

WT-073015

Kim A. Douglass
Senior Staff Consultant
Northwest Region

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



HQE02F60
600 Hidden Ridge
Irving, Texas 75038

Phone 972 718-3418
Fax 972 719-7948

July 31, 2007

VIA DHL

Ms. Carole J. Washburn
Executive Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, WA 98504

Re: **Docket No. UT-073015 - Verizon Northwest Inc. 2007 Annual ETC Filing as
Required by WAC 480-123-070 and WAC 480-123-080**

Dear Ms. Washburn:

Enclosed for filing is Verizon Northwest Inc.'s 2007 Annual ETC Filing as required by WAC 480-123-070 and WAC 480-123-080.

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass".

Kim A. Douglass

Enclosures

**WASHINGTON ETC REPORTS AS REQUIRED BY
WAC 480-123-070 AND WAC 480-123-080**

Verizon Northwest Inc. (“Verizon NW” or the “Company”) submits the following reports in accordance with WAC 480-123-070 and WAC 480-123-080.

Report No. 1

WAC 480-123-070(1)(a) & (b) – Report on Use of Federal Funds and Benefits to Customers:

In 2006 Verizon NW in Washington received only Interstate Access Support (“IAS”), in the amount of \$12,341,776. These funds, along with other revenues, enabled the Company to continue to provide services at a level that meets the intent set forth in 47 U.S.C. §254. The amount of investments made and expenses incurred by the Company in 2006 are set forth in its Annual Report filed with the Commission. For example, in 2006, the Company added \$105,000,000 in property, plant and equipment in Washington (see ARMIS 43-02, Table B-6). The Company incurred nearly \$86,000,000 in Plant Specific Expense, which relates directly to maintaining and operating its network in Washington, and it incurred over \$188,000,000 in depreciation expense to recover investments previously made in its network (see ARMIS 43-01, Table I).

These investments and expenditures generally benefit all customers receiving the IAS supported services from the Company within its designated service area.

**WASHINGTON ETC REPORTS AS REQUIRED BY
WAC 480-123-070 AND WAC 480-123-080**

Report No. 2

WAC 480-123-070(4) – Report on Complaints per One Thousand Lines:

Verizon NW reports that it is aware of 48 complaints made during 2006 to the Federal Communications Commission (“FCC”) and 77 complaints to the Washington Attorney General (“AG”). This corresponds to a number of complaints per 1,000 lines of approximately 0.18.

Of the 48 FCC complaints, only 13 were related to services supported by IAS. Five involved billing issues and were resolved, where warranted, by adjusting the customers’ accounts. Four complaints involved provisioning issues, including missed installation due dates due to service order errors. The other complaints involved a returned check letter being issued in error, experiencing a long holding time to the business office, not being allowed to access a disabled customer’s account and pay the bill due to privacy issues and a claim that a local sheriff’s office was tapping into the customer’s phone line to help track an individual. All complaints were resolved with the customer satisfied.

The remaining 35 FCC complaints were not related to IAS supported services and dealt with voicemail, satellite TV, DSL service, long distance service and other carriers’ billing errors. The majority of the complaints were resolved by making adjustments to the customer’s account when a credit was due.

Of the 77 AG complaints, 32 were related to IAS supported services. The majority of the complaints concerned billing issues, including final bill collection. All were resolved, where appropriate, by reconnections, payment arrangements and credits. Two involved repair issues, including one that was determined to be customer error when dialing numbers.

The remaining 45 AG complaints were not related to services supported by IAS and dealt with wireless, directories, DSL service, long distance service, and other carriers’ provisioning errors. The majority of the complaints were resolved by making adjustments to the customer’s account when a credit was due.

**WASHINGTON ETC REPORTS AS REQUIRED BY
WAC 480-123-070 AND WAC 480-123-080**

Report No. 3

WAC 480-123-070(5) – Certification of Compliance with Applicable Service Quality Standards;

WAC 480-123-070(6) – Certification of Ability to Function in Emergency Situations:

See attached affidavit.

**WASHINGTON ETC REPORTS AS REQUIRED BY
WAC 480-123-070 AND WAC 480-123-080**

Report No. 4

WAC 480-123-070(7) – Advertising Certification:

See attached affidavit.

**WASHINGTON ETC REPORTS AS REQUIRED BY
WAC 480-123-070 AND WAC 480-123-080**

Report No. 5

WAC 480-123-080(1)(a) and (2) – Annual Plan for Universal Service Support Expenditures:

From October 1, 2006 through September 2007 Verizon NW will receive only Interstate Access Support. The Company will use these funds and other revenues to continue to provide services at a level that meets the intent set forth in 47 U.S.C. §254. The nature and magnitude of its investments and expenditures are anticipated to be similar to those for the prior period. They are expected to benefit customers generally by helping enable the Company to continue to provide good quality supported services.

**CERTIFICATION OF SERVICE QUALITY STANDARDS AND EMERGENCY
FUNCTIONALITY AS REQUIRED BY WAC 480-123-070 (5) AND (6)**

In compliance with Washington Administrative Code (WAC) 480-123-070 (5) and (6) I certify the following:

- 1) That during the 2006 calendar year, the Company met substantially the applicable service quality standard found in WAC 480-123-030(1)(h); and
- 2) That during the 2006 calendar year, the Company maintained the ability to function in emergency situations under the standard found in WAC 480-123-030(1)(g), as such standard relates to functionality of wireline carriers in emergency situations.

I certify (or declare) under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct.

6/16/07 Thousand Oaks, CA
(Date and Place)


(Signature)

