

Joan Gage  
State Manager – Regulatory Affairs



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April 11, 2003

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

Dear Ms. Washburn:

Subject: **MARCH SERVICE QUALITY REPORT**

Pursuant to WAC 480-120-535, enclosed are copies of the Verizon Northwest Service Quality Performance Report for March 2003.

Please direct any questions to me.

Very truly yours,

A handwritten signature in cursive script that reads "Joan Gage".

Joan Gage  
State Manager – Regulatory Affairs

SvcQualRpt.doc  
Enclosure

c: Matt Steuerwalt  
Mary Kimball  
Attorney General of Washington  
900 - 4<sup>th</sup> Avenue, Suite 2000 TB-14  
Seattle, Washington 98164-1012

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**2002-2003  
INSTALLATION APPOINTMENTS MET**

The Installation Appointments Met report measures the percentage of appointments for the connection of service met on the commitment date. Beginning with May, 1993, report each month's results, adding subsequent months' data until 12 months of data are reported. After that point, add the current month data and delete the 13 month old data in order to always report percentage of 12 months.

COMPANY NAME: VERIZON NORTHWEST, INC												
Month/Year	APR/02	MAY/02	JUNE/02	JULY/02	AUG/02	SEPT/02	OCT/02	NOV/02	DEC/02	JAN/03	FEB/03	MAR/03
Percentages	99.1%	99.5%	99.3%	99.3%	99.9%	99.0%	99.2%	99.1%	98.9%	99.1%	99.2%	99.3%

**HELD ORDERS**

The Held Orders report lists the number of requests exchange service that are not filled on or before the commitment date. State the number of held orders expressed as a ratio per one hundred new or reestablished lines ordered. Begin reporting with May 1993 ratios. After ratios for 12 months have been reported, subsequent reports should add the current month's data and delete the 13th month's data in order to continue reporting the most current 12 months of results.

COMPANY NAME: VERIZON NORTHWEST INC												
Month/Year	APR/02	MAY/02	JUNE/02	JULY/02	AUG/02	SEPT/02	OCT/02	NOV/02	DEC/02	JAN/03	FEB/03	MAR/03
Ratios	0.3	0.3	0.4	0.3	0.3	0.4	0.3	0.3	0.4	0.4	0.4	0.3

**REGRADE ORDERS**

The Regrade Orders report lists the number of requests for higher grades of service unfilled for more than 30 days. This number shall be expressed as a ratio per one hundred requests for regrades (new requests plus unfilled requests from the previous months). Begin reporting with May 1993 ratios. After ratios for 12 months have been reported, subsequent reports should add the current month's data and delete the 13th month's data in order to continue reporting the most current 12 months of results.

Verizon Northwest is 100% one-party. There are no regrade orders.

WASHINGTON STATE PUC REPORT													
CENTRAL OFF. LOCATION	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	
ACME	1.73	1.16	1.23	1.30	1.02	0.43	0.79	8.94	1.08	0.86	4.82	0.71	NW1ACME
ALGER	0.41	0.54	0.81	1.01	0.81	0.81	0.96	0.69	0.96	1.39	1.31	1.04	NW1ALGR
ANACORTES	0.85	0.52	0.94	0.45	0.58	0.62	0.56	0.58	0.55	1.02	0.62	0.69	NW1ANCR
ARLINGTON	0.58	0.69	0.77	1.40	0.71	0.76	0.56	0.68	0.75	0.63	0.47	0.66	NW1ARTN
BENTON CITY	1.01	1.07	1.52	2.32	2.21	1.29	1.24	1.98	2.43	2.42	1.72	1.25	NW1BNCY
BIG LAKE	2.37	0.88	1.01	0.68	1.08	0.67	1.27	1.21	1.41	1.47	3.08	0.73	NW1BGLK
BIRCH BAY	0.84	1.20	1.21	1.12	1.12	0.93	0.57	0.70	0.98	0.65	0.65	0.49	NW1BRBA
BLAINE	0.70	0.51	0.77	0.41	0.61	0.49	0.41	0.43	0.46	0.48	0.52	0.31	NW1BLAN
BOTHELL	0.30	0.10	0.08	0.10	0.10	0.10	0.10	0.08	0.08	0.08	0.05	0.06	NW1BOTH
BREWSTER	0.35	0.31	0.29	0.53	0.26	0.37	0.16	0.28	0.66	0.57	0.27	0.29	NW1BRWS
BRIDGEPORT	0.74	0.85	0.99	0.99	1.65	0.76	0.76	1.06	1.65	0.99	0.46	0.39	NW1BRPT
BURLINGTON	0.57	0.47	0.69	0.63	0.95	0.54	0.46	0.34	0.40	0.60	0.60	1.03	NW1BURL
BURLINGTON CONTEL	0.81	0.61	0.38	0.31	0.53	0.50	0.59	0.40	2.20	0.88	0.45	0.80	NW1BURC
CAMANO ISLAND	0.53	0.39	0.36	0.95	1.10	0.57	0.83	0.93	0.44	0.79	0.50	0.57	NW1CMIS
CAMAS	0.45	0.49	0.47	0.49	0.37	0.48	0.57	0.38	0.45	0.52	0.48	0.53	NW1CAMS
CASHMERE	0.76	0.77	0.51	0.73	1.04	0.57	0.71	0.67	0.53	1.63	0.51	0.47	NW1CSHR
CHELAN	0.52	0.48	0.32	0.60	0.50	0.30	0.40	0.40	0.52	0.50	0.31	0.26	NW1CHLN
CLEARVIEW	1.15	0.98	0.78	1.76	1.31	1.01	1.30	0.91	1.10	1.03	0.86	0.88	NW1CLVW
CONCRETE	2.19	1.70	2.17	1.64	1.25	2.49	2.30	2.29	1.36	1.20	1.06	3.57	NW1CNCR
CONWAY	0.48	0.28	0.41	1.41	0.73	0.60	1.03	0.70	1.42	0.78	0.45	0.45	NW1CNWY
COUPEVILLE	1.07	0.88	1.05	2.31	0.96	0.97	0.80	0.72	0.66	0.75	0.62	0.49	NW1CPVL
CURLEW	1.25	1.81	1.13	0.76	1.95	1.08	2.19	1.07	2.48	1.39	1.50	0.62	NW1CRLW
CUSTER	0.85	0.93	1.46	1.10	0.68	0.82	1.64	1.32	0.46	0.96	0.80	0.76	NW1CSTR
DARRINGTON	2.02	2.18	1.20	1.03	0.97	1.96	0.68	1.16	0.95	2.35	0.64	0.60	NW1DRTN
DEMING	0.76	0.85	1.29	0.94	0.68	0.62	0.73	0.75	1.88	0.90	1.02	1.15	NW1DMNG
DUVALL	0.82	0.53	0.88	1.27	0.92	0.83	0.94	0.90	1.33	1.38	0.80	0.78	NW1DULL
EAST WENATCHEE	1.46	1.19	0.78	1.65	1.31	0.51	0.50	0.55	0.87	0.64	0.47	0.57	NW1EWNC
EDISON	2.14	2.07	1.03	1.24	0.69	1.86	2.42	1.11	1.31	1.03	1.66	1.24	NW1EDSN
ENTIAT	0.92	0.92	1.07	2.23	0.74	0.73	0.74	0.26	1.00	0.90	3.58	0.58	NW1ENTT
EVERETT CASINO	0.30	0.17	0.11	0.12	0.11	0.12	0.14	0.11	0.11	0.15	0.10	0.11	NW1CSNO
EVERETT MAIN	0.26	0.28	0.20	0.20	0.19	0.17	0.17	0.17	0.16	0.22	0.16	0.19	NW1EVRT
EVERSON	0.63	0.65	0.39	0.48	0.48	1.04	1.11	0.75	0.94	0.90	0.45	0.66	NW1EVSN
FAIRFIELD	0.91	1.52	1.05	1.65	0.60	1.50	1.05	0.76	1.53	1.08	1.75	0.13	NW1FRFD
FARMINGTON	0.69	0.68	2.03	1.36	0	1.39	2.72	0.78	3.94	0	6.30	0	NW1FRTN
FERNDALE	0.75	0.42	0.83	0.78	0.64	0.85	0.73	0.79	0.74	0.82	0.52	0.73	NW1FNDL
GARFIELD	0.80	0.81	0.81	1.42	0.81	0.40	0.40	1.92	1.92	1.41	0.60	2.81	NW1GRFD
GEORGE	2.56	1.89	1.88	4.98	2.47	2.70	1.78	1.30	2.35	2.45	1.59	1.82	NW1GERG
GRANITE FALLS	1.18	1.15	1.31	2.05	0.68	1.11	1.12	1.23	1.06	1.28	0.86	1.27	NW1GRFL
GRAYLAND	0.65	0.86	0.85	0.50	0.64	0.79	0.72	0.64	1.08	0.93	0.65	0.94	NW1GRLD
HALLS LAKE	0.52	0.74	0.44	0.49	0.42	0.37	0.44	0.43	0.59	0.43	0.34	0.43	NW1HLLK
JUANITA	0.44	0.39	0.36	0.38	0.37	0.47	0.48	0.46	0.60	0.40	0.27	0.52	NW1JUNT
KENNEWICK MAIN	1.14	0.89	1.30	1.44	0.92	1.07	0.84	0.89	1.35	1.33	0.86	1.01	NW1KNWC
KENNEWICK MEADOW	1.21	0.87	1.12	1.49	2.42	1.11	1.28	0.94	1.34	1.02	0.83	1.35	NW1MSPG
KENNEWICK-HIGHLAN	0.49	0.52	0.68	0.87	0.54	0.55	0.54	0.47	0.69	0.66	0.41	0.48	NW1HIGH
KIRKLAND	0.27	0.15	0.17	0.14	0.15	0.17	0.14	0.11	0.12	0.10	0.17	0.14	NW1KRLD
LA CONNER	0.49	0.86	0.63	0.49	0.90	0.78	0.92	0.61	1.51	0.62	0.62	0.51	NW1LACN
LAKE GOODWIN	0.89	1.07	1.24	1.24	0.86	0.78	0.78	1.03	0.55	1.13	0.94	0.89	NW1LKGW
LAKE STEVENS	0.70	0.54	0.92	0.84	0.72	0.63	0.84	1.04	0.84	0.72	0.63	0.80	NW1LKST
LAKE WENATCHEE	0.42	0.70	1.69	0.53	0.75	0.37	2.51	0.63	1.37	0.48	0.64	1.23	NW1LKWN
LATAH	3.57	0	0	0.90	0.90	0	1.34	2.29	0.46	0.41	0.42	0.42	NW1LATH
LAUREL	0.98	0.92	0.52	1.27	0.56	0.49	0.53	0.64	1.32	0.57	0.61	0.86	NW1LARL
LEAVENWORTH	0.99	0.86	1.16	1.87	2.07	0.88	0.83	0.88	0.69	0.79	0.75	0.51	NW1LVWO
LOOMIS	1.20	0.39	0.40	1.19	7.48	0.79	9.38	0.39	3.89	0.39	0.39	3.08	NW1LOMS
LYMAN	2.59	1.11	1.57	1.42	1.71	3.16	1.66	1.39	2.45	3.94	1.40	5.74	NW1HMTN
LYNDEN	0.54	0.45	0.45	0.45	0.44	0.33	0.70	0.50	0.48	0.60	0.38	0.56	NW1LYND
MALDEN	1.73	1.15	0	1.70	2.26	2.25	2.25	0.58	1.14	0.57	0	0	NW1MLDN
MANOR WAY	0.58	0.56	0.47	0.69	0.47	0.42	0.60	0.51	0.87	0.64	0.45	0.57	NW1MRWY
MANSFIELD	0	0.33	0.66	0	1.32	3.32	0.99	3.59	0.64	2.24	0.64	4.13	NW1MNFD
MANSON	0.66	0.54	1.04	1.39	0.73	0.75	0.61	0.99	0.73	0.81	0.62	0.85	NW1MNSN
MAPLE FALLS	2.52	0.59	0.53	2.00	0.93	1.04	1.03	0.92	0.90	0.79	0.68	0.78	NW1MPFL

WASHINGTON STATE PUC REPORT													
CENTRAL OFF. LOCATION	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	
MARBLEMOUNT	1.70	2.91	1.90	1.42	1.65	0.94	1.20	0.48	1.20	3.37	2.87	1.90	NW1MRBL
MARYSVILLE	0.65	0.58	0.59	0.66	0.66	0.55	0.61	0.71	0.57	0.76	0.49	0.56	NW1MYVI
MOLSON-CHESAW	1.97	4.82	3.33	5.29	5.29	5.83	6.42	2.23	1.36	0.27	1.39	3.56	NW1MLSN
MONROE	0.59	0.90	0.86	0.62	0.62	0.58	0.59	0.77	1.06	0.75	0.56	0.55	NW1MONR
MOSCOW	0.36	0.55	0.51	0.74	0.76	0.48	0.60	0.33	0.35	0.72	0.44	0.38	NW1MSCW
MOUNT VERNON	0.61	0.93	1.53	0.79	1.03	0.89	0.94	1.21	1.12	0.99	0.58	1.15	NW1MTVR
MT VERNON CONTEL	0.24	0.25	0.25	0.23	0.32	0.28	0.28	0.23	0.26	0.20	0.25	0.28	NW1MTVC
NACHES	0.51	0.09	0.43	0.34	0.58	0.50	0.67	0.17	0.69	0.92	0.25	0.67	NW1NCHS
NEWPORT	1.09	0.97	1.20	1.82	1.46	0.84	1.23	1.11	0.97	1.34	0.71	1.52	NW1NWPT
NILE	0.62	0.31	0.62	0.93	0.61	0.91	0.76	1.83	0.46	0.92	0.31	1.98	NW1NILE
NORTH RICHLAND	0.28	0.17	0.20	0.24	0.17	0.23	0.24	0.23	0.54	0.56	0.26	0.28	NW1NTRD
OAK HARBOR	0.45	0.42	0.46	0.59	0.48	0.57	0.56	0.57	0.51	0.56	0.44	0.73	NW1OKHR
OAKESDALE	2.12	0.63	1.46	2.73	2.10	1.47	1.66	1.24	3.11	1.46	1.05	2.72	NW1OKDL
PULLMAN	0.50	0.52	0.63	0.61	0.98	0.67	0.44	0.46	0.49	0.73	0.43	0.41	NW1PLMN
QUINCY	1.21	0.65	0.77	1.29	1.19	1.56	0.88	0.61	1.23	1.43	0.96	0.83	NW1QNCY
REDMOND	0.18	0.05	0.05	0.05	0.05	0.04	0.05	0.04	0.05	0.04	0.04	0.05	NW1RDMD
REPUBLIC	1.24	1.01	0.99	1.18	2.12	1.30	0.89	0.97	0.80	0.64	0.32	0.48	NW1RPBL
RICHLAND	0.63	0.54	0.50	0.50	0.59	0.60	0.47	0.37	1.31	0.84	0.47	0.44	NW1RCLD
RICHLAND BEACH	0.45	0.46	0.46	0.75	0.50	0.36	0.43	0.35	0.44	0.52	0.45	0.51	NW1RCBH
ROCKFORD	1.81	2.19	1.03	1.55	1.69	1.31	1.56	2.08	1.00	0.50	0.97	0.73	NW1RCFR
ROSALIA	3.13	1.36	2.04	3.04	2.55	1.07	1.74	1.21	1.87	2.14	1.09	2.43	NW1ROSL
SAMMAMISH	0.97	0.70	0.82	0.81	0.88	0.83	0.95	0.87	0.83	1.10	0.56	0.67	NW1SMSh
SEDRO WOOLLEY	0.50	0.54	0.52	0.54	0.77	1.22	0.43	0.56	0.71	0.74	0.58	0.56	NW1SWLY
SEDRO-WOOLEY CONT	0.63	0.55	1.15	0.56	0.69	0.79	1.33	0.67	0.74	0.75	0.55	0.53	NW1SWLC
SILVER LAKE	0.52	0.58	0.54	0.54	1.76	0.60	0.71	0.47	0.54	0.81	0.43	0.84	NW1SLLK
SKYKOMISH	1.45	0.31	0.94	0.47	1.08	0.91	0.46	0.62	2.79	1.24	0.93	1.71	NW1SKYK
SNOHOMISH	0.63	0.70	1.05	0.71	1.08	0.47	1.07	0.76	1.09	0.79	0.60	0.65	NW1SNHS
SOAP LAKE	1.01	0.75	1.22	1.74	1.29	0.53	0.80	0.69	1.39	0.70	0.64	0.47	NW1SOLK
STANWOOD	0.58	0.58	0.75	0.63	0.62	0.60	0.60	0.74	0.64	0.61	0.61	0.52	NW1STWD
STEVENS PASS	0.63	0	0.63	0.65	0	0	2.60	1.26	0	0.62	0	0	NW1STPS
SULTAN	1.00	1.72	1.12	1.21	0.93	0.83	0.80	0.63	1.55	1.04	0.66	0.77	NW1SULT
SUMAS	4.72	0.87	0.90	1.13	0.48	0.48	0.29	0.77	0.71	0.78	0.48	0.60	NW1SUMS
TEKOA	1.37	0.97	1.89	3.49	1.22	1.99	1.71	1.52	2.66	1.06	0.97	1.17	NW1TEKO
THORNTON	3.74	2.78	0	0.93	1.89	0	0	1.92	2.91	2.91	5.83	0	NW1HTN
TONASKET	1.53	0.76	1.46	2.88	4.16	1.64	1.95	0.74	3.04	1.80	1.51	0.84	NW1TNSK
WASHOUGAL	1.60	0.78	1.41	0.73	0.95	0.79	0.89	2.00	1.89	1.58	0.99	0.81	NW1WSHG
WASHOUGAL RIVER	1.68	1.67	0.76	3.95	1.68	2.36	1.38	1.07	0.91	1.29	2.21	1.21	NW1WSHR
WATERVILLE	0.77	0.78	0.68	1.27	3.99	0.78	1.75	1.98	1.08	1.68	2.87	1.59	NW1WTVL
WENATCHEE	0.52	0.51	0.49	0.50	0.49	0.31	0.42	0.38	0.49	0.39	0.31	0.40	NW1WNTE
WEST RICHLAND	1.24	0.83	1.06	4.20	1.07	1.27	1.19	1.19	2.36	1.52	0.87	0.95	NW1WRLD
WESTPORT	1.65	0.80	0.93	0.88	0.92	0.65	0.82	0.65	0.87	1.49	0.61	0.44	NW1WSPT
WOODLAND	0.76	1.23	0.83	1.42	0.35	0.73	0.70	0.79	1.39	0.60	0.61	0.44	NW1WDLT
**Summary**	0.49	0.28	0.27	0.32	0.29	0.25	0.27	0.25	0.30	0.29	0.20	0.24	