

Joan Gage
State Manager – Regulatory Affairs

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Verizon Northwest Inc.
1800 41st Street
P.O. Box 1003
Everett, Washington 98201
Mailcode: WA0101RA

Phone 425 261-5238
Fax 425 261-5262

August 29, 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: **JULY SERVICE QUALITY REPORT**

Pursuant to WAC 480-120-439, enclosed is the Verizon Northwest Service Quality Performance Report for July 2003.

Very truly yours,

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

Joan Gage
State Manager – Regulatory Affairs

SvcQualRpt.doc
Enclosure

WASHINGTON

	OBJ	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	None	5252											
# Of Service Orders With Appointments	None	1243											
# Of Service Order Appointments Missed *	None	0											
# Of Excluded Appointments	None	0											
* Data systems under review due to program problems. System modification and technician training necessary. August report will reflect July data.													
INSTALL OF BASIC SERVICE (WAC 439 sub 4)													
Total # Dispatched Trouble Tickets	None	4936											
# Of Trouble Tickets With 4 Hour Appointments	None	415											
# Of Trouble Ticket Appointments Missed	None	13											
# Of Excluded Appointments	None	0											
INSTALL OF BASIC SERVICE (WAC 439 sub 4)													
# Due Dated Installation Service Orders	None	9054											
# Due Dated Serv Orders Not Completed In 5 Days	None	530											
# Customer Requested Service Orders Completed	None	6020											
# C R Service Order Due Dates Missed	None	148											
% Installation Commitments Met	90%	95.50%											
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4.00												
# Of CO's Missing Objective	0												

VERIZON NORTHWEST INC.
WAC 480-120-439 Service Quality Performance Reports

WASHINGTON

	OBJ	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04
TRUNK BLOCKING REPORT (WAC439 sub 8)													
% of Trunk Groups meeting Defined Blocking Criteria (401sub3)		99.52%											
Number of IXC Direct Trunk Groups Exceeding 2% (401sub5) **		7											
** Verizon provides all IXCs a monthly report on their network performance.													
REPAIR REPORT (WAC 438 sub 9)													
# Of Out Of Service Trouble Reports	None	3413											
# OOS Trouble Reports Cleared In 48 Hours	None	3373											
# OOS Trouble Reports Not Cleared In 48 Hours	None	40											
% OOS Trouble Cleared In 48 Hours	100%	98.81%											
# OOS Trouble Exempted		0											
# Of Non-Out Of Service Trouble Reports	None	3511											
# Non-OOS Trouble Rpts Cleared In 72 Hours	None	3496											
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None	15											
% Non-OOS Trouble Cleared In 72 Hours	100%	99.57%											
# OOS Trouble Exempted		0											

VERIZON NORTHWEST INC.

WAC 480-120-439(4)

WASHINGTON STATE REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

JULY 2003

	G	H	I	J
CO's	# Due Dated Inst Service Orders	# Orders Not Comp In 5 Days	# Cust Req Due Date Orders	# Cust Req Orders Missed
ACME	8	1	11	
ALGER	10	2	4	
ANACORTES	101	5	90	1
ARLINGTON	133	4	79	2
BENTON CITY	35	2	10	
BIG LAKE	8		7	
BIRCH BAY	63	5	45	2
BLAINE	38	2	21	
BOTHELL	517	11	432	19
BREWSTER	17	4	10	1
BRIDGEPORT	22	7	6	
BURLINGTON	19		19	
BURLINGTON CONTEL	77	1	45	1
CAMANO ISLAND	71	11	50	
CAMAS	108	33	78	2
CASHMERE	57	6	18	1
CHELAN	50	16	17	1
CLEARVIEW	39		36	
CONCRETE	29	2	8	
CONWAY	14		6	
COUPEVILLE	53	2	28	
CURLEW	2	1	5	
CUSTER	20		14	
DARRINGTON	14	4	11	
DEMING	24	1	11	
DUVALL	65		83	4
EAST WENATCHEE	114	15	75	1
EDISON	4		5	
ENTIAT	27	7	12	2
EVERETT CASINO	818	35	525	14
EVERETT MAIN	325	12	170	8
EVERSON	36	2	16	1
FAIRFIELD	4		1	
FARMINGTON			2	
FERNDALE	77	6	53	5
GARFIELD	7		3	
GEORGE	12	3	7	
GRANITE FALLS	61	5	33	1
GRAYLAND	16	1	8	
HALLS LAKE	627	18	390	2
JUANITA	257	4	186	4
KENNEWICK MAIN	260	9	159	2
KENNEWICK MEADOW S	72	9	44	1
KENNEWICK-HIGHLAND	267	13	134	6
KIRKLAND	179	4	191	4
LA CONNER	25		20	
LAKE GOODWIN	87	9	49	4
LAKE STEVENS	173	6	116	5
LAKE WENATCHEE	12		5	
LATAH	3			
LAUREL	28	1	23	1

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

JULY 2003

	G	H	I	J
CO's	# Due Dated Inst Service Orders	# Orders Not Comp In 5 Days	# Cust Req Due Date Orders	# Cust Req Orders Missed
LEAVENWORTH	39	3	19	1
LOOMIS	4	1	1	
LYMAN	23	2	12	
LYNDEN	65	2	52	
MALDEN	3		1	
MANOR WAY	410	14	303	8
MANSFIELD	3		1	
MANSON	42	14	13	
MAPLE FALLS	42	5	15	1
MARBLEMOUNT	7		1	
MARYSVILLE	244	15	182	3
MOLSON-CHESAW	3	2	3	
MONROE	120	3	88	1
MOUNT VERNON	49	4	30	
MT VERNON CONTEL	163	12	82	4
NACHES	16	1	3	
NILE	5			
NORTH RICHLAND	34	2	14	
OAK HARBOR	329	7	181	4
OAKESDALE	3		1	
PULLMAN	213	7	167	1
QUINCY	61	10	21	
REDMOND	450	18	377	10
REPUBLIC	25	6	11	
RICHLAND	164	5	100	3
RICHMOND BEACH	137	5	95	3
ROCKFORD	3		1	
ROSALIA	1		7	
SAMMAMISH	105	6	130	3
SEDRO WOOLLEY	29	1	14	
SEDRO-WOOLEY CONTEL	76	5	39	
SILVER LAKE	225	8	207	2
SKYKOMISH	4			
SNOHOMISH	98	3	53	1
SOAP LAKE	33	4	12	
STANWOOD	57	8	46	
STEVENS PASS	1			
SULTAN	82		36	
SUMAS	17		9	
TEKOA	10	1	5	1
THORNTON				
TONASKET	32	10	21	
WASHOUGAL	83	26	40	2
WASHOUGAL RIVER	16	6	5	
WATERVILLE	6		5	
WENATCHEE	301	22	169	3
WEST RICHLAND	38	4	25	2
WESTPORT	33	1	24	
WOODLAND	65	8	28	
WSU				
TOTAL	9054	530	6020	148

VERIZON NORTHWEST INC.												
WAC 480-120-439(6)												
WASHINGTON STATE REPORT												
Customer Network Trouble Per 100 Switched Access Lines												
Threshold is less than = 4.00												
CENTRAL OFF. LOCATION	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
ACME	0.87	4.57	0.72	2.31	0.14	1.29	1.29					NW1ACME
ALGER	1.69	1.43	1.27	1.68	1.09	2.50	1.09					NW1ALGR
ANACORTES	1.15	0.68	0.72	0.54	0.78	0.55	0.63					NW1ANCR
ARLINGTON	0.74	0.53	0.74	0.38	0.48	0.89	0.72					NW1ARTN
BENTON CITY	2.58	1.85	1.22	1.19	1.19	1.51	1.13					NW1BNCY
BIG LAKE	1.36	2.80	0.74	0.61	1.69	0.94	1.88					NW1BGLK
BIRCH BAY	0.74	0.71	0.53	0.73	0.64	0.88	0.86					NW1BRBA
BLAINE	0.60	0.71	0.47	0.77	0.51	0.54	0.87					NW1BLAN
BOTHELL	0.45	0.40	0.55	0.44	0.47	0.53	0.53					NW1BOTH
BREWSTER	1.31	0.64	0.54	0.92	0.27	0.60	0.72					NW1BRWS
BRIDGEPORT	1.11	0.51	0.43	0.59	0.76	1.45	0.76					NW1BRPT
BURLINGTON	0.99	0.61	1.26	0.61	0.30	1.18	0.72					NW1BURL
BURLINGTON CONTEL	1.11	0.56	0.97	0.47	0.54	0.39	0.67					NW1BURC
CAMANO ISLAND	0.77	0.50	0.59	0.47	0.47	0.44	0.63					NW1CMIS
CAMAS	0.84	0.73	0.82	0.84	1.25	0.68	0.72					NW1CAMS
CASHMERE	1.83	0.44	0.49	0.46	0.28	0.59	0.62					NW1CSHR
CHELAN	0.82	0.51	0.46	0.46	1.00	0.75	1.28					NW1CHLN
CLEARVIEW	0.85	0.70	0.67	0.69	0.67	0.83	0.80					NW1CLVW
CONCRETE	1.28	1.14	3.86	1.65	1.59	1.75	1.25					NW1CNCR
CONWAY	0.87	0.51	0.43	0.43	0.50	0.57	1.08					NW1CNWY
COUPEVILLE	0.78	0.69	0.55	0.58	0.64	0.78	0.60					NW1CPVL
CURLEW	1.77	1.90	0.81	0.94	2.54	1.98	1.80					NW1CRLW
CUSTER	1.17	0.93	0.88	0.59	0.59	2.81	0.92					NW1CSTR
DARRINGTON	2.62	0.73	0.49	0.31	1.23	0.49	0.37					NW1DRTN
DEMING	1.03	1.29	1.46	1.46	0.99	1.36	1.10					NW1DMNG
DUVALL	1.47	0.83	0.78	0.83	0.88	1.00	1.88					NW1DULL
EAST WENATCHEE	0.86	0.62	0.79	0.90	0.98	0.84	0.78					NW1EWNC
EDISON	1.06	1.63	1.20	0.71	1.21	1.91	1.12					NW1EDSN
ENTIAT	0.87	3.94	0.64	0.52	0.58	0.41	0.99					NW1ENTT
EVERETT CASINO	0.85	0.57	0.61	0.47	0.52	0.57	0.79					NW1CSNO
EVERETT MAIN	0.64	0.46	0.54	0.51	0.48	0.56	0.57					NW1EVRT
EVERSON	1.02	0.51	0.74	0.24	0.61	0.30	0.51					NW1EVSN
FAIRFIELD	1.09	2.18	0.18	1.83	0.54	1.27	1.28					NW1FRFD
FARMINGTON	0	6.45	0	2.40	2.40	1.60	2.44					NW1FRTN
FERNDALE	1.04	0.70	0.98	1.15	0.72	1.11	1.46					NW1FNDL
GARFIELD	1.33	0.66	2.88	3.33	0.67	1.56	1.57					NW1GRFD
GEORGE	2.50	1.79	1.96	1.34	2.68	1.96	2.67					NW1GERG
GRANITE FALLS	1.30	0.90	1.30	2.15	2.30	1.53	1.05					NW1GRFL
GRAYLAND	0.94	0.66	0.95	0.44	0.65	0.66	0.80					NW1GRLD
HALLS LAKE	0.58	0.45	0.58	0.47	0.46	0.53	0.49					NW1HLLK
JUANITA	0.59	0.41	0.87	0.66	0.52	0.61	0.43					NW1JUNT
KENNEWICK MAIN	1.36	0.94	1.09	0.71	0.66	1.02	0.95					NW1KNWC
KENNEWICK MEADOW	1.00	0.83	1.41	0.82	1.62	1.53	0.70					NW1MSPG
KENNEWICK-HIGHLAN	1.01	0.64	0.68	1.00	0.75	0.57	0.75					NW1HIGH
KIRKLAND	0.61	1.15	0.64	0.52	0.64	0.93	0.64					NW1KRLD
LA CONNER	0.57	0.70	0.58	0.71	0.54	0.51	0.80					NW1LACN
LAKE GOODWIN	1.18	0.98	0.89	1.04	0.88	0.73	1.27					NW1LKGW
LAKE STEVENS	0.74	0.63	0.82	0.70	0.94	0.78	0.80					NW1LKST
LAKE WENATCHEE	0.50	0.66	1.28	0.33	0.84	1.01	1.40					NW1LKWN
LATAH	0.69	0.69	0.70	2.86	0.72	2.14	0.71					NW1LATH
LAUREL	0.54	0.66	0.89	0.89	0.54	0.50	0.69					NW1LARL
LEAVENWORTH	0.84	0.73	0.50	0.91	1.02	0.88	2.59					NW1LVWO
LOOMIS	0	0.39	3.11	2.33	0.76	1.53	2.68					NW1LOMS
LYMAN	4.01	1.34	5.86	1.61	1.67	0.97	1.52					NW1HMTN
LYNDEN	0.78	0.47	0.70	0.47	0.67	0.73	0.63					NW1LYND
MALDEN	0.57	0	0	1.73	0	1.17	2.30					NW1MLDN

WASHINGTON STATE REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than =	4.00												
CENTRAL OFF. LOCATION	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	
MANOR WAY	0.71	0.55	0.73	0.44	0.78	0.55	0.47						NW1MRWY
MANSFIELD	2.14	0.71	4.59	2.51	2.92	1.82	3.27						NW1MNFN
MANSON	0.77	0.65	0.90	0.69	1.10	1.09	1.65						NW1MNSN
MAPLE FALLS	0.80	0.69	0.73	0.84	0.84	0.67	1.34						NW1MPFL
MARBLEMOUNT	3.92	3.34	2.21	2.51	2.00	0.56	0.85						NW1MRBL
MARYSVILLE	0.86	0.53	0.62	0.53	0.53	0.50	0.68						NW1MYVI
MOLSON-CHESAW	0.28	1.39	3.58	1.10	1.10	3.54	2.19						NW1MLSN
MONROE	0.88	0.60	0.59	0.42	1.29	0.72	0.79						NW1MONR
MOSCOW	0.91	0.56	0.54	0.43	0.48	0.53	0.58						NW1MSCW
MOUNT VERNON	0.36	0.42	0.48	0.37	0.29	0.49	0.46						NW1MTVC
NACHES	1.06	0.29	0.78	0.59	0.20	0.59	0.29						NW1NCHS
NEWPORT	1.44	0.73	1.63	1.00	0.98	1.23	1.38						NW1NWPT
NILE	0.92	0.31	1.99	0.77	0.31	0.76	2.62						NW1NILE
NORTH RICHLAND	0.88	0.37	0.41	0.47	0.28	0.63	0.43						NW1NTRD
OAK HARBOR	0.72	0.53	0.95	0.73	0.61	0.65	0.64						NW1OKHR
OAKESDALE	1.88	1.36	3.51	1.88	8.27	4.03	1.36						NW1OKDL
PULLMAN	0.90	0.54	0.52	0.46	0.57	1.14	0.89						NW1PLMN
QUINCY	1.63	1.05	0.88	1.42	1.04	1.09	1.94						NW1QNCY
REDMOND	0.44	0.46	0.43	0.43	0.39	0.48	0.48						NW1RDMD
REPUBLIC	0.79	0.39	0.59	1.08	0.74	0.69	1.28						NW1RPBL
RICHLAND	1.01	0.54	0.47	0.48	0.60	0.71	0.58						NW1RCLD
RICHMOND BEACH	0.52	0.49	0.51	0.38	0.42	0.40	0.47						NW1RCBH
ROCKFORD	0.54	1.08	0.81	1.21	1.75	1.88	2.16						NW1RCFR
ROSALIA	2.44	1.32	1.96	1.64	1.48	2.96	0.49						NW1ROSL
SAMMAMISH	1.19	0.59	0.73	0.67	0.68	0.77	0.93						NW1SM SH
SEDRO WOOLLEY	1.01	0.74	0.75	0.75	0.54	0.72	0.59						NW1SWLY
SEDRO-WOOLEY CONT	0.85	0.59	0.59	0.56	0.68	0.98	0.64						NW1SWLC
SILVER LAKE	0.73	0.38	0.88	0.57	0.48	0.57	0.54						NW1SLLK
SKYKOMISH	1.53	1.30	2.39	0.65	0	0.66	0.44						NW1SKYK
SNOHOMISH	0.90	0.67	0.66	0.74	0.80	0.60	0.81						NW1SNHS
SOAP LAKE	0.74	0.68	0.51	0.73	0.68	1.03	1.21						NW1SOLK
STANWOOD	0.70	0.73	0.61	1.19	1.24	1.16	0.81						NW1STWD
STEVENS PASS	1.10	0	0	0	2.17	0	1.08						NW1STPS
SULTAN	1.05	0.71	0.82	0.61	0.66	0.68	1.24						NW1SULT
SUMAS	0.92	0.46	0.69	0.84	0.84	0.61	0.46						NW1SUMS
TEKOA	1.24	1.13	1.14	1.35	3.71	0.79	1.46						NW1TEKO
THORNTON	3.03	6.06	0	1.03	0	1.04	0						NW1THTN
TONASKET	2.13	1.74	0.93	2.24	1.28	2.59	2.05						NW1TNSK
WASHOUGAL	1.92	1.21	1.01	0.77	0.88	1.23	1.35						NW1WSHG
WASHOUGAL RIVER	1.35	2.30	1.26	0.71	0.70	1.09	1.33						NW1WSHR
WATERVILLE	1.98	3.38	1.86	3.38	0.58	2.22	0.58						NW1WTVL
WENATCHEE	0.68	0.50	0.71	0.66	0.67	0.93	0.73						NW1WNTC
WEST RICHLAND	1.42	0.58	0.81	0.58	0.65	2.03	1.52						NW1WRDL
WESTPORT	1.60	0.66	0.47	0.76	0.62	0.66	0.80						NW1WSPT
WOODLAND	0.77	0.79	0.57	0.90	0.81	1.06	0.67						NW1WDLD