



Verizon Northwest Inc.

P.O. Box 1003
Everett, WA 98206-1003
Fax: 425-261-5262

07 SEP 13 AM 8:40
RECORDED
INDEXED

September 14, 2007

Ms. Carole J. Washburn,
Executive Secretary
Washington Utilities and
Transportation Commission
Chandler Plaza Building
1300 S. Evergreen Park Drive SW
Olympia, Washington 98504

Subject: **AFFILIATED INTEREST AGREEMENT – ADVICE NO. 336**
Ref. UT-061254

Dear Ms. Washburn:

Enclosed for the Commission's file is a verified copy of Amendment 6 a Master Services Agreement between Verizon telephone operating companies, including Verizon Northwest Inc., and Verizon Business. You may disregard the footer on the Exhibit; the document does not need to be treated as confidential.

Please call me at 425-261-5006 if you have any questions.

Very truly yours,

Richard E. Potter
Director
Public Affairs, Policy & Communications

Enclosure

VERIFICATION OF AFFILIATED INTEREST AGREEMENT

I verify that the enclosed is a true copy of Amendment 6 a Master Services Agreement between Verizon telephone operating companies, including Verizon Northwest Inc., and Verizon Business.

Richard E. Potter Date: 9.14.07

Richard E. Potter
Director
Verizon Northwest Inc.

EXECUTION COPY

**AMENDMENT NO. 6 TO
MASTER SERVICES AGREEMENT**

THIS AMENDMENT NO. 6 ("Amendment 6") to the Master Services Agreement (the "Agreement") is made by and among Verizon Services Corp., on behalf of the Verizon Telephone Operating Companies set forth in Exhibit A to the Agreement (individually or collectively, "Verizon"), and Verizon Business Network Services Inc., on behalf of the Verizon Business entities set forth in Exhibit A to the Agreement (individually or collectively "Verizon Business"). Verizon and Verizon Business are sometimes referred to collectively as the "Parties."

WHEREAS, the Parties or their predecessors entered into the Agreement effective July 24, 2006; and

WHEREAS, Verizon desires to purchase additional services from Verizon Business and the Parties desire to substitute Verizon Business Network Services, Inc. for Verizon Business Financial Management Corp., which is no longer an active Verizon Business company;

NOW, THEREFORE, in consideration of the mutual promises that follow, the parties, intending to be legally bound hereby, agree as follows:

1. The Parties hereby agree to add Service Schedule 007, attached to this Amendment 6, relating to Survey Report Services. This Service Schedule is hereby made a part of the Agreement.
2. The Parties hereby agree to substitute Verizon Business Network Services, Inc. for Verizon Business Financial Management Corp.
3. Except as amended hereby, all other rates, terms and conditions of the Agreement shall remain in full force and effect.
4. This Amendment 6 and Service Schedule 007 may be executed in counterparts and by facsimile signature, each of which shall be an original, but all of which shall together constitute one and the same document.

EXECUTION COPY

IN WITNESS WHEREOF, each of the Parties has caused this Agreement to be duly executed effective as of the day and year last written below.

Verizon Services Corp.

Verizon Business Network Services, Inc.

By: 

By: 

Name: John Ridgeway

Name: Suleiman Hessami
VP Pricing/Contract Management

Title: Director – Marketing Services

Title: _____

Date: 8-20-07

Date: 8/16/07

EXECUTION COPY

Service Schedule 007

SERVICE: CUSTOMER SURVEY REPORT SERVICES

SERVICE DESCRIPTION

At the request of a Verizon Telephone Operating Company (as defined below), MCI Communications Services, Inc. d/b/a Verizon Business Services (hereinafter referred to as "**Verizon Business**" or "**Supplier**") shall provide Customer Survey Report Services ("**Survey Report Service**") to the Verizon Telephone Operating Companies (hereinafter referred to as "**Verizon**" or "**Customer**") set forth in Exhibit A to the Master Services Agreement between Verizon Services Corp. and Verizon Business Financial Management Corp., effective July 26, 2006 ("Master Agreement").

- 1.0 Supplier agrees to perform and provide the following as Survey Report Service:
 - 1.1 Supplier will provide to Verizon up to 4 reports per week total.
 - 1.2 Reports will be either repeat calls handled reports or virtual agent survey reports, as defined below.
 - 1.3 Repeat calls handled reports will contain the following types of data: Number of calls handled, number of calls repeated, percentage of total, goal percentage (if goal is set), ANI, original call date, original DNIS, repeat call date, repeat call center, repeat call handled by, repeat DNIS, and repeat DNIS description. Data can be pulled by representative, supervisor, manager, and center level via specific date range.
 - 1.4 Virtual data survey agent reports will contain the following types of data: Survey date, number of surveys, Customer Service segment, percentage of overall customer satisfaction, representative concern, knowledge, and communication percentage, percentage to plan (if goal set), overall month to date performance and actual results provided by customers (Customer Satisfaction-Very Satisfied, Somewhat Satisfied, Very Dissatisfied, Somewhat Dissatisfied, Rep Attributes- Strongly Agree, Somewhat Agree, Somewhat Disagree, Strongly Disagree). Data can be pulled by representative, supervisor, manager, and center level via specific date range.
 - 1.5 Formatting for reports shall be substantially similar to the format set forth in Exhibit 1 to this Service Schedule. Supplier may make reasonable changes in format from time-to-time.
 - 1.6 All reports shall be considered Confidential Information of Supplier and subject to Confidential Information terms set forth in the Master Agreement.
 - 1.7 Supplier shall make reports available for online distribution to Customer subject to reasonable security requirements of Supplier.

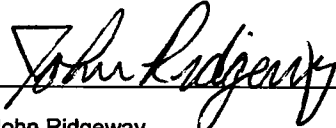
EXECUTION COPY

2.0 PRICING

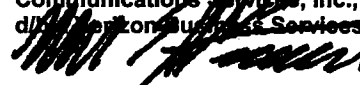
Employee Title/Service	Pricing Criterion	Rate per Year	Frequency of Transaction: (per service)
N/A	FDC ¹	\$3,679.00	Occasionally

1. Fully Distributed Costs – Services are provided at the lower of the Estimated Fair Market Value (EFMV) and Fully Distributed Cost (FDC). FDC rates are fully loaded rates which include the costs of materials and all direct and indirect miscellaneous and overhead costs.

Verizon Services Corp.

By: 
Name: John Ridgeway
Title: Director – Marketing Services
Date: 8-20-07

Verizon Business Network Services Inc. on behalf of MCI Communications Services, Inc., d/b/a Verizon Business Services

By: 
Name: Sulciman Hessami
Title: VP Pricing/Contract Management
Date: 8/16/07

EXECUTION COPY

EXHIBIT 1

REPORT FORMAT

Sample RCH Reporting-located on CS-Reporting Website

Red Zone Report

Center: INTL PHILIPPINES CLIENTLOGIC
 Process Dates: 1/01/2007 - 1/16/2007
 Processed On: 1/17/2007 - 2:18:57 PM

Name	Transfers					Repeat Calls					AHT			Calls	
	SUP NAME	MGR NAME	NCH	Qty	Act	Goal	%	Qty	Act	Goal	%	Act	Goal		%
			7286	2564	35.19%	36.32%	96.89%	402	6.06%	6.69%		379.45	426.46		3459
			7607	2842	37.36%	36.43%		451	6.54%	6.72%	97.25%	379.45	424.73		4439
			6232	2033	32.62%	36.30%		395	7.11%	6.69%		366.85	425.07		2716
			2	0	0.00%	0.00%	0.00%	2	100.00%	0.00%	0.00%	1442	0	0.00%	0

RCH Detail shows supervisor all of the ANI's that called back within 24 hours of the first calls. Supervisors or reps can review account notes left by next rep to find out why to improve going forward and reduce call volume.

RCH REPORT - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://cs-reporting/srs/rpt_rch.asp?SYSTEM=SR5&REPORT=rchReport&DB=TEST&REPORT_PROC=P%5FWEB%5FRPT%

File Print FedEx Kinko's

Range: 1/11/2007 - 1/16/2007
Processed: 1/17/2007 - 2:40:23 PM

RCH Detail

CSP Name	Telephone Number	Original Call Date (In Eastern Time)	Original DNIS	Original DNIS Description	Repeat Call Date (In Eastern Time)	Repeat Call Site
	3305499095	1/11/2007 8:27:26 AM	4870	LEC LCL VRU OFLW	1/11/2007 8:42:02 AM	CLG
	7184740568	1/11/2007 8:44:42 AM	4653	VZ LCL CUST	1/11/2007 8:52:44 AM	CLG
	6173891218	1/11/2007 2:32:35 PM	4653	VZ LCL CUST	1/12/2007 11:14:09 AM	IPS
	7189390638	1/12/2007 8:56:08 AM	4653	VZ LCL CUST	1/12/2007 9:10:26 AM	IPS
	8172371131	1/12/2007 9:11:05 AM	4870	LEC LCL VRU OFLW	1/12/2007 6:36:05 PM	PRC
	3183774468	1/12/2007 10:09:50 AM	4808	GEN CS OPTIONS VRU	1/12/2007 12:44:53 PM	IPS
	7732877491	1/12/2007 10:32:08 AM	4870	LEC LCL VRU OFLW	1/12/2007 10:49:20 AM	PRC
	7408450567	1/15/2007 8:53:44 AM	4870	LEC LCL VRU OFLW	1/15/2007 9:24:08 AM	CLG
	9313260546	1/15/2007 10:15:49 AM	5419	LCL MAINCADDY DFLT	1/15/2007 10:40:46 AM	PRC

Done

start AOL Instant Me... RCH REPORT - Micr... Microsoft PowerPa... Local Intranet 12:40 PM

VA Reporting

Individual rep performance on that supervisors team against the goals that have been inserted.

CS-REPORTING - Variables - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address http://cs-reporting/srs/rpt_vasummary.asp?SYSTEM=SRS&REPORT=-vasummary&DB=TEST&REPORT_PROC=P%5FWEB?

File Print FedEx Kinko's

SUP Team by CSP

RED < 95% || YELLOW 95% - 100% || GREEN >= 100%

SN	NAME	Date	SEGMENT	SURVEY	% Satisfied	% Plan	% Concern	% Knowledge	% Plan	Commur
20656		Elapsed	NATIONWIDE	2	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%
21001		Elapsed	NATIONWIDE	10	80.00%		70.00%	70.00%		80.00%
20327		Elapsed	NATIONWIDE	7	71.43%		85.71%	71.43%		85.71%
21228		Elapsed	NATIONWIDE	10	30.00%		70.00%	40.00%		70.00%
21003		Elapsed	NATIONWIDE	14	71.43%		71.43%	78.57%		71.43%
16722		Elapsed	NATIONWIDE	11	63.64%		72.73%	81.82%		72.73%
20938		Elapsed	NATIONWIDE	15	33.33%		73.33%	60.00%	95.24%	73.33%

Done

start 4 AOL Instant Me... CS-REPORTING - V... Microsoft PowerPoint... Local intranet 12:54 PM

Shows each survey completed and how the customer responded.

CS-REPORTING - Variables - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://cs-reporting/srs/rpt_vasummary.asp?SYSTEM=SR5&REPORT=vasummary&DB=TEST&REPORT_PROC=P%SFWEB% Go Links

File Print FedEx Kinko's

VIRTUAL AGENT (VA) SURVEY DETAIL REPORT

Process Dates: 1/01/2007 - 1/16/2007
Processed On: 1/17/2007 - 2:57:20 PM

Name	Supervisor Name	Manager Name	Date	JOBID	ANI	SATISFIED	CONCERN	KNOWLEDGE	COMMUNICATIO
			1/2/2007	866273	3603749603	VERY DISSATISFIED	STRONGLY AGREE	STRONGLY AGREE	STRONGLY AGREE
			1/2/2007	866431	6267978136	SW DISSATISFIED	SW DISAGREE	SW AGREE	STRONGLY DISAGREI
			1/2/2007	866725	9312893697	VERY DISSATISFIED	SW DISAGREE	SW DISAGREE	SW DISAGREE
			1/3/2007	867417	6034978158	SW SATISFIED	STRONGLY AGREE	STRONGLY AGREE	STRONGLY AGREE
			1/3/2007	867747	7319261615	VERY	STRONGLY	STRONGLY	STRONGLY AGREE

Done

Start AOL Instant Me... CS-REPORTING - V... Microsoft PowerPoint... Local intranet 12:57 PM

Verizon Confidential 6