

Joan Gage
State Manager – Regulatory Affairs

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04 JAN -5 AM 10:41

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

January 1, 2004

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: **NOVEMBER SERVICE QUALITY REPORT**

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

WASHINGTON (New Rule Reporting July 2003)		JUL 03	AUG 03	SEP 03	OCT 03	NOV 03
Reported To Commission Monthly:						
MISSED APPOINTMENTS (WAC 439 sub 3)						
Total # Fielded Service Orders	None	5252	5047	5164	5140	4060
# Of Service Orders With Appointments	None	1243	1226	1302	1360	1248
# Of Service Order Appointments Missed*	None	553	546	528	653	562*
# Of Excluded Appointments	None	0	0	0	0	0
*Missed Appointment counts overstated due to technician data entry errors.						
Total # Dispatched Trouble Tickets	None	4936	4887	4937	6838	5388
# Of Trouble Tickets With 4 Hour Appointments	None	415	492	453	506	428
# Of Trouble Ticket Appointments Missed	None	13	15	10	21	28
# Of Excluded Appointments	None	0	0	0	0	0
INSTALL OF BASIC SERVICE (WAC 439 sub 4)						
# Due Dated Installation Service Orders	None	9054	9420	9531	8480	6829
# Due Dated Serv Orders Not Completed In 5 Days	None	530	454	582	566	642
# Customer Requested Service Orders Completed	None	6020	6861	5415	5565	4034
# C R Service Order Due Dates Missed	None	148	106	104	161	100
% Installation Commitments Met	90.0%	95.50%	96.56%	95.41%	94.82%	93.17%
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	1
TRUNK BLOCKING REPORT (WAC 438 sub 8)						
% Trunk Groups Meeting Defined Blocking Criteria	99.0%	99.52	99.52	98.33	99.29	99.29
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	7	8	4	6	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	NOV 03
REPAIR REPORT (WAC 439 sub 9)							
# Of Out Of Service Trouble Reports	None		3413	3372	3478	4873	3957
# OOS Trouble Reports Cleared In 48 Hours	None		3373	3354	3449	4567	3857
# OOS Trouble Reports Not Cleared In 48 Hours	None		40	18	29	306	100
% OOS Trouble Cleared In 48 Hours	100%		98.81%	99.46%	99.16%	93.30%	97.41%
# OOS Trouble Exempted			0	0	0	0	0
# Of Non-Out Of Service Trouble Reports							
# Non-OOS Trouble Rpts Cleared In 72 Hours	None		3511	3281	3491	4270	3187
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None		3496	3267	3476	4133	3172
# Non-OOS Trouble Rpts Cleared In 72 Hours	None		15	14	15	137	15
% Non-OOS Trouble Cleared In 72 Hours	100%		99.57%	99.57%	99.57%	96.69%	99.53%
# OOS Trouble Exempted	None		0	0	0	0	0

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

NOVEMBER 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	12	4	6	
ALGER	5		2	
ANACORTES	80	5	54	
ARLINGTON	103	15	54	3
BENTON CITY	32	7	12	
BIG LAKE	8		5	1
BIRCH BAY	47	13	16	1
BLAINE	26	4	15	1
BOTHELL	380	10	291	8
BREWSTER	17	2	10	
BRIDGEPORT	22	3	6	
BURLINGTON	12	1	7	
BURLINGTON CONTEL	68	14	37	1
CAMANO ISLAND	49	7	28	
CAMAS	89	15	48	1
CASHMERE	31	7	16	
CHELAN	32	7	9	
CLEARVIEW	27	3	16	1
CONCRETE	11	1	6	
CONWAY	7	4	4	
COUPEVILLE	34	1	15	2
CURLEW	6	3	6	
CUSTER	10	1	12	
DARRINGTON	18		9	
DEMING	12	3	4	
DUVALL	42	2	45	
EAST WENATCHEE	117	17	79	4
EDISON	12	4	1	
ENTIAT	14	1	6	
EVERETT CASINO	651	35	361	5
EVERETT MAIN	255	20	135	3
EVERSON	31	5	15	
FAIRFIELD	5			
FARMINGTON	1			
FERNDALE	76	14	33	3
GARFIELD	2		1	
GEORGE	13	1	4	
GRANITE FALLS	36	2	20	
GRAYLAND	8	1	4	
HALLS LAKE	456	15	261	8
JUANITA	179	10	114	3
KENNEWICK MAIN	216	34	97	2
KENNEWICK MEADOW S	68	11	40	
KENNEWICK-HIGHLAND	201	28	98	1
KIRKLAND	155	2	130	1
LA CONNER	20	3	13	
LAKE GOODWIN	69	14	41	3
LAKE STEVENS	136	7	77	2
LAKE WENATCHEE	6	4	4	
LATAH				
LAUREL	22	4	12	2
LEAVENWORTH	35	9	19	
LOOMIS	6	2	2	
LYMAN	15	2	12	
LYNDEN	54	12	33	4

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

NOVEMBER 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	1	
MANOR WAY	290	9	196	5
MANSFIELD	2			
MANSON	23	3	14	1
MAPLE FALLS	32	6	19	1
MARBLEMOUNT	2	1	3	
MARYSVILLE	206	30	158	6
MOLSON-CHESAW	1		1	
MONROE	90	8	40	
MOUNT VERNON	44	5	22	1
MT VERNON CONTEL	135	16	66	
NACHES	10		4	
NILE	6		3	
NORTH RICHLAND	16	3	9	
OAK HARBOR	249	6	123	3
OAKESDALE	1		1	
PULLMAN	64	2	40	3
QUINCY	47	2	18	
REDMOND	305	15	244	5
REPUBLIC	18	6	8	
RICHLAND	138	13	71	
RICHMOND BEACH	97	5	72	3
ROCKFORD	5		3	
ROSALIA	4		1	
SAMMAMISH	72	7	79	
SEDRO WOOLLEY	29	4	11	1
SEDRO-WOOLEY CONTEL	74	8	28	1
SILVER LAKE	182	18	141	3
SKYKOMISH	5		1	
SNOHOMISH	77	2	45	4
SOAP LAKE	21	1	5	
STANWOOD	50	9	20	
STEVENS PASS				
SULTAN	48	4	25	1
SUMAS	12	2	3	
TEKOA	7	2		
THORNTON	3			
TONASKET	25	7	15	
WASHOUGAL	61	16	30	1
WASHOUGAL RIVER	10	3	4	1
WATERVILLE	4		4	
WENATCHEE	215	24	114	
WEST RICHLAND	30	5	12	
WESTPORT	28	4	9	
WOODLAND	51	6	26	
WSU				
TOTAL	6829	642	4034	100

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	1.12	NW1ACME
ALGER	1.69	1.43	1.27	1.68	1.09	2.50	1.09	0.25	1.18	2.60	0.59	NW1ALGR
ANACORTES	1.15	0.68	0.72	0.54	0.78	0.55	0.63	0.56	0.72	0.87	0.80	NW1ANCR
ARLINGTON	0.74	0.53	0.74	0.38	0.48	0.89	0.72	1.06	0.83	1.57	1.13	NW1ARTN
BENTON CITY	2.58	1.85	1.22	1.19	1.19	1.51	1.13	2.89	1.74	1.35	1.49	NW1BNCY
BIG LAKE	1.36	2.80	0.74	0.61	1.69	0.94	1.88	1.21	1.21	0.87	0.67	NW1BGLK
BIRCH BAY	0.74	0.71	0.53	0.73	0.64	0.88	0.86	0.49	0.86	0.89	0.95	NW1BRBA
BLAINE	0.60	0.71	0.47	0.77	0.51	0.54	0.87	0.81	0.61	1.19	0.97	NW1BLAN
BOTHELL	0.45	0.40	0.55	0.44	0.47	0.53	0.53	0.51	0.42	0.57	0.47	NW1BOTH
BREWSTER	1.31	0.64	0.54	0.92	0.27	0.60	0.72	0.61	0.99	1.65	0.39	NW1BRWS
BRIDGEPORT	1.11	0.51	0.43	0.59	0.76	1.45	0.76	1.10	1.95	1.63	0.96	NW1BRPT
BURLINGTON	0.99	0.61	1.26	0.61	0.30	1.18	0.72	0.67	0.73	1.56	0.94	NW1BURL
BURLINGTON CONTEL	1.11	0.56	0.97	0.47	0.54	0.39	0.67	0.63	0.68	0.69	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	0.57	NW1CMIS
CAMAS	0.84	0.73	0.82	0.84	1.25	0.68	0.72	0.69	0.64	1.44	1.04	NW1CAMS
CASHMERE	1.83	0.44	0.49	0.46	0.28	0.59	0.62	0.47	0.73	0.73	0.42	NW1CSHR
CHELAN	0.82	0.51	0.46	0.46	1.00	0.75	1.28	0.91	1.23	0.85	0.76	NW1CHLN
CLEARVIEW	0.85	0.70	0.67	0.69	0.67	0.83	0.80	0.94	0.96	1.30	1.00	NW1CLVW
CONCRETE	1.28	1.14	3.86	1.65	1.59	1.75	1.25	0.88	3.01	4.18	1.76	NW1CNCR
CONWAY	0.87	0.51	0.43	0.43	0.50	0.57	1.08	0.93	0.57	1.07	0.93	NW1CNWY
COUPEVILLE	0.78	0.69	0.55	0.58	0.64	0.78	0.60	0.98	0.92	1.29	1.75	NW1CPVL
CURLEW	1.77	1.90	0.81	0.94	2.54	1.98	1.80	1.40	4.35	2.96	1.42	NW1CRLW
CUSTER	1.17	0.93	0.88	0.59	0.59	2.81	0.92	0.92	0.58	2.45	0.34	NW1CSTR
DARRINGTON	2.62	0.73	0.49	0.31	1.23	0.49	0.37	1.11	0.92	2.33	1.35	NW1DRTN
DEMING	1.03	1.29	1.46	1.46	0.99	1.36	1.10	0.94	0.63	1.73	1.05	NW1DMNG
DUVALL	1.47	0.83	0.78	0.83	0.88	1.00	1.88	0.89	0.86	1.04	1.36	NW1DULL
EAST WENATCHEE	0.86	0.62	0.79	0.90	0.98	0.84	0.78	0.90	1.04	0.81	0.79	NW1EWNC
EDISON	1.06	1.63	1.20	0.71	1.21	1.91	1.12	0.35	0.70	1.47	0.78	NW1EDSN
ENTIAT	0.87	3.94	0.64	0.52	0.58	0.41	0.99	1.10	0.86	0.57	0.74	NW1ENTT
EVERETT CASINO	0.85	0.57	0.61	0.47	0.52	0.57	0.79	0.52	0.57	0.76	0.64	NW1CSNO
EVERETT MAIN	0.64	0.46	0.54	0.51	0.48	0.56	0.57	0.48	0.48	0.76	0.78	NW1EVRT
EVERSON	1.02	0.51	0.74	0.24	0.61	0.30	0.51	0.61	0.58	1.25	0.98	NW1EVSN
FAIRFIELD	1.09	2.18	0.18	1.83	0.54	1.27	1.28	0.18	0.73	2.02	1.29	NW1FRFD
FARMINGTON	0	6.15	0	2.40	2.40	1.60	2.44	4.92	3.25	3.15	3.88	NW1FRTN
FERNDAL	1.04	0.70	0.98	1.15	0.72	1.11	1.46	1.01	1.12	1.89	1.04	NW1FNLD
GARFIELD	1.33	0.66	2.88	3.33	0.67	1.56	1.57	2.44	2.20	1.74	1.54	NW1GRFD
GEORGE	2.50	1.79	1.96	1.34	2.68	1.96	2.67	2.39	1.15	1.24	0.99	NW1GERG
GRANITE FALLS	1.30	0.90	1.30	2.15	2.30	1.53	1.05	0.82	1.21	1.70	1.73	NW1GRFL
GRAYLAND	0.94	0.66	0.95	0.44	0.65	0.66	0.80	0.44	1.39	0.80	0.73	NW1GRLD
HALLS LAKE	0.58	0.45	0.58	0.47	0.46	0.53	0.49	0.51	0.54	0.76	0.67	NW1HLLK
JUANITA	0.59	0.41	0.87	0.66	0.52	0.61	0.43	0.75	0.59	0.81	0.53	NW1JUNT
KENNEWICK MAIN	1.36	0.94	1.09	0.71	0.66	1.02	0.95	1.10	0.85	1.12	0.85	NW1KNWC
KENNEWICK MEADOW	1.00	0.83	1.41	0.82	1.62	1.53	0.70	1.44	0.77	1.39	0.69	NW1MSPG
KENNEWICK-HIGHLAN	1.01	0.64	0.68	1.00	0.75	0.57	0.75	0.71	0.70	0.76	0.65	NW1HIGH
KIRKLAND	0.61	1.15	0.64	0.52	0.64	0.93	0.64	0.60	0.73	1.37	0.65	NW1KRLD
LA CONNER	0.57	0.70	0.58	0.71	0.54	0.51	0.80	0.90	0.97	1.03	0.54	NW1LACN
LAKE GOODWIN	1.18	0.98	0.89	1.04	0.88	0.73	1.27	1.18	0.77	1.51	1.07	NW1LKGW
LAKE STEVENS	0.74	0.63	0.82	0.70	0.94	0.78	0.80	0.69	0.84	0.95	2.00	NW1LKST
LAKE WENATCHEE	0.50	0.66	1.28	0.33	0.84	1.01	1.40	0.34	0.78	0.56	0.62	NW1LKWN
LATAH	0.69	0.69	0.70	2.85	0.72	2.14	0.71	0.70	0	0.70	0.69	NW1LATH
LAUREL	0.54	0.66	0.89	0.89	0.54	0.50	0.69	0.61	0.53	1.14	0.83	NW1LARL
LEAVENWORTH	0.84	0.73	0.50	0.91	1.02	0.88	2.59	1.46	1.43	1.59	0.75	NW1LVWO
LOOMIS	0	0.39	3.11	2.33	0.76	1.53	2.68	1.89	2.26	2.17	0.74	NW1LOMS
LYMAN	4.01	1.34	5.86	1.61	1.67	0.97	1.52	1.41	2.42	13.14	4.32*	NW1HMTN
LYNDEN	0.78	0.47	0.70	0.47	0.67	0.73	0.63	0.74	0.61	0.55	0.44	NW1LYND
MALDEN	0.57	0	0	1.73	0	1.17	2.30	1.71	5.59	2.84	2.29	NW1MLDN
MANOR WAY	0.71	0.55	0.73	0.44	0.78	0.55	0.47	0.48	0.70	0.64	0.57	NW1MRWY
MANSFIELD	2.14	0.71	4.59	2.51	2.92	1.82	3.27	1.85	3.66	2.57	4.35	NW1MNF

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	1.12	2.00	0.93		NW1MNSN
MAPLE FALLS	0.80	0.69	0.73	0.84	0.84	0.67	1.34	0.66	1.26	1.90	0.7		NW1MPFL
MARBLEMOUNT	3.92	3.34	2.21	2.51	2.00	0.56	0.85	0.84	1.13	1.11	0.85		NW1MRBL
MARYSVILLE	0.86	0.53	0.62	0.53	0.53	0.50	0.68	0.70	0.61	1.31	0.63		NW1MYVI
MOLSON-CHESAW	0.28	1.39	3.58	1.10	1.10	3.54	2.19	2.18	1.34	2.13	2.41		NW1MLSN
MONROE	0.88	0.60	0.59	0.42	1.29	0.72	0.79	0.72	0.65	0.87	0.94		NW1MONR
MOSCOW	0.91	0.56	0.54	0.43	0.48	0.53	0.58	0.65	0.57	0.50	0.37		NW1MSCW
MOUNT VERNON	0.36	0.42	0.48	0.37	0.29	0.49	0.46	0.40	0.42	0.48	0.15		NW1MTVC
NACHES	1.06	0.29	0.78	0.59	0.20	0.59	0.29	0.87	0.29	0.49	0.30		NW1NCHS
NEWPORT	1.44	0.73	1.63	1.00	0.98	1.23	1.38	1.85	1.25	1.29	0.85		NW1NWPT
NILE	0.92	0.31	1.99	0.77	0.31	0.76	2.62	1.99	1.22	0.46	1.23		NW1NILE
NORTH RICHLAND	0.88	0.37	0.41	0.47	0.28	0.63	0.43	0.67	0.52	0.67	0.26		NW1NTRD
OAK HARBOR	0.72	0.53	0.95	0.73	0.61	0.65	0.64	0.68	1.31	1.19	0.80		NW1OKHR
OAKESDALE	1.88	1.36	3.51	1.88	0.27	4.08	1.36	1.66	3.07	0.83	1.94		NW1OKDL
PULLMAN	0.90	0.54	0.52	0.46	0.57	1.14	0.89	0.96	1.21	0.84	0.67		NW1PLMN
QUINCY	1.63	1.05	0.88	1.42	1.04	1.09	1.94	1.66	0.89	1.66	0.59		NW1QNCY
REDMOND	0.44	0.46	0.43	0.43	0.39	0.48	0.48	0.54	0.54	0.46	0.46		NW1RDMD
REPUBLIC	0.79	0.39	0.59	1.08	0.74	0.69	1.28	0.65	0.54	0.89	0.64		NW1RPBL
RICHLAND	1.01	0.54	0.47	0.48	0.60	0.71	0.58	0.59	0.54	0.54	0.70		NW1RCLD
RICHMOND BEACH	0.52	0.49	0.51	0.38	0.42	0.40	0.47	0.61	0.43	0.98	1.18		NW1RCBH
ROCKFORD	0.54	1.08	0.81	1.21	1.75	1.88	2.16	1.62	0.67	0.81	0.54		NW1RCFR
ROSALIA	2.44	1.32	1.96	1.64	1.48	2.96	0.49	0.77	0.30	3.10	2.44		NW1ROSL
SAMMAMISH	1.19	0.59	0.73	0.67	0.68	0.77	0.93	0.76	0.90	1.27	0.66		NW1SMSH
SEDRO WOOLLEY	1.01	0.74	0.75	0.75	0.54	0.72	0.59	0.59	0.92	1.16	0.78		NW1SWLY
SEDRO-WOOLEY CONT	0.85	0.59	0.59	0.56	0.68	0.98	0.64	0.61	0.70	1.31	0.82		NW1SWLC
SILVER LAKE	0.73	0.38	0.88	0.57	0.48	0.57	0.54	0.44	0.52	0.55	0.54		NW1SLLK
SKYKOMISH	1.53	1.30	2.39	0.65	0	0.66	0.44	1.77	0.44	1.55	2.01		NW1SKYK
SNOHOMISH	0.90	0.67	0.66	0.74	0.80	0.60	0.81	1.27	0.74	1.68	1.30		NW1SNHS
SOAP LAKE	0.74	0.68	0.51	0.73	0.68	1.03	1.21	0.92	1.61	1.79	0.63		NW1SOLK
STANWOOD	0.70	0.73	0.61	1.19	1.24	1.16	0.81	0.58	1.23	1.96	0.69		NW1STWD
STEVENS PASS	1.10	0	0	0	2.17	0	1.08	2.15	0	0.08	2.11		NW1STPS
SULTAN	1.05	0.71	0.82	0.61	0.66	0.68	1.24	0.74	0.86	1.32	2.92		NW1SULT
SUMAS	0.92	0.46	0.69	0.84	0.84	0.61	0.46	0.86	0.62	1.32	0.54		NW1SUMS
TEKOA	1.24	1.13	1.14	1.35	3.71	0.79	1.46	0.90	1.69	1.35	1.24		NW1TEKO
THORNTON	3.03	0.06	0	1.03	0	1.04	0	1.05	1.06	0.00	2.13		NW1THTN
TONASKET	2.13	1.74	0.93	2.24	1.28	2.59	2.05	1.12	1.90	1.58	1.50		NW1TNSK
WASHOUGAL	1.92	1.21	1.01	0.77	0.88	1.23	1.35	0.81	1.33	2.09	1.39		NW1WSHG
WASHOUGAL RIVER	1.35	2.30	1.26	0.71	0.70	1.09	1.33	1.01	1.78	2.01	2.24		NW1WSHR
WATERVILLE	1.98	3.38	1.86	3.38	0.58	2.22	0.58	1.05	1.40	1.52	0.46		NW1WTVL
WENATCHEE	0.68	0.50	0.71	0.66	0.67	0.93	0.73	0.84	0.61	0.70	0.46		NW1WNTC
WEST RICHLAND	1.42	0.58	0.81	0.58	0.65	2.03	1.52	0.94	1.66	0.94	0.96		NW1WRLD
WESTPORT	1.60	0.66	0.47	0.76	0.62	0.66	0.80	0.47	0.66	1.13	0.66		NW1WSPT
WOODLAND	0.77	0.79	0.57	0.90	0.81	1.06	0.67	1.20	0.83	0.96	0.92		NW1WDLT
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* Oct. and Nov. trouble in Lyman due to Skagit River flooding.