

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

January 30, 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: **DECEMBER SERVICE QUALITY REPORT**

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

Very truly yours,

A handwritten signature in black ink that reads "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	NOV 03	DEC 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	4060	4078
# Of Service Orders With Appointments	None	1243	1226	1302	1360	1248	1165
# Of Service Order Appointments Missed*	None	553	546	528	653	562*	503*
# Of Excluded Appointments	None	0	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	5751
# Of Trouble Tickets With 4 Hour Appointments	None	415	492	453	506	428	558
# Of Trouble Ticket Appointments Missed	None	13	15	10	21	28	38
# Of Excluded Appointments	None	0	0	0	0	0	0
INSTALL OF BASIC SERVICE (WAC 439 sub 4)							
# Due Dated Installation Service Orders	None	9054	9420	9531	8480	6829	7627
# Due Dated Serv Orders Not Completed In 5 Days	None	530	454	582	566	642	649
# Customer Requested Service Orders Completed	None	6020	6861	5415	5565	4034	4210
# C R Service Order Due Dates Missed	None	148	106	104	161	100	108
% Installation Commitments Met	90.0%	95.50%	96.56%	95.41%	94.82%	93.17%	93.60%
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	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	99.29%
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	7	8	4	6	6	11

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

WASHINGTON (New Rule Reporting July 2003)		OBU	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03
REPAIR REPORT (WAC 439 sub 9)								
# Of Out Of Service Trouble Reports	None		3413	3372	3478	4873	3957	3948
# OOS Trouble Reports Cleared In 48 Hours	None		3373	3354	3449	4567	3857	3884
# OOS Trouble Reports Not Cleared In 48 Hours	None		40	18	29	306	100	64
% OOS Trouble Cleared In 48 Hours	100%		98.81%	99.46%	99.16%	93.30%	97.41%	98.38%
# OOS Trouble Exempted			0	0	0	0	0	0
Reported To Commission Quarterly:								
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)								
Total # Installation Orders Completed	None		15074	16281	14946	14045	10863	11837
# Of Installation Orders Not Completed In 90 Days	None		22	32	17	22	20	21
% Orders Completed In 90 Days	99.0%		99.85%	99.80%	99.89%	99.84%	99.82%	99.82%
Reported To Commission Every Six Months:								
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)								
Total # Installation Orders Completed	None		15074	16281	14946	14045	10863	11837
# Of Inst Orders Not Completed In 180 Days	None		6	3	2	6	3	5
% Orders Completed In 180 Days	100%		99.96%	99.98%	99.99%	99.84%	99.82%	99.82%

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	0.84	NW1ACME
ALGER	1.69	1.43	1.27	1.68	1.09	2.5	1.09	0.25	1.18	2.6	0.59	1.76	NW1ALGR
ANACORTES	1.15	0.68	0.72	0.54	0.78	0.55	0.63	0.56	0.72	0.87	0.8	0.65	NW1ANCR
ARLINGTON	0.74	0.53	0.74	0.38	0.48	0.89	0.72	1.06	0.83	1.57	1.13	0.64	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	2.39	NW1BNCY
BIG LAKE	1.36	2.8	0.74	0.61	1.69	0.94	1.88	1.21	1.21	0.87	0.67	2.75	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	1.09	NW1BRBA
BLAINE	0.6	0.71	0.47	0.77	0.51	0.54	0.87	0.81	0.61	1.19	0.97	0.67	NW1BLAN
BOTHELL	0.45	0.4	0.55	0.44	0.47	0.53	0.53	0.51	0.42	0.57	0.47	0.6	NW1BOTH
BREWSTER	1.31	0.64	0.54	0.92	0.27	0.6	0.72	0.61	0.99	1.65	0.39	0.22	NW1BRWS
BRIDGEPORT	1.11	0.51	0.43	0.59	0.76	1.45	0.76	1.1	1.95	1.63	0.96	1.76	NW1BRPT
BURLINGTON	0.99	0.61	1.26	0.61	0.3	1.18	0.72	0.67	0.73	1.56	0.94	0.74	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	0.62	NW1BURC
CAMANO ISLAND	0.77	0.5	0.59	0.47	0.47	0.44	0.63	0.84	1.5	0.63	0.57	0.54	NW1CMIS
CAMAS	0.84	0.73	0.82	0.84	1.25	0.68	0.72	0.69	0.64	1.44	1.04	1.01	NW1CAMS
CASHMERE	1.83	0.44	0.49	0.46	0.28	0.59	0.62	0.47	0.73	0.73	0.42	0.58	NW1CSHR
CHELAN	0.82	0.51	0.46	0.46	1	0.75	1.28	0.91	1.23	0.85	0.76	0.54	NW1CHLN
CLEARVIEW	0.85	0.7	0.67	0.69	0.67	0.83	0.8	0.94	0.96	1.3	1	0.65	NW1CLVW
CONCRETE	1.28	1.14	3.86	1.65	1.59	1.75	1.25	0.88	3.01	4.18	1.76	1.98	NW1CNCR
CONWAY	0.87	0.51	0.43	0.43	0.5	0.57	1.08	0.93	0.57	1.07	0.93	0.79	NW1CNWY
COUPEVILLE	0.78	0.69	0.55	0.58	0.64	0.78	0.6	0.98	0.92	1.29	1.75	0.97	NW1CPVL
CURLEW	1.77	1.9	0.81	0.94	2.54	1.98	1.8	1.4	4.35	2.96	1.42	1.28	NW1CRLW
CUSTER	1.17	0.93	0.88	0.59	0.59	2.81	0.92	0.92	0.58	2.45	0.34	0.76	NW1CSTR
DARRINGTON	2.62	0.73	0.49	0.31	1.23	0.49	0.37	1.11	0.92	2.33	1.35	1.82	NW1DRTN
DEMING	1.03	1.29	1.46	1.46	0.99	1.36	1.1	0.94	0.63	1.73	1.05	1.36	NW1DMNG
DUVALL	1.47	0.83	0.78	0.83	0.88	1	1.88	0.89	0.86	1.04	1.36	1.26	NW1DULL
EAST WENATCHEE	0.86	0.62	0.79	0.9	0.98	0.84	0.78	0.9	1.04	0.81	0.79	0.67	NW1EWNC
EDISON	1.06	1.63	1.2	0.71	1.21	1.91	1.12	0.35	0.7	1.47	0.78	1.06	NW1EDSN
ENTIAT	0.87	3.94	0.64	0.52	0.58	0.41	0.99	1.1	0.86	0.57	0.74	0.69	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	0.54	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	0.56	NW1EVRT
EVERSON	1.02	0.51	0.74	0.24	0.61	0.3	0.51	0.61	0.58	1.25	0.98	1.01	NW1EVSN
FAIRFIELD	1.09	2.18	0.18	1.83	0.54	1.27	1.28	0.18	0.73	2.02	1.29	2.22	NW1FRFD
FARMINGTON		6.45		2.4	2.4	1.6	2.44	4.92	3.25	3.15	3.88	0.78	NW1FRFTN
FERNDALE	1.04	0.7	0.98	1.15	0.72	1.11	1.46	1.01	1.12	1.89	1.04	0.93	NW1FNDL
GARFIELD	1.33	0.66	2.88	3.33	0.67	1.56	1.57	2.44	2.2	1.74	1.54	6.46	NW1GRFD
GEORGE	2.5	1.79	1.96	1.34	2.68	1.96	2.67	2.39	1.15	1.24	0.99	2.08	NW1GERG
GRANITE FALLS	1.3	0.9	1.3	2.15	2.3	1.53	1.05	0.82	1.21	1.7	1.73	1.34	NW1GRFL
GRAYLAND	0.94	0.66	0.95	0.44	0.65	0.66	0.8	0.44	1.39	0.8	0.73	1.18	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	0.59	NW1HLLK
JUANITA	0.59	0.41	0.87	0.66	0.52	0.61	0.43	0.75	0.59	0.81	0.53	0.66	NW1JUNT
KENNEWICK MAIN	1.36	0.94	1.09	0.71	0.66	1.02	0.95	1.1	0.85	1.12	0.85	1.3	NW1KNWC
KENNEWICK MEADOW	1	0.83	1.41	0.82	1.62	1.53	0.7	1.44	0.77	1.39	0.69	0.66	NW1MSPG
KENNEWICK-HIGHLAN	1.01	0.64	0.68	1	0.75	0.57	0.75	0.71	0.7	0.76	0.65	0.92	NW1HIGH
KIRKLAND	0.61	1.15	0.64	0.52	0.64	0.93	0.64	0.6	0.73	1.37	0.65	0.8	NW1KRDL
LA CONNER	0.57	0.7	0.58	0.71	0.54	0.51	0.8	0.9	0.97	1.03	0.54	1.15	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	1.01	NW1LKGW
LAKE STEVENS	0.74	0.63	0.82	0.7	0.94	0.78	0.8	0.69	0.84	0.95	2	0.88	NW1LKST
LAKE WENATCHEE	0.5	0.66	1.28	0.33	0.84	1.01	1.4	0.34	0.78	0.56	0.62	0.68	NW1LKWN
LATAH	0.69	0.69	0.7	2.86	0.72	2.14	0.71	0.7		0.7	0.69	0.68	NW1LATH
LAUREL	0.54	0.66	0.89	0.89	0.54	0.5	0.69	0.61	0.53	1.14	0.83	0.46	NW1LARL
LEAVENWORTH	0.84	0.73	0.5	0.91	1.02	0.88	2.59	1.46	1.43	1.59	0.75	0.8	NW1LVWO
LOOMIS		0.39	3.11	2.33	0.76	1.53	2.68	1.89	2.26	2.17	0.74	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	2.11	NW1HMTN
LYNDEN	0.78	0.47	0.7	0.47	0.67	0.73	0.63	0.74	0.61	0.55	0.44	0.63	NW1LYND
MALDEN	0.57			1.73		1.17	2.3	1.71	5.59	2.84	2.29	0.56	NW1MLDN
MANOR WAY	0.71	0.55	0.73	0.44	0.78	0.55	0.47	0.48	0.7	0.64	0.57	0.55	NW1MRWY
MANSFIELD	2.14	0.71	4.59	2.51	2.92	1.82	3.27	1.85	3.66	2.57	4.35	3.62	NW1MNFD
MANSON	0.77	0.65	0.9	0.69	1.1	1.09	1.65	1.64	1.12	2	0.93	0.56	NW1MNSN
MAPLE FALLS	0.8	0.69	0.73	0.84	0.84	0.67	1.34	0.66	1.26	1.9	0.7	1.27	NW1MPFL
MARBLEMOUNT	3.92	3.34	2.21	2.51	2	0.56	0.85	0.84	1.13	1.11	0.85	3.41	NW1MRBL

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	
MARYSVILLE	0.86	0.53	0.62	0.53	0.53	0.5	0.68	0.7	0.61	1.31	0.63	0.59	NW1MYVI
MOLSON-CHESAW	0.28	1.39	3.58	1.1	1.1	3.54	2.19	2.18	1.34	2.13	2.41	0.81	NW1MLSN
MONROE	0.88	0.6	0.59	0.42	1.29	0.72	0.79	0.72	0.65	0.87	0.94	1.12	NW1MONR
MOSCOW	0.91	0.56	0.54	0.43	0.48	0.53	0.58	0.65	0.57	0.5	0.37	0.76	NW1MSCW
MOUNT VERNON	0.48	0.50	0.63	0.45	0.41	0.59	0.58	0.54	0.64	1.22	0.86	0.62	NW1MTVR
NACHES	1.06	0.29	0.78	0.59	0.2	0.59	0.29	0.87	0.29	0.49	0.3	0.1	NW1NCHS
NEWPORT	1.44	0.73	1.63	1	0.98	1.23	1.38	1.85	1.25	1.29	0.85	0.97	NW1NWPT
NILE	0.92	0.31	1.99	0.77	0.31	0.76	2.62	1.99	1.22	0.46	1.23	0.92	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	0.65	NW1NTRD
OAK HARBOR	0.72	0.53	0.95	0.73	0.61	0.65	0.64	0.68	1.31	1.19	0.8	0.69	NW1OKHR
OAKESDALE	1.88	1.36	3.51	1.88	8.27	4.03	1.36	1.66	3.07	0.83	1.94	3.31	NW1OKDL
PULLMAN	0.9	0.54	0.52	0.46	0.57	1.14	0.89	0.96	1.21	0.84	0.67	0.92	NW1PLMN
QUINCY	1.63	1.05	0.88	1.42	1.04	1.09	1.94	1.66	0.89	1.66	0.59	0.99	NW1QNCY
REDMOND	0.44	0.46	0.43	0.43	0.39	0.48	0.48	0.54	0.54	0.46	0.46	0.45	NW1RDMD
REPUBLIC	0.79	0.39	0.59	1.08	0.74	0.69	1.28	0.65	0.54	0.89	0.64	1.2	NW1RPBL
RICHLAND	1.01	0.54	0.47	0.48	0.6	0.71	0.58	0.59	0.54	0.54	0.7	1.39	NW1RCLD
RICHMOND BEACH	0.52	0.49	0.51	0.38	0.42	0.4	0.47	0.61	0.43	0.98	1.18	0.6	NW1RCBH
ROCKFORD	0.54	1.08	0.81	1.21	1.75	1.88	2.16	1.62	0.67	0.81	0.54	1.07	NW1RCFR
ROSALIA	2.44	1.32	1.96	1.64	1.48	2.96	0.49	6.17	9.3	3.1	2.44	1.31	NW1ROSL
SAMMAMISH	1.19	0.59	0.73	0.67	0.68	0.77	0.93	0.76	0.9	1.27	0.66	1.07	NW1SMSSH
SEDRO WOOLLEY	1.01	0.74	0.75	0.75	0.54	0.72	0.59	0.59	0.92	1.16	0.78	0.88	NW1SWLY
SEDRO-WOOLLEY CONT	0.85	0.59	0.59	0.56	0.68	0.98	0.64	0.61	0.7	1.31	0.82	0.74	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	0.46	NW1SLLK
SKYKOMISH	1.53	1.3	2.39	0.65		0.66	0.44	1.77	0.44	1.55	2.01	2.02	NW1SKYK
SNOHOMISH	0.9	0.67	0.66	0.74	0.8	0.6	0.81	1.27	0.74	1.68	1.3	1.5	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	0.92	NW1SOLK
STANWOOD	0.7	0.73	0.61	1.19	1.24	1.16	0.81	0.58	1.23	1.96	0.69	1.65	NW1STWD
STEVENS PASS	1.1				2.17		1.08	2.15		5.38	2.11	1.03	NW1STPS
SULTAN	1.05	0.71	0.82	0.61	0.66	0.68	1.24	0.74	0.86	1.32	2.92	3.56	NW1SULT
SUMAS	0.92	0.46	0.69	0.84	0.84	0.61	0.46	0.86	0.62	1.32	0.54	0.61	NW1SUMS
TEKOA	1.24	1.13	1.14	1.35	3.71	0.79	1.46	0.9	1.69	1.35	1.24	1.59	NW1TEKO
THORNTON	3.03	6.06		1.03		1.04		1.05	1.06		2.13	1.05	NW1THTN
TONASKET	2.13	1.74	0.93	2.24	1.28	2.59	2.05	1.12	1.9	1.58	1.5	1.38	NW1TNSK
WASHOUGAL	1.92	1.21	1.01	0.77	0.88	1.23	1.35	0.81	1.33	2.09	1.39	1.65	NW1WSHG
WASHOUGAL RIVER	1.35	2.3	1.26	0.71	0.7	1.09	1.33	1.01	1.78	2.01	2.24	1.69	NW1WSHR
WATERVILLE	1.98	3.38	1.86	3.38	0.58	2.22	0.58	1.05	1.4	1.52	0.46	0.23	NW1WTVL
WENATCHEE	0.68	0.5	0.71	0.66	0.67	0.93	0.73	0.84	0.61	0.7	0.46	0.65	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	1.54	NW1WRLD
WESTPORT	1.6	0.66	0.47	0.76	0.62	0.66	0.8	0.47	0.66	1.13	0.66	0.8	NW1WSPT
WOODLAND	0.77	0.79	0.57	0.9	0.81	1.06	0.67	1.2	0.83	0.96	0.92	1.08	NW1WDLD
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**Washington State PUC Report
Customer Network Trouble Per 100 Switched Access Lines**

Dec

		Total
		Reports
Central Office		
ACME	NW1ACME	12
ALGER	NW1ALGR	21
ANACORTES	NW1ANCR	82
ARLINGTON	NW1ARTN	81
BENTON CITY	NW1BNCY	68
BIG LAKE	NW1BGLK	41
BIRCH BAY	NW1BRBA	38
BLAINE	NW1BLAN	20
BOTHELL	NW1BOTH	396
BREWSTER	NW1BRWS	4
BRIDGEPORT	NW1BRPT	20
BURLINGTON	NW1BURL	14
BURLINGTON CONTEL	NW1BURC	45
CAMANO ISLAND	NW1CMIS	44
CAMAS	NW1CAMS	96
CASHMERE	NW1CSHR	22
CHELAN	NW1CHLN	22
CLEARVIEW	NW1CLVW	36
CONCRETE	NW1CNCR	27
CONWAY	NW1CNWY	11
COUPEVILLE	NW1CPVL	55
CURLEW	NW1CRLW	10
CUSTER	NW1CSTR	16
DARRINGTON	NW1DRTN	30
DEMING	NW1DMNG	26
DUVALL	NW1DULL	142
EAST WENATCHEE	NW1EWNC	81
EDISON	NW1EDSN	15
ENTIAT	NW1ENTT	12
EVERETT CASINO	NW1CSNO	255
EVERETT MAIN	NW1EVRT	144
EVERSON	NW1EVSN	30
FAIRFIELD	NW1FRFD	12
FARMINGTON	NW1FRTN	1
FERNDALE	NW1FNDL	69
GARFIELD	NW1GRFD	29
GEORGE	NW1GERG	23
GRANITE FALLS	NW1GRFL	71
GRAYLAND	NW1GRLD	16
HALLS LAKE	NW1HLLK	344
JUANITA	NW1JUNT	167
KENNEWICK MAIN	NW1KNWC	242
KENNEWICK MEADOW	NW1MSPG	58
KENNEWICK-HIGHLAN	NW1HIGH	193
KIRKLAND	NW1KRLD	203
LA CONNER	NW1LACN	36
LAKE GOODWIN	NW1LKGW	82
LAKE STEVENS	NW1LKST	164
LAKE WENATCHEE	NW1LKWN	12
LATAH	NW1LATH	1
LAUREL	NW1LARL	12
LEAVENWORTH	NW1LVWO	35

LOOMIS	NW1LOMS	2
LYMAN	NW1HMTN	39
LYNDEN	NW1LYND	46
MALDEN	NW1MLDN	1
MANOR WAY	NW1MRWY	150
MANSFIELD	NW1MNFD	10
MANSON	NW1MNSN	14
MAPLE FALLS	NW1MPFL	24
MARBLEMOUNT	NW1MRBL	12
MARYSVILLE	NW1MYVI	183
MOLSON-CHESAW	NW1MLSN	3
MONROE	NW1MONR	143
MOSCOW	NW1MSCW	101
MOUNT VERNON	NW1MTVR	116
NACHES	NW1NCHS	1
NEWPORT	NW1NWPT	59
NILE	NW1NILE	6
NORTH RICHLAND	NW1NTRD	30
OAK HARBOR	NW1OKHR	136
OAKESDALE	NW1OKDL	12
PULLMAN	NW1PLMN	117
QUINCY	NW1QNCY	45
REDMOND	NW1RDMD	215
REPUBLIC	NW1RPBL	24
RICHLAND	NW1RCLD	185
RICHMOND BEACH	NW1RCBH	93
ROCKFORD	NW1RCFR	8
ROSALIA	NW1ROSL	8
SAMMAMISH	NW1SMSH	154
SEDRO WOOLLEY	NW1SWLY	19
SEDRO-WOOLEY CONT	NW1SWLC	51
SILVER LAKE	NW1SLLK	112
SKYKOMISH	NW1SKYK	9
SNOHOMISH	NW1SNHS	153
SOAP LAKE	NW1SOLK	16
STANWOOD	NW1STWD	101
STEVENS PASS	NW1STPS	1
SULTAN	NW1SULT	201
SUMAS	NW1SUMS	8
TEKOA	NW1TEKO	14
THORNTON	NW1THTN	1
TONASKET	NW1TNSK	36
WASHOUGAL	NW1WSHG	100
WASHOUGAL RIVER	NW1WSHR	22
WATERVILLE	NW1WTVL	2
WENATCHEE	NW1WNTC	141
WEST RICHLAND	NW1WRLD	64
WESTPORT	NW1WSPT	17
WOODLAND	NW1WDLN	59
Washington State:		6750

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

DECEMBER 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	2	6	
ALGER	7	1	2	
ANACORTES	93	3	52	1
ARLINGTON	91	16	57	1
BENTON CITY	31	3	15	1
BIG LAKE	9	1	11	1
BIRCH BAY	38		22	2
BLAINE	30	2	11	
BOTHELL	453	24	313	9
BREWSTER	26	3	6	
BRIDGEPORT	17	2	7	
BURLINGTON	15		1	
BURLINGTON CONTEL	72	6	29	2
CAMANO ISLAND	58	3	34	
CAMAS	112	40	41	1
CASHMERE	31		15	
CHELAN	31	2	26	
CLEARVIEW	41	5	19	1
CONCRETE	14		11	1
CONWAY	5		2	
COUPEVILLE	37		11	
CURLEW	7	1	7	
CUSTER	19	2	6	
DARRINGTON	21	1	6	
DEMING	17		5	
DUVALL	41	3	33	1
EAST WENATCHEE	111	6	60	2
EDISON	5	1	6	2
ENTIAT	11	1	13	1
EVERETT CASINO	742	65	399	6
EVERETT MAIN	296	37	132	4
EVERSON	27	5	11	
FAIRFIELD	2		3	
FARMINGTON	1	1	1	
FERNDALE	81	14	46	2
GARFIELD	7	1	2	
GEORGE	5		3	
GRANITE FALLS	42	6	16	
GRAYLAND	10	1	4	
HALLS LAKE	502	30	294	10
JUANITA	194	8	127	2
KENNEWICK MAIN	251	19	128	2
KENNEWICK MEADOW S	69	6	36	1
KENNEWICK-HIGHLAND	223	14	80	
KIRKLAND	159	18	128	5
LA CONNER	24	3	13	3
LAKE GOODWIN	67	12	35	
LAKE STEVENS	151	14	98	7
LAKE WENATCHEE	12		4	
LATAH	2			
LAUREL	18	2	13	
LEAVENWORTH	34	1	13	
LOOMIS	2		1	
LYMAN	24	3	12	1
LYNDEN	57	6	35	2
MALDEN			2	

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

DECEMBER 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
	MANOR WAY	302	18	185	3
	MANSFIELD	3	2	1	
	MANSON	14	3	8	
	MAPLE FALLS	43	11	14	
	MARBLEMOUNT	4			
	MARYSVILLE	263	27	136	4
	MOLSON-CHESAW	3	1	1	
	MONROE	124	15	54	1
	MOUNT VERNON	38	2	18	
	MT VERNON CONTEL	163	12	80	2
	NACHES	11		1	
	NILE	7		5	1
	NORTH RICHLAND	29	1	7	
	OAK HARBOR	319	8	133	
	OAKESDALE	3	1		
	PULLMAN	87	6	44	
	QUINCY	41	1	16	1
	REDMOND	368	27	247	9
	REPUBLIC	11		11	1
	RICHLAND	174	5	93	1
	RICHMOND BEACH	113	9	64	1
	ROCKFORD	3		5	
	ROSALIA	1			
	SAMMAMISH	81	10	90	2
	SEDRO WOOLLEY	26		5	
	SEDRO-WOOLEY CONTEL	70	6	33	1
	SILVER LAKE	208	20	149	2
	SKYKOMISH	5	1		
	SNOHOMISH	95	9	52	
	SOAP LAKE	25	1	14	2
	STANWOOD	38	4	21	1
	STEVENS PASS				
	SULTAN	49	4	26	1
	SUMAS	17	2	5	
	TEKOA	6	1	6	
	THORNTON				
	TONASKET	34	4	12	
	WASHOUGAL	67	21	34	2
	WASHOUGAL RIVER	9	1	4	
	WATERVILLE	9	1	3	
	WENATCHEE	200	13	119	1
	WEST RICHLAND	41	4	16	1
	WESTPORT	33	1	10	
	WOODLAND	36	3	25	
	WSU				
		7627	649	4210	108

WASHINGTON PUC QUARTERLY REPOF

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

NUMBER OF ORDERS NOT COMPLETED IN 90 DAYS

OCT/DEC

WASHINGTON	OCT		NOV		DEC		90 DAY TOTAL	90 DAY TOTAL
	K	L	K	L	K	L		
	# Ords	# 90 Days	# Ords	# 90 Days	# Ords	# 90 Days		
ACME	21		18		15		54	
ALGER	17		7		9		33	
ANACORTES	192		134		145		471	
ARLINGTON	186		157		148		491	
BENTON CITY	66		44	1	46		156	1
BIG LAKE	23		13		20		56	
BIRCH BAY	65	1	63	1	60	1	188	3
BLAINE	64		41		41		146	
BOTHELL	853	1	671		766		2290	1
BREWSTER	31		27		32		90	
BRIDGEPORT	20		28		24		72	
BURLINGTON	37		19		16		72	
BURLINGTON CONTEL	127		105		101		333	
CAMANO ISLAND	96		77	1	92	2	265	3
CAMAS	132		137		153		422	
CASHMERE	60		47		46		153	
CHELAN	50	1	41		57		148	1
CLEARVIEW	80		43		60		183	
CONCRETE	26		17		25		68	
CONWAY	12		11		7	1	30	1
COUPEVILLE	73		49		48		170	
CURLEW	14	1	12	3	14	1	40	5
CUSTER	24		22		25		71	
DARRINGTON	29		27	1	27		83	1
DEMING	18		16		22		56	
DUVALL	89		87		74		250	
EAST WENATCHEE	231	2	196	1	171		598	3
EDISON	19	1	13		11		43	1
ENTIAT	25		20		24		69	
EVERETT CASINO	1179		1012		1141	1	3332	1
EVERETT MAIN	521		390		428	1	1339	1
EVERSON	46		46		38		130	
FAIRFIELD	5		5		5		15	
FARMINGTON	1		1		2		4	
FERNDALE	149	1	109		127		385	1
GARFIELD	3		3		9		15	
GEORGE	9		17	1	8		34	1
GRANITE FALLS	90		56		58		204	
GRAYLAND	13		12		14		39	
HALLS LAKE	962		717		796	1	2475	1
JUANITA	405	1	293		321		1019	1
KENNEWICK MAIN	396		313		379		1088	
KENNEWICK MEADOW	119		108		105		332	
KENNEWICK-HIGHLAND	412	1	299	1	303		1014	2
KIRKLAND	330	1	285		287		902	1
LA CONNER	44		33		37		114	
LAKE GOODWIN	101		110		102		313	
LAKE STEVENS	309		213		249		771	

IN TELLATION OF BASIC SERVICE BY CENTRA OFFICE

NUMBER OF ORDERS NOT COMPLETED IN 90 DAYS

OCT/DEC

WASHINGTON	OCT		NOV		DEC		90 DAY TOTAL	90 DAY TOTAL
	K	L	K	L	K	L		
	# Ords	# 90 Days	# Ords	# 90 Days	# Ords	# 90 Days	# Instal Orders Completed	# Of Orders Not Completed In 90 Days
LAKE WENATCHEE	26	1	10	1	16		52	2
LATAH	5				2		7	
LAUREL	34		34		31		99	
LEAVENWORTH	63		54		47		164	
LOOMIS	4		8		3		15	
LYMAN	24		27		36		87	
LYNDEN	124		87		92		303	
MALDEN	3		2		2		7	
MANOR WAY	602		486		487		1575	
MANSFIELD	9		2		4		15	
MANSON	31		37	1	22		90	1
MAPLE FALLS	63		51		57		171	
MARBLEMOUNT	7		5		4		16	
MARYSVILLE	444		364		399		1207	
MOLSON-CHESAW	6		2		4		12	
MONROE	195		130	1	178	1	503	2
MOUNT VERNON	84		66		56		206	
MT VERNON CONTEL	280		201		243	1	724	1
NACHES	26		14		12		52	
NILE	8		9		12		29	
NORTH RICHLAND	37		25		36		98	
OAK HARBOR	463	1	372	1	452	1	1287	3
OAKESDALE	6		2		3		11	
PULLMAN	165		104		131		400	
QUINCY	59		65		57		181	
REDMOND	859		549		615	2	2023	2
REPUBLIC	32		26		22		80	
RICHLAND	282		209	1	267		758	1
RICHMOND BEACH	244		169		177	1	590	1
ROCKFORD	10	1	8		8		26	1
ROSALIA	11		5		1		17	
SAMMAMISH	205	1	151		171		527	1
SEDRO WOOLLEY	50		40		31		121	
SEDRO-WOOLEY CONT	118		102		103		323	
SILVER LAKE	404		323	1	357		1084	1
SKYKOMISH	2		6		5		13	
SNOHOMISH	153	1	122		147	1	422	2
SOAP LAKE	34		26		39		99	
STANWOOD	98		70		59		227	
STEVENS PASS	3						3	
SULTAN	94		73		75		242	
SUMAS	29		15		22		66	
TEKOA	10		7		12		29	
THORNTON	1		3				4	
TONASKET	67	5	40	1	46	3	153	9
WASHOUGAL	103	1	91		101	1	295	2
WASHOUGAL RIVER	22		14	1	13	1	49	2
WATERVILLE	7		8		12		27	
WENATCHEE	451		329	1	319	1	1099	

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE								
NUMBER OF ORDERS NOT COMPLETED IN 90 DAYS								
OCT/DEC								
WASHINGTON	OCT		NOV		DEC		90 DAY TOTAL	90 DAY TOTAL
	K	L	K	L	K	L		
	# Ords	# 90 Days	# Ords	# 90 Days	# Ords	# 90 Days	# Instal Orders Completed	# Of Orders Not Completed In 90 Days
WEST RICHLAND	71		42		57		170	
WESTPORT	47		37		43		127	
WOODLAND	96		77	1	61		234	1
TOTAL	14045	22	10863	20	11837	21	36745	63

WASHINGTON PUC SEMI-ANNUAL REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

NUMBER OF ORDERS NOT COMPLETED IN 180 DAYS

JULY / DECEMBER 2003

WASHINGTON	JULY		AUG		SEPT		OCT		NOV		DEC		180 DAY TOTAL	180 DAY TOTAL
	K	M	K	M	K	M	K	M	K	M	K	M		
	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Of Instal Orders Completed	# Of Orders Not Completed In 180 Days
ACME	19		26		35		21		18		15		134	
ALGER	14		16		21		17		7		9		84	
ANACORTES	191		208	1	215		192		134		145		1085	1
ARLINGTON	212		193		215		186		157		148		1111	
BENTON CITY	45		55		72		66		44		46		328	
BIG LAKE	15		18		20		23		13		20		109	
BIRCH BAY	108		79		104		65		63		60		479	
BLAINE	59		69		69		64		41		41		343	
BOTHELL	949		967		955		853		671		766		5161	
BREWSTER	27		30		23		31		27		32		170	
BRIDGEPORT	28		30		30		20		28		24		160	
BURLINGTON	38		30		41		37		19		16		181	
BURLINGTON CONTE	122		120		115		127		105		101		690	
CAMANO ISLAND	121		98		76		96		77		92		560	
CAMAS	186		208		178		132		137		153		994	
CASHMERE	75		62		70		60		47		46		360	
CHELAN	67		44		61		50		41		57		320	
CLEARVIEW	75		66		70		80		43		60		394	
CONCRETE	37		30		35		26		17		25		170	
CONWAY	20		9		11		12		11		7		70	
COUPEVILLE	81		92		93		73		49		48		436	
CURLEW	7		9		13		14	1	12	2	14		69	3
CUSTER	34		37		28		24		22		25		170	
DARRINGTON	25		28		30		29		27		27		166	
DEMING	35		30		25		18		16		22		146	
DUVALL	148		117		114		89		87		74		629	
EAST WENATCHEE	189		239		210		231		196		171		1236	
EDISON	9		8		15		19		13		11		75	
ENTIAT	39		29		25		25		20		24		162	
EVERETT CASINO	1343		1269		1223		1179		1012		1141		7167	
EVERETT MAIN	495		502		517		521		390		428		2853	
EVERSON	52		48		61		46		46		38		291	
FAIRFIELD	5		3		9		5		5		5		32	
FARMINGTON	2		2		3		1		1		2		11	
FERNDALE	130		154		128		149		109		127		797	
GARFIELD	10		4		6		3		3		9		35	
GEORGE	19		12		13		9		17	1	8		78	1
GRANITE FALLS	94		92		103		90		56		58		493	
GRAYLAND	24		27		24		13		12		14		114	
HALLS LAKE	1017		1008		982		962		717		796	1	5482	1
JUANITA	443		519		502		405		293		321		2483	
KENNEWICK MAIN	419		394		396		396		313		379		2297	
KENNEWICK MEADO	116		137		121		119		108		105		706	
KENNEWICK-HIGHLA	401		400		422		412		299		303		2237	
KIRKLAND	370		374		418		330	1	285		287		2064	1
LA CONNER	45		55		51		44		33		37		265	
LAKE GOODWIN	136		112		120		101		110		102		681	
LAKE STEVENS	289		316		330		309		213		249		1706	

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

NUMBER OF ORDERS NOT COMPLETED IN 180 DAYS

JULY / DECEMBER 2003

WASHINGTON	JULY		AUG		SEPT		OCT		NOV		DEC		180 DAY TOTAL	180 DAY TOTAL
	K	M	K	M	K	M	K	M	K	M	K	M		
	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Of Instal Orders Completed	# Of Orders Not Completed In 180 Days
LAKE WENATCHEE	17		22		19		26	1	10		16		110	1
LATAH	3		3		5		5				2		18	
LAUREL	51		56		34		34		34		31		240	
LEAVENWORTH	58		74		61		63		54		47		357	
LOOMIS	5		10		3		4		8		3		33	
LYMAN	35		41		48		24		27		36		211	
LYNDEN	117		141		117		124		87		92		678	
MALDEN	4		2		2		3		2		2		15	
MANOR WAY	713		687		654		602		486		487		3629	
MANSFIELD	4		7		8		9		2		4		34	
MANSON	55		34		32		31		37		22		211	
MAPLE FALLS	57		40		54		63		51		57		322	
MARBLEMOUNT	8		5		8		7		5		4		37	
MARYSVILLE	426		369		409		444		364		399		2411	
MOLSON-CHESAW	6	1	9		6		6		2		4		33	1
MONROE	208		196		224		195		130		178	1	1131	1
MOUNT VERNON	79		66		86		84		66		56		437	
MT VERNON CONTEL	245		297		304		280		201		243		1570	
NACHES	19		16		13		26		14		12		100	
NILE	5		8		12		8		9		12		54	
NORTH RICHLAND	48		32		47		37		25		36		225	
OAK HARBOR	510		436		430		463	1	372		452	1	2663	2
OAKESDALE	4		6		2		6		2		3		23	
PULLMAN	380		1604	1	400		165		104		131		2784	1
QUINCY	82		76		72		59		65		57		411	
REDMOND	827		909		800		859		549		615		4559	
REPUBLIC	36		26		25		32		26		22		167	
RICHLAND	264		279		275		282		209		267		1576	
RICHMOND BEACH	232		253		256		244		169		177	1	1331	1
ROCKFORD	4		8		7		10		8		8		45	
ROSALIA	8		10		1		11		5		1		36	
SAMMAMISH	235		243		217		205		151		171		1222	
SEDRO WOOLLEY	43		50		45		50		40		31		259	
SEDRO-WOOLEY CO	115		136		134		118		102		103		708	
SILVER LAKE	432		455		418		404		323		357		2389	
SKYKOMISH	4		5		6		2		6		5		28	
SNOHOMISH	151		188		181		153		122		147		942	
SOAP LAKE	45		39		51		34		26		39		234	
STANWOOD	103		100		91		98		70		59		521	
STEVENS PASS	1		0		104		3						108	
SULTAN	118		88		26		94		73		75		474	
SUMAS	26		26		18		29		15		22		136	
TEKOA	15		11		1		10		7		12		56	
THORNTON	0		2		57	1	1		3				63	1
TONASKET	53	4	50	1	112		67	1	40		46	1	368	7
WASHOUGAL	123		129		20		103	1	91		101		567	1
WASHOUGAL RIVER	21		16		15	1	22		14		13		101	1
WATERVILLE	11		9		432		7		8		12		479	
WENATCHEE	470	1	427		73		451		329		319		2069	1
WEST RICHLAND	63		75		44		71		42		57		352	

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

NUMBER OF ORDERS NOT COMPLETED IN 180 DAYS

JULY / DECEMBER 2003

WASHINGTON	JULY		AUG		SEPT		OCT		NOV		DEC		180 DAY TOTAL	180 DAY TOTAL
	K	M	K	M	K	M	K	M	K	M	K	M		
	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Comp Ords	# Not Comp In 180 Days	# Of Instal Orders Completed	# Of Orders Not Completed In 180 Days
WESTPORT	57		45		89		47		37		43		318	
WOODLAND	93		90				96		77		61		417	
TOTAL	15074	6	16281	3	14946	2	14045	6	10863	3	11837	5	83046	25