



Verizon Northwest Inc.

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Fax: 425-261-5262

July 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: **June 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)

	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08
Total # Fielded Service Orders	3527	3719	3314	3664	3318	3034	3342	2812	2752	2864	2036	2847
# Of Service Orders With Appointments	1585	1325	1191	1324	1083	862	1122	989	1114	1055	752	1202
# Of Service Order Appointments Missed	507	297	197	267	265	302	326	217	300	331	244	455
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4929	3873	3209	5498	4704	5241	4994	4536	3543	3907	3710	4307
# Of Trouble Tickets With 4 Hour Appointments	246	205	190	280	228	219	231	183	159	151	178	192
# Of Trouble Ticket Appointments Missed	15	14	9	18	20	29	20	15	13	23	16	34
# 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	4727	4962	4439	4532	4001	3722	4297	4008	3883	3084	2552	2437
# Due Dated Serv Orders Not Completed In 5 Days	353	626	556	606	522	449	360	449	282	190	189	240
# Customer Requested Service Orders Completed	2290	2383	1743	2083	1704	1387	1344	1309	1439	1084	988	989
# C R Service Order Due Dates Missed	80	76	40	50	74	50	61	28	39	10	24	22
#COs missing obj 2 consecutive mos or 4 in 12 mos	93.83%	90.44%	90.36%	90.08%	89.55%	90.23%	92.54%	91.03%	93.97%	95.20%	93.98%	92.35%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	0.78	0.73	0.58	0.81	0.68	0.77	0.74	0.63	0.58	0.58	0.57	0.67
# Of CO's Missing Objective	0	1	0	3	2	1	1	0	0	2	0	0

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions	99.95	99.94	99.9	99.75	99.69	99.83	99.7	99.97	99.97	99.93	99.98	100
Intra Office Call Completions	99.99	100	100	99.84	99.99	99.99	99.98	100	100	99.99	99.99	99.99
Dial Tone W/1 3 Seconds	99.95	99.96	99.98	99.93	99.96	99.97	99.97	99.97	99.96	99.95	99.97	99.96

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99.03	99.02	99.07	99.06	98.21	99.33	98.89	99.33	99.56	99.78	99.54	99.31
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REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	4096	3394	3086	4651	3908	4678	4008	3823	2831	3174	3162	3686
# OOS Trouble Reports Cleared In 48 Hours	3700	3272	3048	4572	3789	4117	3767	3612	2780	3091	3078	3531
# OOS Trouble Reports Not Cleared In 48 Hours	396	122	38	79	119	405	241	211	51	83	84	155
% OOS Trouble Cleared In 48 Hours	90.33%	96.41%	98.77%	98.30%	96.95%	91.34%	93.99%	94.48%	98.20%	97.39%	97.34%	95.79%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	8	0	0	0

Of Non-Out Of Service Trouble Reports

# Of Non-Out Of Service Trouble Reports	2304	1992	2399	2865	2313	2419	2340	2262	2021	2093	2074	2085
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Non-OOS Trouble Rpts Cleared In 72 Hours

# Non-OOS Trouble Rpts Cleared In 72 Hours	2257	1962	2392	2819	2296	2304	2288	2217	1981	2068	2023	2021
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Non-OOS Trouble Rpts Not Cleared In 72 Hours

# Non-OOS Trouble Rpts Not Cleared In 72 Hours	47	30	7	26	17	89	42	45	40	25	51	64
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% Non-OOS Trouble Cleared In 72 Hours

% Non-OOS Trouble Cleared In 72 Hours	97.96%	98.49%	99.71%	99.09%	99.27%	96.32%	98.21%	98.01%	98.02%	98.81%	97.54%	96.93%
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OOS Trouble Exempted

# OOS Trouble Exempted	0	0	0	0	0	0	5	1	0	0	0	0
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NORTHWEST DIVISION
2008 COMMISSION PERSPECTIVE

WASHINGTON

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

Reported To Commission Quarterly: - Mthly Results
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)
 Total # Installation Orders Completed
 # Of Installation Orders Not Completed In 90 Days
 % Orders Completed In 90 Days

Reported To Commission Quarterly:
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)
 Total # Installation Orders Completed
 # Of Installation Orders Not Completed In 90 Days
 % Orders Completed In 90 Days

Reported To Commission Every Six Months: - Mthly Results
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)
 Total # Installation Orders Completed
 # Of Inst Orders Not Completed In 180 Days
 % Orders Completed In 180 Days

Reported To Commission Every Six Months:
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)
 Total # Installation Orders Completed
 # Of Inst Orders Not Completed In 180 Days
 % Orders Completed In 180 Days

Raw Data Only	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08
20539	7017	7345	6177	6615	5713	5109	5641	5317	5322	4168	3542	3426
51	23	18	10	11	2	0	0	0	0	0	0	0
99.75%	99.67%	99.75%	99.84%	99.83%	99.96%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
17437	7017	7345	6177	6615	5713	5109	5641	5317	5322	4168	3542	3426
13	4	1	1	0	5	0	0	0	0	0	0	0
99.93%	99.94%	99.99%	99.98%	100.00%	99.91%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
37976	Raw Data Only											
11	0											
99.97%	100%											
27416	Raw Data Only											
0	0											
100.00%	100.00%											

Verizon Northwest - Washington Trunk Group Performance Report
Actual - Year 2008

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total # of Trunk Groups Reported WAC 480-120-401 (3)	427	428	428	431	432	433						
Total # of Trunk Groups that Exceeded defined Blocking Criteria ^{1,2}	5	3	2	1	2	3						
% of Trunk Groups meeting Defined Blocking Criteria	98.83%	99.30%	99.53%	99.77%	99.54%	99.31%						
Number of IXC Direct Trunk Groups Exceeding 2% Blocking WAC 480-120-401 (5) ³	3	3	1	2	3	3						
1 - Blocking criteria for InterToll and InterTandem Trunk groups is B.005.												
2 - Blocking criteria for local and EAS interoffice trunk groups is B.01.												
3 - Verizon provides all IXCs with their monthly performance.												

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW0069871	WNTCWABADSO	WNTCWAXX01T	77	AFTU	168	2.16	16.26	16	Mod blkg in June due to under trunked. ASR 168+24=192 Comp 6/19/08.
GW011274	ARTNWAXXDS1	EVRTWAXXA03T	77	AFDI	432	1.91	38.25	16	On 6/13 at 16:00 1972 blkd calls due to mass call event. No other blkg.

GW079021	EVRTWAXXA03T	STTNWAHODSO	77	AFDI	72	10.99	94.61	20	High level blkg since 6/26 due to under-trunked. Level3 needs to add. Various hours with maintenance usage as well.
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Trunk Group Detail WAC 480-120-401 (5)

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH
GW084646	EVRTWAXATMD	EVRTWAXXA03T	77	AFTD	384	7		10
GW072742	MTVRWAXX05T	STTLWANB2MD	77	AFTD	24	2.49		9
GW079273	MTVRWAXX05T	RDMDWAJE1MD	77	AFTF	24	2.44	2.67	16