

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

December 1, 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: **OCTOBER SERVICE QUALITY REPORT**

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

Very truly yours,

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

Joan Gage
State Manager – Regulatory Affairs

SvcQualRpt.doc
Enclosure

Hard Copy

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

	OBJ	JUL 03	AUG 03	SEP 03	OCT 03
WASHINGTON (New Rule Reporting July 2003)					
Reported To Commission Monthly:					
MISSED APPOINTMENTS (WAC 439 sub 3)					
Total # Fielded Service Orders	None	5252	5047	5164	5140
# Of Service Orders With Appointments	None	1243	1226	1302	1360
# Of Service Order Appointments Missed*	None	553	546	528	653*
# Of Excluded Appointments	None	0	0	0	0
*Missed Appointment counts overstated due to technician data entry errors.					
Total # Dispatched Trouble Tickets	None	4936	4887	4937	6838
# Of Trouble Tickets With 4 Hour Appointments	None	415	492	453	506
# Of Trouble Ticket Appointments Missed	None	13	15	10	21
# Of Excluded Appointments	None	0	0	0	0
INSTALL OF BASIC SERVICE (WAC 439 sub 4)					
# Due Dated Installation Service Orders	None	9054	9420	9531	8480
# Due Dated Serv Orders Not Completed In 5 Days	None	530	454	582	566
# Customer Requested Service Orders Completed	None	6020	6861	5415	5565
# C R Service Order Due Dates Missed	None	148	106	104	161
% Installation Commitments Met	90.0%	95.50%	96.56%	95.41%	94.82%
SUMMARY TROUBLE REPORTS (WAC 438 sub 6)					
Network Trouble per 100 Access Lines	4.00				
# Of CO's Missing Objective	0	0	2	1	0
TRUNK BLOCKING REPORT (WAC 438 sub 8)					
% Trunk Groups Meeting Defined Blocking Criteria	99.0%	99.52	99.52	98.33	99.29
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	7	8	4	6

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

WASHINGTON (New Rule Reporting July 2003)		OBJ	JUL 03	AUG 03	SEP 03	OCT 03
REPAIR REPORT (WAC 439 sub 9)						
# Of Out Of Service Trouble Reports	None		3413	3372	3478	4873
# OOS Trouble Reports Cleared In 48 Hours	None		3373	3354	3449	4567
# OOS Trouble Reports Not Cleared In 48 Hours	None		40	18	29	306
% OOS Trouble Cleared In 48 Hours	100%		98.81%	99.46%	99.16%	93.30%
# OOS Trouble Exempted			0	0	0	0
# Of Non-Out Of Service Trouble Reports	None		3511	3281	3491	4270
# Non-OOS Trouble Rpts Cleared In 72 Hours	None		3496	3267	3476	4133
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None		15	14	15	137
% Non-OOS Trouble Cleared In 72 Hours	100%		99.57%	99.57%	99.57%	96.69%
# OOS Trouble Exempted	None		0	0	0	0

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

OCTOBER 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	15		6	
ALGER	12		5	
ANACORTES	115	4	77	1
ARLINGTON	111	8	75	1
BENTON CITY	41	1	25	1
BIG LAKE	16	1	7	
BIRCH BAY	35	3	30	1
BLAINE	41	3	23	1
BOTHELL	498	22	355	5
BREWSTER	15	1	16	1
BRIDGEPORT	19	2	1	
BURLINGTON	26	1	11	
BURLINGTON CONTEL	72	5	55	2
CAMANO ISLAND	46	7	50	1
CAMAS	84	8	48	
CASHMERE	38	4	22	
CHELAN	33	1	17	
CLEARVIEW	53	1	27	3
CONCRETE	18		8	
CONWAY	7		5	
COUPEVILLE	39	1	34	
CURLEW	9	4	5	
CUSTER	19	2	5	1
DARRINGTON	21	5	8	
DEMING	12	1	6	
DUVALL	44	7	45	
EAST WENATCHEE	134	13	97	7
EDISON	12	1	7	1
ENTIAT	18	3	7	
EVERETT CASINO	742	36	437	9
EVERETT MAIN	351	16	170	8
EVERSON	29	4	17	
FAIRFIELD	3		2	
FARMINGTON	1			
FERNDALE	103	8	46	1
GARFIELD	1		2	
GEORGE	5		4	
GRANITE FALLS	68	1	22	1
GRAYLAND	9	2	4	
HALLS LAKE	548	24	414	6
JUANITA	215	4	190	2
KENNEWICK MAIN	258	16	138	4
KENNEWICK MEADOW S	66	2	53	2
KENNEWICK-HIGHLAND	266	13	146	4
KIRKLAND	174	5	156	7
LA CONNER	27	1	17	
LAKE GOODWIN	66	5	35	2
LAKE STEVENS	176	6	133	2
LAKE WENATCHEE	19	8	7	
LATAH	4		1	
LAUREL	24		10	
LEAVENWORTH	39	4	24	
LOOMIS	2	1	2	
LYMAN	17	1	7	
LYNDEN	76	5	48	1

INSTALLATION OF BASIC SERVICE BY CENTRAL OFI

OCTOBER 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	3	1		
MANOR WAY	342	15	260	4
MANSFIELD	6		3	
MANSON	19	1	12	2
MAPLE FALLS	44	1	19	2
MARBLEMOUNT	3		4	
MARYSVILLE	275	22	169	10
MOLSON-CHESAW	4		2	1
MONROE	126	11	69	1
MOUNT VERNON	61	5	23	
MT VERNON CONTEL	179	8	101	1
NACHES	19	1	7	
NILE	6		2	
NORTH RICHLAND	22	2	15	
OAK HARBOR	302	7	161	
OAKESDALE	4		2	
PULLMAN	110	7	55	
QUINCY	46	6	13	
REDMOND	451	93	408	47
REPUBLIC	18	2	14	
RICHLAND	171	3	111	2
RICHMOND BEACH	144	10	100	1
ROCKFORD	6		4	
ROSALIA	6		5	
SAMMAMISH	94	3	111	3
SEDRO WOOLLEY	36	3	14	
SEDRO-WOOLEY CONTEL	70	5	48	1
SILVER LAKE	217	17	187	1
SKYKOMISH	2			
SNOHOMISH	88	2	65	
SOAP LAKE	22	3	12	
STANWOOD	62	6	36	1
STEVENS PASS	2		1	
SULTAN	65	4	29	
SUMAS	14	1	15	
TEKOA	6		4	
THORNTON			1	
TONASKET	45	16	22	3
WASHOUGAL	61	3	42	
WASHOUGAL RIVER	14	1	8	
WATERVILLE	5		2	
WENATCHEE	285	33	166	5
WEST RICHLAND	45	2	26	1
WESTPORT	30		17	
WOODLAND	58	1	38	
WSU				
TOTAL	8480	566	5565	161

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	1.21	1.83		NW1ACME
ALGER	1.69	1.43	1.27	1.68	1.09	2.50	1.09	0.25	1.18	2.60		NW1ALGR
ANACORTES	1.15	0.68	0.72	0.54	0.78	0.55	0.63	0.56	0.72	0.87		NW1ANCR
ARLINGTON	0.74	0.53	0.74	0.38	0.48	0.89	0.72	1.06	0.83	1.57		NW1ARTN
BENTON CITY	2.58	1.85	1.22	1.19	1.19	1.51	1.13	2.89	1.74	1.35		NW1BNCY
BIG LAKE	1.36	2.80	0.74	0.61	1.69	0.94	1.88	1.21	1.21	0.87		NW1BGLK
BIRCH BAY	0.74	0.71	0.53	0.73	0.64	0.88	0.86	0.49	0.86	0.89		NW1BRBA
BLAINE	0.60	0.71	0.47	0.77	0.51	0.54	0.87	0.81	0.61	1.19		NW1BLAN
BOTHELL	0.45	0.40	0.55	0.44	0.47	0.53	0.53	0.51	0.42	0.57		NW1BOTH
BREWSTER	1.31	0.64	0.54	0.92	0.27	0.60	0.72	0.61	0.99	1.65		NW1BRWS
BRIDGEPORT	1.11	0.51	0.43	0.59	0.76	1.45	0.76	1.10	1.95	1.63		NW1BRPT
BURLINGTON	0.99	0.61	1.26	0.61	0.30	1.18	0.72	0.67	0.73	1.56		NW1BURL
BURLINGTON CONTEL	1.11	0.56	0.97	0.47	0.54	0.39	0.67	0.63	0.68	0.69		NW1BURC
CAMANO ISLAND	0.77	0.50	0.59	0.47	0.47	0.44	0.63	0.84	1.50	0.63		NW1CMIS
CAMAS	0.84	0.73	0.82	0.84	1.25	0.68	0.72	0.69	0.64	1.44		NW1CAMS
CASHMERE	1.83	0.44	0.49	0.46	0.28	0.59	0.62	0.47	0.73	0.73		NW1CSHR
CHELAN	0.82	0.51	0.46	0.46	1.00	0.75	1.28	0.91	1.23	0.85		NW1CHLN
CLEARVIEW	0.85	0.70	0.67	0.69	0.67	0.83	0.80	0.94	0.96	1.30		NW1CLVW
CONCRETE	1.28	1.14	3.86	1.65	1.59	1.75	1.25	0.88	3.01	4.18		NW1CNCR
CONWAY	0.87	0.51	0.43	0.43	0.50	0.57	1.08	0.93	0.57	1.07		NW1CNWY
COUPEVILLE	0.78	0.69	0.55	0.58	0.64	0.78	0.60	0.98	0.92	1.29		NW1CPVL
CURLEW	1.77	1.90	0.81	0.94	2.54	1.98	1.80	1.40	4.35	2.96		NW1CRLW
CUSTER	1.17	0.93	0.88	0.59	0.59	2.81	0.92	0.92	0.58	2.45		NW1CSTR
DARRINGTON	2.62	0.73	0.49	0.31	1.23	0.49	0.37	1.11	0.92	2.33		NW1DRTN
DEMING	1.03	1.29	1.46	1.46	0.99	1.36	1.10	0.94	0.63	1.73		NW1DMNG
DUVALL	1.47	0.83	0.78	0.83	0.88	1.00	1.88	0.89	0.86	1.04		NW1DULL
EAST WENATCHEE	0.86	0.62	0.79	0.90	0.98	0.84	0.78	0.90	1.04	0.81		NW1EWNC
EDISON	1.06	1.63	1.20	0.71	1.21	1.91	1.12	0.35	0.70	1.47		NW1EDSN
ENTIAT	0.87	3.94	0.64	0.52	0.58	0.41	0.99	1.10	0.86	0.57		NW1ENTT
EVERETT CASINO	0.85	0.57	0.61	0.47	0.52	0.57	0.79	0.52	0.57	0.76		NW1CSNO
EVERETT MAIN	0.64	0.46	0.54	0.51	0.48	0.56	0.57	0.48	0.48	0.76		NW1EVRT
EVERSON	1.02	0.51	0.74	0.24	0.61	0.30	0.51	0.61	0.58	1.25		NW1EVSN
FAIRFIELD	1.09	2.18	0.18	1.83	0.54	1.27	1.28	0.18	0.73	2.02		NW1FRFD
FARMINGTON	0	6.45	0	2.40	2.40	1.60	2.44	4.92	3.25	3.15		NW1FRTN
FERNDALE	1.04	0.70	0.98	1.15	0.72	1.11	1.46	1.01	1.12	1.89		NW1FNDL
GARFIELD	1.33	0.66	2.88	3.33	0.67	1.56	1.57	2.44	2.20	1.74		NW1GRFD
GEORGE	2.50	1.79	1.96	1.34	2.68	1.96	2.67	2.39	1.15	1.24		NW1GERG
GRANITE FALLS	1.30	0.90	1.30	2.15	2.30	1.53	1.05	0.82	1.21	1.70		NW1GRFL
GRAYLAND	0.94	0.66	0.95	0.44	0.65	0.66	0.80	0.44	1.39	0.80		NW1GRLD
HALLS LAKE	0.58	0.45	0.58	0.47	0.46	0.53	0.49	0.51	0.54	0.76		NW1HLLK
JUANITA	0.59	0.41	0.87	0.66	0.52	0.61	0.43	0.75	0.59	0.81		NW1JUNT
KENNEWICK MAIN	1.36	0.94	1.09	0.71	0.66	1.02	0.95	1.10	0.85	1.12		NW1KNWC
KENNEWICK MEADOW	1.00	0.83	1.41	0.82	1.62	1.53	0.70	1.44	0.77	1.39		NW1MSPG
KENNEWICK-HIGHLAN	1.01	0.64	0.68	1.00	0.75	0.57	0.75	0.71	0.70	0.76		NW1HIGH
KIRKLAND	0.61	1.15	0.64	0.52	0.64	0.93	0.64	0.60	0.73	1.37		NW1KRLD
LA CONNER	0.57	0.70	0.58	0.71	0.54	0.51	0.80	0.90	0.97	1.03		NW1LACN
LAKE GOODWIN	1.18	0.98	0.89	1.04	0.88	0.73	1.27	1.18	0.77	1.51		NW1LKGW
LAKE STEVENS	0.74	0.63	0.82	0.70	0.94	0.78	0.80	0.69	0.84	0.95		NW1LKST
LAKE WENATCHEE	0.50	0.66	1.28	0.33	0.84	1.01	1.40	0.34	0.78	0.56		NW1LKWN
LATAH	0.69	0.69	0.70	2.86	0.72	2.14	0.71	0.70	0	0.70		NW1LATH
LAUREL	0.54	0.66	0.89	0.89	0.54	0.50	0.69	0.61	0.53	1.14		NW1LARL
LEAVENWORTH	0.84	0.73	0.50	0.91	1.02	0.88	2.59	1.46	1.43	1.59		NW1LVWO
LOOMIS	0	0.39	3.11	2.33	0.76	1.53	2.68	1.89	2.26	2.17		NW1LOMS
LYMAN	4.01	1.34	5.86	1.61	1.67	0.97	1.52	1.41	2.42	13.14		NW1HMTN
LYNDEN	0.78	0.47	0.70	0.47	0.67	0.73	0.63	0.74	0.61	0.55		NW1LYND
MALDEN	0.57	0	0	1.73	0	1.17	2.30	1.71	5.59	2.84		NW1MLDN
MANOR WAY	0.71	0.55	0.73	0.44	0.78	0.55	0.47	0.48	0.70	0.64		NW1MRWY
MANSFIELD	2.14	0.71	4.59	2.51	2.92	1.82	3.27	1.85	3.66	2.57		NW1MNF

