Completed In 5 Days	314	358	288	353	626	556	606	522	449	360	449	282
# Customer Requested Service Orders Completed	2316	2537	2674	2290	2383	1743	2083	1704	1387	1344	1309	1439
# C R Service Order Due Dates Missed	62	63	82	80	76	40	50	74	50	61	28	39
% Installation Commitments Met	94.32%	94.12%	94.93%	93.83%	90.44%	90.36%	90.08%	89.55%	90.23%	92.54%	91.03%	93.97%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08
Network Trouble per 100 Access Lines	0.63	0.66	0.66	0.78	0.73	0.58	0.81	0.68	0.77	0.74	0.63	0.58
# Cos missing obj 2 consec mos or 4 in 12 mos.	0	0	0	0	1	0	0	2	1	0	0	0

SWITCHING REPORT (WAC 439 sub 7)

	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08
Inter Office Call Completions	99.98	99.81	99.99	99.95	99.94	99.9	99.75	99.69	99.83	99.7	99.97	99.97
Intra Office Call Completions	100	99.99	99.99	99.99	100	100	99.84	99.99	99.99	99.98	100	100
Dial Tone W/I 3 Seconds	99.97	99.97	99.97	99.95	99.96	99.98	99.93	99.96	99.97	99.97	99.97	99.96

TRUNK BLOCKING REPORT (WAC 439 sub 8)

	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08
% Trunk Groups Meeting Defined Blocking Criteria	98.79	99.03	99.52	99.03	99.02	99.07	99.06	98.21	99.33	98.89	99.33	99.56

REPAIR REPORT (WAC 439 sub 9)

	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08
# Of Out Of Service Trouble Reports	3109	3304	3330	4096	3394	3086	4651	3908	4678	4008	3823	2831
# OOS Trouble Reports Cleared In 48 Hours	2946	3231	3157	3700	3272	3048	4572	3789	4117	3767	3612	2780
# OOS Trouble Reports Not Cleared In 48 Hours	163	73	173	396	122	38	79	119	405	241	211	51
% OOS Trouble Cleared In 48 Hours	94.76%	97.79%	94.80%	90.33%	96.41%	98.77%	98.30%	96.95%	91.34%	93.99%	94.48%	98.20%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	8
# Of Non-Out Of Service Trouble Reports	2178	2228	2154	2304	1992	2399	2865	2313	2419	2340	2262	2021
# Non-OOS Trouble Rpts Cleared In 72 Hours	2126	2206	2108	2257	1962	2392	2819	2296	2304	2298	2217	1981
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	52	22	46	47	30	7	26	17	89	42	45	40
% Non-OOS Trouble Cleared In 72 Hours	97.61%	99.01%	97.86%	97.96%	98.49%	99.71%	99.09%	99.27%	96.32%	98.21%	98.01%	98.02%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	5	1	0

NORTHWEST DIVISION
2008 COMMISSION PERSPECTIVE

WASHINGTON

OBJ

APR 07 MAY 07 JUN 07 JUL 07 AUG 07 SEP 07 OCT 07 NOV 07 DEC 07 JAN 08 FEB 08 MAR 08

Reported To Commission Quarterly: - Mthly Results

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

Total # Installation Orders Completed	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08
	6617	7156	7299	7017	7345	6177	6615	5713	5109	5641	5317	5322
% Of Installation Orders Not Completed In 90 Days	15	16	16	23	18	10	11	2	0	0	0	0
% Orders Completed In 90 Days	99.77%	99.78%	99.78%	99.67%	99.75%	99.84%	99.83%	99.96%	100.00%	100.00%	100.00%	100.00%

Reported To Commission Quarterly:

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

Total # Installation Orders Completed	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08
	21072	20539	17437	16280								
# Of Installation Orders Not Completed In 90 Days	47	51	13	0								0
% Orders Completed In 90 Days	99.78%	99.75%	99.93%	100.00%								100.00%

Exception Reporting

MAJOR OUTAGES (WAC 438 sub 5)

Exception Only

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