

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

October 2, 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: **AUGUST SERVICE QUALITY REPORT**

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

Very truly yours,

A handwritten signature in black ink, appearing to read "Joan Gage".

Joan Gage
State Manager – Regulatory Affairs

SvcQualRpt.doc
Enclosure

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

**COMMISSION
PERSPECTIVE**

WASHINGTON		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	5047										
# Of Service Orders With Appointments	None	1243	1226										
# Of Service Order Appointments Missed *	None	n/a	n/a										
# Of Excluded Appointments	None	0	0										
*Data not available due to system problems. System modification and technician training underway.													
Total # Dispatched Trouble Tickets		4936	4887										
# Of Trouble Tickets With 4 Hour Appointments	None	415	492										
# Of Trouble Ticket Appointments Missed	None	13	15										
# Of Excluded Appointments	None	0	0										
INSTALL OF BASIC SERVICE (WAC 439 sub 4)													
# Due Dated Installation Service Orders	None	9054	9420										
# Due Dated Serv Orders Not Completed In 5 Days	None	530	454										
# Customer Requested Service Orders Completed	None	6020	6861										
# C R Service Order Due Dates Missed	None	148	106										
% Installation Commitments Met	90.0%	95.50%	96.56%										
SUMMARY TROUBLE REPORTS (WAC 438 sub 6)													
Network Trouble per 100 Access Lines	4.00												
# Of CO's Missing Objective	0	0	2										
TRUNK BLOCKING REPORT (WAC 438 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99.0%	99.52	99.52										
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	7	8										

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
REPAIR REPORT (WAC 439 sub 9)														
# Of Out Of Service Trouble Reports	None		3413	3372										
# OOS Trouble Reports Cleared In 48 Hours	None		3373	3354										
# OOS Trouble Reports Not Cleared In 48 Hours	None		40	18										
% OOS Trouble Cleared In 48 Hours	100%		98.81%	99.46%										
# OOS Trouble Exempted			0	0										
# Of Non-Out Of Service Trouble Reports	None		3511	3281										
# Non-OOS Trouble Rpts Cleared In 72 Hours	None		3496	3267										
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None		15	14										
% Non-OOS Trouble Cleared In 72 Hours	100%		99.57%	99.57%										
# OOS Trouble Exempted	None		0	0										

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

AUGUST 2003

CO's	G	H	I	J
	# Due Dated Inst Service Orders	# Orders Not Comp In 5 Days	# Cust Req Due Date Orders	# Cust Req Orders Missed
ACME	9	1	17	
ALGER	11		5	
ANACORTES	106	3	102	
ARLINGTON	113	4	80	2
BENTON CITY	38	8	17	2
BIG LAKE	12	1	6	1
BIRCH BAY	44	4	35	
BLAINE	50	2	19	
BOTHELL	497	13	470	6
BREWSTER	16	3	14	
BRIDGEPORT	18		12	1
BURLINGTON	21	1	9	
BURLINGTON CONTEL	64	5	56	
CAMANO ISLAND	52	2	46	1
CAMAS	106	7	102	
CASHMERE	45	5	17	
CHELAN	29	2	15	
CLEARVIEW	28		38	2
CONCRETE	20	1	10	
CONWAY	6		3	
COUPEVILLE	44	2	48	
CURLEW	5	1	4	
CUSTER	20		17	1
DARRINGTON	25	2	3	
DEMING	18	1	12	
DUVALL	54	1	63	3
EAST WENATCHEE	138	11	101	1
EDISON	5		3	
ENTIAT	17	2	12	
EVERETT CASINO	761	16	508	7
EVERETT MAIN	316	7	186	
EVERSON	31	2	17	
FAIRFIELD	2		1	
FARMINGTON	2			
FERNDALE	100	7	54	1
GARFIELD	3		1	
GEORGE	9	3	3	
GRANITE FALLS	57	2	35	
GRAYLAND	18		9	
HALLS LAKE	565	10	443	11
JUANITA	284	6	235	5
KENNEWICK MAIN	270	24	124	1
KENNEWICK MEADOW S	74	15	63	1
KENNEWICK-HIGHLAND	254	30	146	2
KIRKLAND	189	5	185	4
LA CONNER	24	2	31	2
LAKE GOODWIN	64	2	48	
LAKE STEVENS	189	4	127	2
LAKE WENATCHEE	13	2	9	1
LATAH	2		1	
LAUREL	35	1	21	
LEAVENWORTH	45	3	29	
LOOMIS	9	1	1	
LYMAN	30	1	11	
LYNDEN	74		67	1

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

AUGUST 2003

CO's	G	H	I	J
	# Due Dated Inst Service Orders	# Orders Not Comp In 5 Days	# Cust Req Due Date Orders	# Cust Req Orders Missed
MALDEN	1		1	
MANOR WAY	362	13	325	4
MANSFIELD	3		4	
MANSON	22	5	12	
MAPLE FALLS	29	5	11	
MARBLEMOUNT	3		2	
MARYSVILLE	224	4	145	3
MOLSON-CHESAW	4	3	5	1
MONROE	105	4	91	2
MOUNT VERNON	41		25	
MT VERNON CONTEL	182	7	115	
NACHES	8	2	8	
NILE	7	2	1	
NORTH RICHLAND	23	2	9	1
OAK HARBOR	275	7	161	2
OAKESDALE	3		3	
PULLMAN	1017	65	587	4
QUINCY	49	2	27	
REDMOND	442	9	467	9
REPUBLIC	19	7	7	
RICHLAND	154	8	125	1
RICHMOND BEACH	133	6	120	3
ROCKFORD	3	1	5	
ROSALIA	6		4	
SAMMAMISH	104	2	139	6
SEDRO WOOLLEY	32	2	18	
SEDRO-WOOLEY CONTEL	90	5	46	
SILVER LAKE	247	9	208	2
SKYKOMISH	4		1	
SNOHOMISH	109	2	79	1
SOAP LAKE	26		13	
STANWOOD	55		45	
STEVENS PASS				
SULTAN	54	2	34	
SUMAS	19	3	7	
TEKOA	10		1	
THORNTON	1		1	
TONASKET	29	6	21	2
WASHOUGAL	84	5	45	1
WASHOUGAL RIVER	10	3	6	
WATERVILLE	6	1	3	
WENATCHEE	257	18	170	4
WEST RICHLAND	48	10	27	
WESTPORT	26		19	
WOODLAND	63	9	27	2
WSU				
TOTAL	9420	454	6861	106

WASHINGTON STATE PUC 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	0.93				NW1ACME
ALGER	1.69	1.43	1.27	1.68	1.09	2.50	1.09	0.25				NW1ALGR
ANACORTES	1.15	0.68	0.72	0.54	0.78	0.55	0.63	0.56				NW1ANCR
ARLINGTON	0.74	0.53	0.74	0.38	0.48	0.89	0.72	1.06				NW1ARTN
BENTON CITY	2.58	1.85	1.22	1.19	1.19	1.51	1.13	2.89				NW1BNCY
BIG LAKE	1.36	2.80	0.74	0.61	1.69	0.94	1.88	1.21				NW1BGLK
BIRCH BAY	0.74	0.71	0.53	0.73	0.64	0.88	0.86	0.49				NW1BRBA
BLAINE	0.60	0.71	0.47	0.77	0.51	0.54	0.87	0.81				NW1BLAN
BOTHELL	0.45	0.40	0.55	0.44	0.47	0.53	0.53	0.51				NW1BOTH
BREWSTER	1.31	0.64	0.54	0.92	0.27	0.60	0.72	0.61				NW1BRWS
BRIDGEPORT	1.11	0.51	0.43	0.59	0.76	1.45	0.76	1.10				NW1BRPT
BURLINGTON	0.99	0.61	1.26	0.61	0.30	1.18	0.72	0.67				NW1BURL
BURLINGTON CONTEL	1.11	0.56	0.97	0.47	0.54	0.39	0.67	0.63				NW1BURC
CAMANO ISLAND	0.77	0.50	0.59	0.47	0.47	0.44	0.63	0.84				NW1CMIS
CAMAS	0.84	0.73	0.82	0.84	1.25	0.68	0.72	0.69				NW1CAMS
CASHMERE	1.83	0.44	0.49	0.46	0.28	0.59	0.62	0.47				NW1CSHR
CHELAN	0.82	0.51	0.46	0.46	1.00	0.75	1.28	0.91				NW1CHLN
CLEARVIEW	0.85	0.70	0.67	0.69	0.67	0.83	0.80	0.94				NW1CLVW
CONCRETE	1.28	1.14	3.86	1.65	1.59	1.75	1.25	0.88				NW1CNCR
CONWAY	0.87	0.51	0.43	0.43	0.50	0.57	1.08	0.93				NW1CNWY
COUPEVILLE	0.78	0.69	0.55	0.58	0.64	0.78	0.60	0.98				NW1CPVL
CURLEW	1.77	1.90	0.81	0.94	2.54	1.98	1.80	1.40				NW1CRLW
CUSTER	1.17	0.93	0.88	0.59	0.59	2.81	0.92	0.92				NW1CSTR
DARRINGTON	2.62	0.73	0.49	0.31	1.23	0.49	0.37	1.11				NW1DRTN
DEMING	1.03	1.29	1.46	1.46	0.99	1.36	1.10	0.94				NW1DMNG
DUVALL	1.47	0.83	0.78	0.83	0.88	1.00	1.88	0.89				NW1DULL
EAST WENATCHEE	0.86	0.62	0.79	0.90	0.98	0.84	0.78	0.90				NW1EWNC
EDISON	1.06	1.63	1.20	0.71	1.21	1.91	1.12	0.35				NW1EDSN
ENTIAT	0.87	3.94	0.64	0.52	0.58	0.41	0.99	1.10				NW1ENTT
EVERETT CASINO	0.85	0.57	0.61	0.47	0.52	0.57	0.79	0.52				NW1CSNO
EVERETT MAIN	0.64	0.46	0.54	0.51	0.48	0.56	0.57	0.48				NW1EVRT
EVERSON	1.02	0.51	0.74	0.24	0.61	0.30	0.51	0.61				NW1EVSN
FAIRFIELD	1.09	2.18	0.18	1.83	0.54	1.27	1.28	0.18				NW1FRFD
FARMINGTON	0	6.45	0	2.40	2.40	1.60	2.44	4.92				NW1FRTN
FERNDALE	1.04	0.70	0.98	1.15	0.72	1.11	1.46	1.01				NW1FNDL
GARFIELD	1.33	0.66	2.88	3.33	0.67	1.56	1.57	2.44				NW1GRFD
GEORGE	2.50	1.79	1.96	1.34	2.68	1.96	2.67	2.39				NW1GERG
GRANITE FALLS	1.30	0.90	1.30	2.15	2.30	1.53	1.05	0.82				NW1GRFL
GRAYLAND	0.94	0.66	0.95	0.44	0.65	0.66	0.80	0.44				NW1GRLD
HALLS LAKE	0.58	0.45	0.58	0.47	0.46	0.53	0.49	0.51				NW1HLLK
JUANITA	0.59	0.41	0.87	0.66	0.52	0.61	0.43	0.75				NW1JUNT
KENNEWICK MAIN	1.36	0.94	1.09	0.71	0.66	1.02	0.95	1.10				NW1KNWC
KENNEWICK MEADOW	1.00	0.83	1.41	0.82	1.62	1.53	0.70	1.44				NW1MSPG
KENNEWICK-HIGHLAN	1.01	0.64	0.68	1.00	0.75	0.57	0.75	0.71				NW1HIGH
KIRKLAND	0.61	1.15	0.64	0.52	0.64	0.93	0.64	0.60				NW1KRLD
LA CONNER	0.57	0.70	0.58	0.71	0.54	0.51	0.80	0.90				NW1LACN
LAKE GOODWIN	1.18	0.98	0.89	1.04	0.88	0.73	1.27	1.18				NW1LKGW
LAKE STEVENS	0.74	0.63	0.82	0.70	0.94	0.78	0.80	0.69				NW1LKST
LAKE WENATCHEE	0.50	0.66	1.28	0.33	0.84	1.01	1.40	0.34				NW1LKWN
LATAH	0.69	0.69	0.70	2.86	0.72	2.14	0.71	0.70				NW1LATH
LAUREL	0.54	0.66	0.89	0.89	0.54	0.50	0.69	0.61				NW1LARL
LEAVENWORTH	0.84	0.73	0.50	0.91	1.02	0.88	2.59	1.46				NW1LVWO
LOOMIS	0	0.39	3.11	2.33	0.76	1.53	2.68	1.89				NW1LOMS
LYMAN	4.01	1.34	5.86	1.61	1.67	0.97	1.52	1.41				NW1HMTN
LYNDEN	0.78	0.47	0.70	0.47	0.67	0.73	0.63	0.74				NW1LYND
MALDEN	0.57	0	0	1.73	0	1.17	2.30	1.71				NW1MLDN
MANOR WAY	0.71	0.55	0.73	0.44	0.78	0.55	0.47	0.48				NW1MRWY
MANSFIELD	2.14	0.71	4.59	2.51	2.92	1.82	3.27	1.85				NW1MNFD

WASHINGTON STATE PUC 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
MANSON	0.77	0.65	0.90	0.69	1.10	1.09	1.65	1.64				NW1MNSN
MAPLE FALLS	0.80	0.69	0.73	0.84	0.84	0.67	1.34	0.66				NW1MPFL
MARBLEMOUNT	3.92	3.34	2.21	2.51	2.00	0.56	0.85	0.84				NW1MRBL
MARYSVILLE	0.86	0.53	0.62	0.53	0.53	0.50	0.68	0.70				NW1MYVI
MOLSON-CHESAW	0.28	1.39	3.58	1.10	1.10	3.54	2.19	2.18				NW1MLSN
MONROE	0.88	0.60	0.59	0.42	1.29	0.72	0.79	0.72				NW1MONR
MOSCOW	0.91	0.56	0.54	0.43	0.48	0.53	0.58	0.65				NW1MSCW
MOUNT VERNON	0.36	0.42	0.48	0.37	0.29	0.49	0.46	0.40				NW1MTVC
NACHES	1.06	0.29	0.78	0.59	0.20	0.59	0.29	0.87				NW1NCHS
NEWPORT	1.44	0.73	1.63	1.00	0.98	1.23	1.38	1.85				NW1NWPT
NILE	0.92	0.31	1.99	0.77	0.31	0.76	2.62	1.99				NW1NILE
NORTH RICHLAND	0.88	0.37	0.41	0.47	0.28	0.63	0.43	0.67				NW1NTRD
OAK HARBOR	0.72	0.53	0.95	0.73	0.61	0.65	0.64	0.68				NW1OKHR
OAKESDALE	1.88	1.36	3.51	1.88	8.27	4.03	1.36	1.66				NW1OKDL
PULLMAN	0.90	0.54	0.52	0.46	0.57	1.14	0.89	0.96				NW1PLMN
QUINCY	1.63	1.05	0.88	1.42	1.04	1.09	1.94	1.66				NW1QNCY
REDMOND	0.44	0.46	0.43	0.43	0.39	0.48	0.48	0.54				NW1RDMD
REPUBLIC	0.79	0.39	0.59	1.08	0.74	0.69	1.28	0.65				NW1RPBL
RICHLAND	1.01	0.54	0.47	0.48	0.60	0.71	0.58	0.59				NW1RCLD
RICHMOND BEACH	0.52	0.49	0.51	0.38	0.42	0.40	0.47	0.61				NW1RCBH
ROCKFORD	0.54	1.08	0.81	1.21	1.75	1.88	2.16	1.62				NW1RCFR
ROSALIA	2.44	1.32	1.96	1.64	1.48	2.96	0.49	6.17				NW1ROSL
SAMMAMISH	1.19	0.59	0.73	0.67	0.68	0.77	0.93	0.76				NW1SMSH
SEDRO WOOLLEY	1.01	0.74	0.75	0.75	0.54	0.72	0.59	0.59				NW1SWLY
SEDRO-WOOLEY CONT	0.85	0.59	0.59	0.56	0.68	0.98	0.64	0.61				NW1SWLC
SILVER LAKE	0.73	0.38	0.88	0.57	0.48	0.57	0.54	0.44				NW1SLLK
SKYKOMISH	1.53	1.30	2.39	0.65	0	0.66	0.44	1.77				NW1SKYK
SNOHOMISH	0.90	0.67	0.66	0.74	0.80	0.60	0.81	1.27				NW1SNHS
SOAP LAKE	0.74	0.68	0.51	0.73	0.68	1.03	1.21	0.92				NW1SOLK
STANWOOD	0.70	0.73	0.61	1.19	1.24	1.16	0.81	0.58				NW1STWD
STEVENS PASS	1.10	0	0	0	2.17	0	1.08	2.15				NW1STPS
SULTAN	1.05	0.71	0.82	0.61	0.66	0.68	1.24	0.74				NW1SULT
SUMAS	0.92	0.46	0.69	0.84	0.84	0.61	0.46	0.86				NW1SUMS
TEKOA	1.24	1.13	1.14	1.35	3.71	0.79	1.46	0.90				NW1TEKO
THORNTON	3.03	6.06	0	1.03	0	1.04	0	1.05				NW1THTN
TONASKET	2.13	1.74	0.93	2.24	1.28	2.59	2.05	1.12				NW1TNSK
WASHOUGAL	1.92	1.21	1.01	0.77	0.88	1.23	1.35	0.81				NW1WSHG
WASHOUGAL RIVER	1.35	2.30	1.26	0.71	0.70	1.09	1.33	1.01				NW1WSHR
WATERVILLE	1.98	3.38	1.86	3.38	0.58	2.22	0.58	1.05				NW1WTVL
WENATCHEE	0.68	0.50	0.71	0.66	0.67	0.93	0.73	0.84				NW1WNTC
WEST RICHLAND	1.42	0.58	0.81	0.58	0.65	2.03	1.52	0.94				NW1WRLD
WESTPORT	1.60	0.66	0.47	0.76	0.62	0.66	0.80	0.47				NW1WSPT
WOODLAND	0.77	0.79	0.57	0.90	0.81	1.06	0.67	1.20				NW1WDLD