



Verizon Northwest Inc.

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May 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: April 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

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

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

Total # Fielded Service Orders	3612	3637	3527	3719	3314	3664	3318	3034	3342	2812	2752	2864
# Of Service Orders With Appointments	320	1075	1585	1325	1191	1324	1083	862	1122	989	1114	1055
# Of Service Order Appointments Missed	63	350	507	297	197	267	265	302	326	217	300	331
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4313	4208	4929	3873	3209	5498	4704	5241	4994	4536	3543	3907
# Of Trouble Tickets With 4 Hour Appointments	189	234	246	205	190	280	228	219	231	183	159	151
# Of Trouble Ticket Appointments Missed	10	22	15	14	9	18	20	29	20	15	13	23
# 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	4619	4625	4727	4962	4439	4532	4001	3722	4297	4008	3883	3084
# Due Dated Serv Orders Not Completed In 5 Days	358	288	353	626	556	606	522	449	360	449	282	190
# Customer Requested Service Orders Completed	2537	2674	2290	2383	1743	2083	1704	1387	1344	1309	1439	1084
# C R Service Order Due Dates Missed	63	82	80	76	40	50	74	50	61	28	39	10
% Installation Commitments Met	94.12%	94.93%	93.83%	90.44%	90.36%	90.08%	89.55%	90.23%	92.54%	91.03%	93.97%	95.20%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	0.66	0.66	0.78	0.73	0.58	0.81	0.68	0.77	0.74	0.63	0.58	0.58
# Of CO's Missing Objective	0	0	0	1	0	0	2	1	0	0	0	2

SWITCHING REPORT (WAC 439 sub 7)

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

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99.03	99.52	99.03	99.02	99.07	99.06	98.21	99.33	98.89	99.33	99.56	99.78
# Of Out Of Service Trouble Reports	3304	3330	4096	3394	3086	4651	3908	4678	4008	3823	2831	3174
# OOS Trouble Reports Cleared In 48 Hours	3231	3157	3700	3272	3048	4572	3789	4117	3767	3612	2780	3091
# OOS Trouble Reports Not Cleared In 48 Hours	73	173	396	122	38	79	119	405	241	211	51	83
% OOS Trouble Cleared In 48 Hours	97.79%	94.80%	90.33%	96.41%	98.77%	98.30%	96.95%	91.34%	93.99%	94.48%	98.20%	97.39%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	8	0

# Of Non-Out Of Service Trouble Reports	2228	2154	2304	1992	2399	2865	2313	2419	2340	2262	2021	2093
# Non-OOS Trouble Rpts Cleared In 72 Hours	2206	2108	2257	1962	2392	2819	2296	2304	2298	2217	1981	2068
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	22	46	47	30	7	26	17	89	42	45	40	25
% Non-OOS Trouble Cleared In 72 Hours	99.01%	97.86%	97.96%	98.49%	99.71%	99.09%	99.27%	96.32%	98.21%	98.01%	98.02%	98.81%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	5	1	0	0

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW011274	ARTNWAXXDS1	EVRTWAXA03T	77	AFTD	432	2.76	54.52	16	Mass calling event on 4/14 @ 1600.	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW084646	EVRTWAXATMD	EVRTWAXA03T	77	AFTD	384	3.83	9.2	10		
GW080972	MTVRWAXX05T	STTLWA0101Z	77	AFTD	22	4.41	100	6		