



Verizon Northwest Inc.

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October 1, 2008

Washington Utilities and
Transportation Commission
Chandler Plaza Building
1300 S. Evergreen Park Drive SW
P. O. Box 47250
Olympia, Washington 98504-7250

Subject: August 2008 Service Quality Report

To Whom It May Concern:

Please substitute the enclosed summary results sheet for the one previously submitted. It corrects an erroneous number for the July installation results.

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 cursive script that reads "Richard E. Potter".

Richard E. Potter
Director
Public Affairs, Policy & Communications

Enclosures

**NORTHWEST DIVISION
2008 COMMISSION PERSPECTIVE**

WASHINGTON

	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	3314	3664	3318	3034	3342	2812	2752	2864	2036	2847	2371	2379
# Of Service Orders With Appointments	1191	1324	1063	862	1122	989	1114	1055	752	1202	871	1029
# Of Service Order Appointments Missed	197	267	265	302	326	217	300	331	244	455	310	414
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	3209	5498	4704	5241	4994	4536	3543	3907	3710	4307	4691	4208
# Of Trouble Tickets With 4 Hour Appointments	190	280	228	219	231	183	159	151	178	192	290	302
# Of Trouble Ticket Appointments Missed	9	18	20	29	20	15	13	23	16	34	39	30
# 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	4439	4532	4001	3722	4297	4008	3883	3084	2552	2437	2904	2928
# Due Dated Serv Orders Not Completed In 5 Days	556	606	522	449	360	449	282	190	189	240	459	251
# Customer Requested Service Orders Completed	1743	2083	1704	1387	1344	1309	1439	1084	988	989	1151	1162
# C R Service Order Due Dates Missed	40	50	74	50	61	28	39	10	24	22	43	40
% Installation Commitments Met	90.36%	90.08%	89.55%	90.23%	92.54%	91.03%	93.97%	95.20%	93.98%	92.35%	88.21%	92.89%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	0.58	0.81	0.68	0.77	0.74	0.63	0.58	0.58	0.57	0.67	0.71	0.70
# Cos missing obj 2 consecutive mos or 4 in last 12	0	3	2	1	0	0	0	0	0	0	1	0
SWITCHING REPORT (WAC 439 sub 7)												
Inter Office Call Completions	99.9	99.75	99.69	99.83	99.7	99.97	99.97	99.93	99.98	100	99.81	99.91
Intra Office Call Completions	100	99.84	99.99	99.99	99.98	100	100	99.99	99.99	99.99	99.99	99.99
Dial Tone W/I 3 Seconds	99.98	99.93	99.96	99.97	99.97	99.97	99.96	99.95	99.97	99.96	99.96	99.97
TRUNK BLOCKING REPORT (WAC 439 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	99.07	99.06	98.21	99.33	98.89	99.33	99.56	99.78	99.54	99.31	99.08	98.85
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	3086	4651	3908	4678	4008	3823	2831	3174	3162	3686	3797	3492
# OOS Trouble Reports Cleared In 48 Hours	3048	4572	3789	4117	3767	3612	2780	3091	3078	3531	3513	3424
# OOS Trouble Reports Not Cleared In 48 Hours	38	79	119	405	241	211	51	83	84	155	284	68
% OOS Trouble Cleared In 48 Hours	98.77%	98.30%	96.95%	91.34%	93.99%	94.48%	98.20%	97.39%	97.34%	95.79%	92.52%	98.05%
# OOS Trouble Exempted	0	0	0	0	0	0	8	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2399	2865	2313	2419	2340	2262	2021	2093	2074	2085	2122	2073
# Non-OOS Trouble Rpts Cleared In 72 Hours	2392	2819	2296	2304	2298	2217	1981	2068	2023	2021	2019	2013
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	7	26	17	89	42	45	40	25	51	64	103	60
% Non-OOS Trouble Cleared In 72 Hours	99.71%	99.09%	99.27%	96.32%	98.21%	98.01%	98.02%	98.81%	97.54%	96.93%	95.15%	97.11%
# OOS Trouble Exempted	0	0	0	0	5	1	0	0	0	0	0	0