



**Verizon Northwest Inc.**

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Everett, WA 98206-1003  
Fax: 425-261-5262

June 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: **May 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





Trunk Group Detail WAC 480-120-401 (3)

| TGID     | CLL1-A      | CLL1-Z       | DIR | TRF TYPE | TRKS | % BLK ABH | % BLK PEAK | PBH | ACTION TAKEN   |
|----------|-------------|--------------|-----|----------|------|-----------|------------|-----|--|
| GW069871 | WN1CWABADSO | WN1CWAXX01T  | 77  | AFTU     | 168  | 1.22      | 18.99      | 14  | +24=192 DD 6/19/08. Increase in traffic to CLEC                  |
| GW150199 | LSANCARCDSH | MTV/RWAXX05T | 77  | AFTU     | 24   | 1.94      | 87.1       | 20  | Overflows on May 26-27, none since, requested CLEC augment group |

Trunk Group Detail WAC 480-120-401 (5)

| TGID     | CLL1-A       | CLL1-Z       | DIR | TRF TYPE | TRKS | % BLK ABH | % BLK PEAK | PBH |
|----------|--------------|--------------|-----|----------|------|-----------|------------|-----|
| GW084646 | EV/R1WAXATMD | EV/R1WAXA03T | 77  | AFTD     | 384  | 5.73      | 10.62      | 10  |
| GW069009 | MTV/RWAXX05T | STTLWAWB2MD  | 77  | AFTD     | 24   | 5         | 100        | 13  |
| GW078943 | MTV/RWAXX1JB | STTLWA056MD  | 7-  | DFEH     | 24   | 10        | 100        | 16  |

**NORTHWEST DIVISION  
2008 COMMISSION PERSPECTIVE**

**WASHINGTON**

**OBJ**

**Reported To Commission Monthly:**

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

|  | JUN 07 | JUL 07 | AUG 07 | SEP 07 | OCT 07 | NOV 07 | DEC 07 | JAN 08 | FEB 08 | MAR 08 | APR 08 | MAY 08 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total # Fielded Service Orders         | 3637   | 3527   | 3719   | 3314   | 3664   | 3318   | 3034   | 3342   | 2812   | 2752   | 2864   | 2036   |
| # Of Service Orders With Appointments  | 1075   | 1585   | 1325   | 1191   | 1324   | 1083   | 862    | 1122   | 989    | 1114   | 1055   | 752    |
| # Of Service Order Appointments Missed | 350    | 507    | 297    | 197    | 267    | 265    | 302    | 326    | 217    | 300    | 331    | 244    |
| # 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 | 4208 | 4929 | 3873 | 3209 | 5498 | 4704 | 5241 | 4994 | 4536 | 3543 | 3907 | 3710 |
| # Of Trouble Ticket Appointments Missed       | 234  | 246  | 205  | 190  | 280  | 228  | 219  | 231  | 183  | 159  | 151  | 178  |
| # Of Excluded Appointments                    | 22   | 15   | 14   | 9    | 18   | 20   | 29   | 20   | 15   | 13   | 23   | 16   |
|   | 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         | 4625   | 4727   | 4962   | 4439   | 4532   | 4001   | 3722   | 4297   | 4008   | 3883   | 3084   | 2552   |
| # Due Dated Serv Orders Not Completed In 5 Days | 288    | 353    | 626    | 556    | 606    | 522    | 449    | 360    | 449    | 282    | 190    | 189    |
| # Customer Requested Service Orders Completed   | 2674   | 2290   | 2383   | 1743   | 2083   | 1704   | 1387   | 1344   | 1309   | 1439   | 1084   | 988    |
| # C R Service Order Due Dates Missed            | 82     | 80     | 76     | 40     | 50     | 74     | 50     | 61     | 28     | 39     | 10     | 24     |
| % Installation Commitments Met                  | 94.93% | 93.83% | 90.44% | 90.36% | 90.08% | 89.55% | 90.23% | 92.54% | 91.03% | 93.97% | 95.20% | 93.98% |

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

|   |      |      |      |      |      |      |      |      |      |      |      |      |
|---|------|------|------|------|------|------|------|------|------|------|------|------|
| Network Trouble per 100 Access Lines              | 0.66 | 0.78 | 0.73 | 0.58 | 0.81 | 0.68 | 0.77 | 0.74 | 0.63 | 0.58 | 0.58 | 0.57 |
| #Cos missing obj 2 consecutive mos or 4 in 12 mos | 0    | 0    | 1    | 0    | 0    | 2    | 1    | 0    | 0    | 0    | 2    | 0    |

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

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

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

|  |       |       |       |       |       |       |       |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| % Trunk Groups Meeting Defined Blocking Criteria | 99.52 | 99.03 | 99.02 | 99.07 | 99.06 | 98.21 | 99.33 | 98.89 | 99.33 | 99.56 | 99.78 | 99.54 |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|

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

|  |        |        |        |        |        |        |        |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| # Of Out Of Service Trouble Reports            | 3330   | 4096   | 3394   | 3086   | 4651   | 3908   | 4678   | 4008   | 3823   | 2831   | 3174   | 3162   |
| # OOS Trouble Reports Cleared In 48 Hours      | 3157   | 3700   | 3272   | 3048   | 4572   | 3789   | 4117   | 3767   | 3612   | 2780   | 3091   | 3078   |
| # OOS Trouble Reports Not Cleared In 48 Hours  | 173    | 396    | 122    | 38     | 79     | 119    | 405    | 241    | 211    | 51     | 83     | 84     |
| % OOS Trouble Cleared In 48 Hours              | 94.80% | 90.33% | 96.41% | 98.77% | 98.30% | 96.95% | 91.34% | 93.99% | 94.48% | 98.20% | 97.39% | 97.34% |
| # OOS Trouble Exempted                         | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 8      | 0      | 0      |
| # Of Non-Out Of Service Trouble Reports        | 2154   | 2304   | 1992   | 2399   | 2865   | 2313   | 2419   | 2340   | 2262   | 2021   | 2093   | 2074   |
| # Non-OOS Trouble Rpts Cleared In 72 Hours     | 2108   | 2257   | 1962   | 2392   | 2819   | 2296   | 2304   | 2298   | 2217   | 1981   | 2068   | 2023   |
| # Non-OOS Trouble Rpts Not Cleared In 72 Hours | 46     | 47     | 30     | 7      | 26     | 17     | 89     | 42     | 45     | 40     | 25     | 51     |
| % Non-OOS Trouble Cleared In 72 Hours          | 97.86% | 97.96% | 98.49% | 99.71% | 99.09% | 99.27% | 96.32% | 98.21% | 98.01% | 98.02% | 98.81% | 97.54% |
| # OOS Trouble Exempted                         | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 5      | 1      | 0      | 0      | 0      |

