



Verizon Northwest Inc.

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July 30, 2009

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

Subject: June 2009 Service Quality Report

To Whom It May Concern:

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". The signature is written in a cursive, flowing style.

Richard E. Potter
Director
Public Affairs, Policy & Communications

Enclosures

**NORTHWEST DIVISION
2009 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	2371	2379	3043	3388	2071	2624	3910	4058	4566	4494	4155	3969
# Of Service Orders With Appointments	871	1029	1652	1968	1059	1287	2184	2514	2835	2947	2668	2387
# Of Service Order Appointments Missed	310	414	783	977	493	546	1103	828	267	176	93	68
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4691	4208	4018	4109	4216	5247	6768	3477	3963	3741	3446	3723
# Of Trouble Tickets With 4 Hour Appointments	290	302	242	399	485	463	603	431	521	498	459	506
# Of Trouble Ticket Appointments Missed	39	30	22	41	74	83	116	42	51	38	45	44
# 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	2888	2928	2822	2931	2309	2494	2936	3116	3254	3171	2791	2802
# Due Dated Serv Orders Not Completed In 5 Days	443	251	115	269	231	558	622	616	472	452	431	365
# Customer Requested Service Orders Completed	1140	1162	1343	1270	668	767	1141	1244	1492	1614	1361	1571
# C R Service Order Due Dates Missed	32	40	1	4	15	35	43	18	29	11	5	5
% Installation Commitments Met	88.21%	92.89%	97.21%	93.50%	91.74%	81.82%	83.69%	85.46%	89.44%	90.32%	89.50%	91.54%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	0.71	0.70	0.87	0.64	0.73	0.98	1.1	0.63	0.74	0.66	0.62	0.67
# COs missing obj 2 consecutive mos or 4 in last 12	1	0	0	0	2	0	1	1	0	0	0	0
SWITCHING REPORT (WAC 439 sub 7)												
Inter Office Call Completions	99.81	99.91	99.99	99.81	99.97	99.84	99.96	99.98	99.99	99.99	99.95	99.99
Intra Office Call Completions	99.99	99.99	99.99	99.99	100	99.97	99.98	99.99	99.98	99.98	99.99	99.98
Dial Tone W/I 3 Seconds	99.96	99.97	99.95	99.95	99.94	99.89	99.94	99.97	99.92	99.95	99.97	99.97
TRUNK BLOCKING REPORT (WAC 439 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	99.08	98.85	99.54	99.32	99.32	98.19	99.55	99.77	99.54	99.55	98.41	99.77
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	3797	3492	4278	3210	3329	5096	5050	2609	2967	2629	2592	3315
# OOS Trouble Reports Cleared In 48 Hours	3513	3424	4140	3123	3133	4367	4285	2575	2868	2556	2529	3251
# OOS Trouble Reports Not Cleared In 48 Hours	284	68	138	87	196	729	765	34	99	73	63	64
% OOS Trouble Cleared In 48 Hours	92.52%	98.05%	96.77%	97.29%	94.11%	85.69%	84.85%	98.70%	96.66%	97.22%	97.57%	98.07%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2122	2073	2253	2081	2036	2001	3092	1789	1995	2048	1774	1857
# Non-OOS Trouble Rpts Cleared In 72 Hours	2019	2013	2151	2031	1921	1848	2636	1757	1962	2019	1728	1817
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	103	60	102	50	115	153	456	32	33	29	46	40
% Non-OOS Trouble Cleared In 72 Hours	95.15%	97.11%	95.47%	97.60%	94.35%	92.35%	85.25%	98.21%	98.35%	98.58%	97.41%	97.85%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

NORTHWEST DIVISION
2009 COMMISSION PERSPECTIVE

WASHINGTON

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Reported To Commission Quarterly - Mthly Results

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09
Total # Installation Orders Completed	4055	4090	4415	4496	3279	3447	4267	4367	4748	4837	4350	4609
# Of Installation Orders Not Completed In 90 Days	0	0	0	0	0	0	3	4	10	11	6	2
% Orders Completed In 90 Days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	99.91%	99.79%	99.77%	99.86%	99.96%

Reported To Commission Quarterly:

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09
Total # Installation Orders Completed	12560	0	100.00%	0	0	11222	0	13382	17	0	0	13796
# Of Installation Orders Not Completed In 90 Days	0	0	0	0	0	0	0	99.87%	0	0	0	19
% Orders Completed In 90 Days	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%	99.86%	99.86%	99.86%	99.86%

Reported To Commission Every Six Months: - Mthly Results

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)

	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09
Total # Installation Orders Completed	4055	4090	4415	4496	3279	3447	4267	4367	4748	4837	4350	4609
# Of Inst Orders Not Completed In 180 Days	0	0	0	0	0	0	1	0	0	0	2	0
% Orders Completed In 180 Days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%	99.95%	100.00%

Reported To Commission Every Six Months:

INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)

	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09
Total # Installation Orders Completed	23782	0	100.00%	0	0	23782	0	27178	3	0	0	27178
# Of Inst Orders Not Completed In 180 Days	0	0	0	0	0	0	0	99.99%	0	0	0	3
% Orders Completed In 180 Days	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	99.99%	99.99%	99.99%	99.99%

7/24/2009

Trunk Group Detail WAC 480-120-401 (3)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW039137	EVRTWAXA03T	OKHRWAXXDS1	77	DFDT	48	10	84.62	5	2 HRS BLKG, POSSIBLE CONNECTION TO FIBER CUT 6/25

Trunk Group Detail WAC 480-120-401 (5)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW074400	EVRTWAXCCG1	STTLWAZD4MD	7-	DDEF	47	10	100	15	ALL TRUNKS OOS, CUSTOMER TO BE CONTACTED