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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION



1800 - 41st Street, WA0101RA  
P.O. Box 1003  
Everett, WA 98206-1003  
Fax 425 261-5262

March 24, 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: **FEBRUARY SERVICE QUALITY REPORT**

Pursuant to WAC 480-120-439, enclosed is the Verizon Northwest Inc. Service Quality Performance Report for February 2004.

Very truly yours,

A handwritten signature in cursive script that reads "Dean Randall".

Dean Randall  
Specialist – Regulatory

SvcQualRpt.doc  
Enclosure

**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	DEC 03	JAN 04	FEB 04
<b>Reported To Commission Monthly:</b>									
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>									
Total # Fielded Service Orders	None	5252	5047	5164	5140	4060	4078	4250	4116
# Of Service Orders With Appointments	None	1243	1226	1302	1360	1248	1165	1262	1256
# Of Service Order Appointments Missed*	None	553*	546*	528*	653*	562*	503*	560*	565*
# Of Excluded Appointments	None	0	0	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	6828	4598
# Of Trouble Tickets With 4 Hour Appointments	None	415	492	453	506	428	558	554	400
# Of Trouble Ticket Appointments Missed	None	13	15	10	21	28	38	36	17
# Of Excluded Appointments	None	0	0	0	0	0	0	0	0
<b>INSTALL OF BASIC SERVICE (WAC 439 sub 4)</b>									
# Due Dated Installation Service Orders	None	9054	9420	9531	8480	6829	7627	7512	6875
# Due Dated Serv Orders Not Completed In 5 Days	None	530	454	582	566	642	649	479	343
# Customer Requested Service Orders Completed	None	6020	6861	5415	5565	4034	4210	3966	4143
# C R Service Order Due Dates Missed	None	148	106	104	161	100	108	107	66
% Installation Commitments Met	90.0%	95.50%	96.56%	95.41%	94.82%	93.17%	93.60%	94.89%	96.29%

**SUMMARY TROUBLE REPORTS (WAC 438 sub 6)**

Network Trouble per 100 Access Lines	4.00									
# Of CO's Missing Objective	0	0	2	1	1	1	0	1	0	0

**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	99.29	99.30%	99.30%
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	7	8	4	6	6	6	11	11	12

**REPAIR REPORT (WAC 439 sub 9)**

# Of Out Of Service Trouble Reports	None	3413	3372	3478	4873	3957	3948	4563	2901
# OOS Trouble Reports Cleared In 48 Hours	None	3373	3354	3449	4567	3857	3884	4502	2886
# OOS Trouble Reports Not Cleared In 48 Hours	None	40	18	29	306	100	64	61	15
% OOS Trouble Cleared In 48 Hours	100%	98.81%	99.46%	99.16%	93.30%	97.41%	98.38%	98.66%	99.48%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0

# Of Non-Out Of Service Trouble Reports	None	3511	3281	3491	4270	3187	3405	3955	2961
# Non-OOS Trouble Rpts Cleared In 72 Hours	None	3496	3267	3476	4133	3172	3357	3934	2948
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None	15	14	15	137	15	48	21	13
% Non-OOS Trouble Cleared In 72 Hours	100%	99.57%	99.57%	99.57%	96.69%	99.53%	98.57%	99.47%	99.56%
# OOS Trouble Exempted	None	0	0	0	0	0	0	0	0

**WASHINGTON STATE PUC REPORT**

**Customer Network Trouble Per 100 Switched Access Lines**

Threshold is less than =	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	
CENTRAL OFF. LOCATION													
ACME	0.72	2.31	0.14	1.29	1.29	0.93	1.21	1.83	1.12	0.84	0.64	0.99	NW1ACME
ALGER	1.27	1.68	1.09	2.50	1.09	0.25	1.18	2.60	0.59	1.76	0.84	1.17	NW1ALGR
ANACORTES	0.72	0.54	0.78	0.55	0.63	0.56	0.72	0.87	0.80	0.65	0.71	0.72	NW1ANCR
ARLINGTON	0.74	0.38	0.48	0.89	0.72	1.06	0.83	1.57	1.13	0.64	0.87	0.62	NW1ARTN
BENTON CITY	1.22	1.19	1.19	1.51	1.13	2.89	1.74	1.35	1.49	2.39	1.48	1.09	NW1BNCY
BIG LAKE	0.74	0.61	1.69	0.94	1.88	1.21	1.21	0.87	0.67	2.75	0.68	2.43	NW1BGLK
BIRCH BAY	0.53	0.73	0.64	0.88	0.86	0.49	0.86	0.89	0.95	1.09	0.57	0.60	NW1BRBA
BLAINE	0.47	0.77	0.51	0.54	0.87	0.81	0.61	1.19	0.97	0.67	0.54	0.67	NW1BLAN
BOTHELL	0.55	0.44	0.47	0.53	0.53	0.51	0.42	0.57	0.47	0.60	0.68	0.53	NW1BOTH
BREWSTER	0.54	0.92	0.27	0.60	0.72	0.61	0.99	1.65	0.39	0.22	0.88	0.28	NW1BRWS
BRIDGEPORT	0.43	0.59	0.76	1.45	0.76	1.10	1.95	1.63	0.96	1.76	0.62	0.89	NW1BRPT
BURLINGTON	1.26	0.61	0.30	1.18	0.72	0.67	0.73	1.56	0.94	0.74	0.43	1.02	NW1BURL
BURLINGTON CONTEL	0.97	0.47	0.54	0.39	0.67	0.63	0.68	0.69	0.69	0.62	0.58	0.37	NW1BURC
CAMANO ISLAND	0.59	0.47	0.47	0.44	0.63	0.84	1.50	0.63	0.57	0.54	0.62	0.44	NW1CMIS
CAMAS	0.82	0.84	1.25	0.68	0.72	0.69	0.64	1.44	1.04	1.01	1.45	1.26	NW1CAMS
CASHMERE	0.49	0.46	0.28	0.59	0.62	0.47	0.73	0.73	0.42	0.58	1.72	0.61	NW1CSHR
CHELAN	0.46	0.46	1.00	0.75	1.28	0.91	1.23	0.85	0.76	0.54	0.77	0.77	NW1CHLN
CLEARVIEW	0.67	0.69	0.67	0.83	0.80	0.94	0.96	1.30	1.00	0.65	1.45	0.85	NW1CLVW
CONCRETE	3.86	1.65	1.59	1.75	1.25	0.88	3.01	4.18	1.76	1.98	2.58	4.01	NW1CNCR
CONWAY	0.43	0.43	0.50	0.57	1.08	0.93	0.57	1.07	0.93	0.79	0.57	0.71	NW1CNWY
COUPEVILLE	0.55	0.58	0.64	0.78	0.60	0.98	0.92	1.29	1.75	0.97	0.99	0.64	NW1CPVL
CURLEW	0.81	0.94	2.54	1.98	1.80	1.40	4.35	2.96	1.42	1.28	1.92	2.93	NW1CRLW
CUSTER	0.88	0.59	0.59	2.81	0.92	0.92	0.58	2.45	0.34	0.76	0.72	1.14	NW1CSTR
DARRINGTON	0.49	0.31	1.23	0.49	0.37	1.11	0.92	2.33	1.35	1.82	1.58	0.73	NW1DRTN
DEMING	1.46	1.46	0.99	1.36	1.10	0.94	0.63	1.73	1.05	1.36	1.15	0.68	NW1DMNG
DUVALL	0.78	0.83	0.88	1.00	1.88	0.89	0.86	1.04	1.36	1.26	3.25	1.31	NW1DULL
EAST WENATCHEE	0.79	0.90	0.98	0.84	0.78	0.90	1.04	0.81	0.79	0.67	0.72	0.48	NW1EWNC
EDISON	1.20	0.71	1.21	1.91	1.12	0.35	0.70	1.47	0.78	1.06	1.13	0.78	NW1EDSN
ENTIAT	0.64	0.52	0.58	0.41	0.99	1.10	0.86	0.57	0.74	0.69	0.86	0.52	NW1ENTT
EVERETT CASINO	0.61	0.47	0.52	0.57	0.79	0.52	0.57	0.76	0.64	0.54	0.58	0.49	NW1CSNO
EVERETT MAIN	0.54	0.51	0.48	0.56	0.57	0.48	0.48	0.76	0.78	0.56	0.58	0.47	NW1EVRT
EVERSON	0.74	0.24	0.61	0.30	0.51	0.61	0.58	1.25	0.98	1.01	0.91	0.75	NW1EVSN
FAIRFIELD	0.18	1.83	0.54	1.27	1.28	0.18	0.73	2.02	1.29	2.22	2.03	0.93	NW1FRFD
FARMINGTON		2.40	2.40	1.60	2.44	4.92	3.25	3.15	3.88	0.78	2.31	3.05	NW1FRTN
FERNDAL	0.98	1.15	0.72	1.11	1.46	1.01	1.12	1.89	1.04	0.93	0.94	0.92	NW1FNDL
GARFIELD	2.88	3.33	0.67	1.56	1.57	2.44	2.20	1.74	1.54	6.46	2.23	3.50	NW1GRFD
GEORGE	1.96	1.34	2.68	1.96	2.67	2.39	1.15	1.24	0.99	2.08	1.91	1.20	NW1GERG
GRANITE FALLS	1.30	2.15	2.30	1.53	1.05	0.82	1.21	1.70	1.73	1.34	3.05	0.93	NW1GRFL
GRAYLAND	0.95	0.44	0.65	0.66	0.80	0.44	1.39	0.80	0.73	1.18	0.96	0.66	NW1GRLD
HALLS LAKE	0.58	0.47	0.46	0.53	0.49	0.51	0.54	0.76	0.67	0.59	0.90	0.43	NW1HLLK
JUANITA	0.87	0.66	0.52	0.61	0.43	0.75	0.59	0.81	0.53	0.66	0.77	0.43	NW1JUNT
KENNEWICK MAIN	1.09	0.71	0.66	1.02	0.95	1.10	0.85	1.12	0.85	1.30	2.13	1.11	NW1KNWC
KENNEWICK MEADOW	1.41	0.82	1.62	1.53	0.70	1.44	0.77	1.39	0.69	0.66	1.03	0.58	NW1MSPG
KENNEWICK-HIGHLAN	0.68	1.00	0.75	0.57	0.75	0.71	0.70	0.76	0.65	0.92	1.51	0.85	NW1HIGH
KIRKLAND	0.64	0.52	0.64	0.93	0.64	0.60	0.73	1.37	0.65	0.80	0.76	0.53	NW1KRLD
LA CONNER	0.58	0.71	0.54	0.51	0.80	0.90	0.97	1.03	0.54	1.15	0.90	0.81	NW1LACN
LAKE GOODWIN	0.89	1.04	0.88	0.73	1.27	1.18	0.77	1.51	1.07	1.01	1.18	0.92	NW1LKGW
LAKE STEVENS	0.82	0.70	0.94	0.78	0.80	0.69	0.84	0.95	2.00	0.88	0.92	0.81	NW1LKST
LAKE WENATCHEE	1.28	0.33	0.84	1.01	1.40	0.34	0.78	0.56	0.62	0.68	1.36	0.51	NW1LKWN
LATAH	0.70	2.86	0.72	2.14	0.71	0.70		0.70	0.69	0.68	3.45	2.05	NW1LATH
LAUREL	0.89	0.89	0.54	0.50	0.69	0.61	0.53	1.14	0.83	0.46	0.91	0.91	NW1LARL
LEAVENWORTH	0.50	0.91	1.02	0.88	2.59	1.46	1.43	1.59	0.75	0.80	1.24	0.53	NW1LVWO
LOOMIS	3.11	2.33	0.76	1.53	2.68	1.89	2.26	2.17	0.74	0.74	1.49	0.74	NW1LOMS
LYMAN	5.86	1.61	1.67	0.97	1.52	1.41	2.42	13.14	4.32	2.11	2.45	2.41	NW1HMTN
LYNDEN	0.70	0.47	0.67	0.73	0.63	0.74	0.61	0.55	0.44	0.63	0.77	0.48	NW1LYND
MALDEN		1.73		1.17	2.30	1.71	5.59	2.84	2.29	0.56	0.57	0.57	NW1MLDN
MANOR WAY	0.73	0.44	0.78	0.55	0.47	0.48	0.70	0.64	0.57	0.55	0.76	0.46	NW1MRWY
MANSFIELD	4.59	2.51	2.92	1.82	3.27	1.85	3.66	2.57	4.35	3.62	5.11	0.72	NW1MNFD
MANSON	0.90	0.69	1.10	1.09	1.65	1.64	1.12	2.00	0.93	0.56	0.97	0.69	NW1MNSN
MAPLE FALLS	0.73	0.84	0.84	0.67	1.34	0.66	1.26	1.90	0.70	1.27	1.22	1.00	NW1MPFL
MARBLEMOUNT	2.21	2.51	2.00	0.56	0.85	0.84	1.13	1.11	0.85	3.41	2.85	0.28	NW1MRBL

**WASHINGTON STATE PUC REPORT**

**Customer Network Trouble Per 100 Switched Access Lines**

Threshold is less than =													
CENTRAL OFF. LOCATION	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	
MARYSVILLE	0.62	0.53	0.53	0.50	0.68	0.70	0.61	1.31	0.63	0.59	0.62	0.58	NW1MYVI
MOLSON-CHESAW	3.58	1.10	1.10	3.54	2.19	2.18	1.34	2.13	2.41	0.81	1.89	0.54	NW1MLSN
MONROE	0.59	0.42	1.29	0.72	0.79	0.72	0.65	0.87	0.94	1.12	1.66	0.55	NW1MONR
MOSCOW	0.54	0.43	0.48	0.53	0.58	0.65	0.57	0.50	0.37	0.76	0.82	0.72	NW1MSCW
MOUNT VERNON	0.63	0.45	0.41	0.59	0.58	0.54	0.64	1.22	0.86	0.62	0.56	0.63	NW1MTVR
NACHES	0.78	0.59	0.20	0.59	0.29	0.87	0.29	0.49	0.30	0.10	0.58	0.20	NW1NCHS
NEWPORT	1.63	1.00	0.98	1.23	1.38	1.85	1.25	1.29	0.85	0.97	1.04	0.79	NW1NWPT
NILE	1.99	0.77	0.31	0.76	2.62	1.99	1.22	0.46	1.23	0.92	1.07	0.30	NW1NILE
NORTH RICHLAND	0.41	0.47	0.28	0.63	0.43	0.67	0.52	0.67	0.26	0.65	1.13	0.57	NW1NTRD
OAK HARBOR	0.95	0.73	0.61	0.65	0.64	0.68	1.31	1.19	0.80	0.69	0.75	0.56	NW1OKHR
OAKESDALE	3.51	1.88	8.27	4.03	1.36	1.66	3.07	0.83	1.94	3.31	5.52	3.33	NW1OKDL
PULLMAN	0.52	0.46	0.57	1.14	0.89	0.96	1.21	0.84	0.67	0.92	0.99	0.83	NW1PLMN
QUINCY	0.88	1.42	1.04	1.09	1.94	1.66	0.89	1.66	0.59	0.99	2.35	1.19	NW1QNCY
REDMOND	0.43	0.43	0.39	0.48	0.48	0.54	0.54	0.46	0.46	0.45	0.52	0.42	NW1RDMD
REPUBLIC	0.59	1.08	0.74	0.69	1.28	0.65	0.54	0.89	0.64	1.20	0.70	0.70	NW1RPBL
RICHLAND	0.47	0.48	0.60	0.71	0.58	0.59	0.54	0.54	0.70	1.39	1.36	0.85	NW1RCLD
RICHLAND BEACH	0.51	0.38	0.42	0.40	0.47	0.61	0.43	0.98	1.18	0.60	0.69	0.57	NW1RCBH
ROCKFORD	0.81	1.21	1.75	1.88	2.16	1.62	0.67	0.81	0.54	1.07	1.87	0.80	NW1RCFR
ROSALIA	1.96	1.64	1.48	2.96	0.49	6.17	9.30	3.10	2.44	1.31	2.65	3.16	NW1ROSL
SAMMAMISH	0.73	0.67	0.68	0.77	0.93	0.76	0.90	1.27	0.66	1.07	0.81	0.59	NW1SM SH
SEDRO WOOLLEY	0.75	0.75	0.54	0.72	0.59	0.59	0.92	1.16	0.78	0.88	0.61	0.28	NW1SWLY
SEDRO-WOOLEY CONT	0.59	0.56	0.68	0.98	0.64	0.61	0.70	1.31	0.82	0.74	0.91	0.76	NW1SWLC
SILVER LAKE	0.88	0.57	0.48	0.57	0.54	0.44	0.52	0.55	0.54	0.46	0.46	0.43	NW1SLLK
SKYKOMISH	2.39	0.65		0.66	0.44	1.77	0.44	1.55	2.01	2.02	1.12	0.67	NW1SKYK
SNOHOMISH	0.66	0.74	0.80	0.60	0.81	1.27	0.74	1.68	1.30	1.50	2.15	0.75	NW1SNHS
SOAP LAKE	0.51	0.73	0.68	1.03	1.21	0.92	1.61	1.79	0.63	0.92	1.05	0.76	NW1SOLK
STANWOOD	0.61	1.19	1.24	1.16	0.81	0.58	1.23	1.96	0.69	1.65	0.41	0.59	NW1STWD
STEVENS PASS			2.17		1.08	2.15		5.38	2.11	1.03	1.00		NW1STPS
SULTAN	0.82	0.61	0.66	0.68	1.24	0.74	0.86	1.32	2.92	3.56	1.85	1.27	NW1SULT
SUMAS	0.69	0.84	0.84	0.61	0.46	0.86	0.62	1.32	0.54	0.61	0.92	0.77	NW1SUMS
TEKO	1.14	1.35	3.71	0.79	1.46	0.90	1.69	1.35	1.24	1.59	3.39	1.37	NW1TEKO
THORNTON		1.03		1.04		1.05	1.06		2.13	1.05	2.08	5.21	NW1THTN
TONASKET	0.93	2.24	1.28	2.59	2.05	1.12	1.90	1.58	1.50	1.38	1.34	0.96	NW1TNSK
WASHOUGAL	1.01	0.77	0.88	1.23	1.35	0.81	1.33	2.09	1.39	1.65	1.44	0.91	NW1WSHG
WASHOUGAL RIVER	1.26	0.71	0.70	1.09	1.33	1.01	1.78	2.01	2.24	1.69	2.79	1.24	NW1WSHR
WATERVILLE	1.86	3.38	0.58	2.22	0.58	1.05	1.40	1.52	0.46	0.23	0.93	0.94	NW1WTVL
WENATCHEE	0.71	0.66	0.67	0.93	0.73	0.84	0.61	0.70	0.46	0.65	0.50	0.54	NW1WNTC
WEST RICHLAND	0.81	0.58	0.65	2.03	1.52	0.94	1.66	0.94	0.96	1.54	1.73	1.29	NW1WRLD
WESTPORT	0.47	0.76	0.62	0.66	0.80	0.47	0.66	1.13	0.66	0.80	0.80	0.52	NW1WSPT
WOODLAND	0.57	0.90	0.81	1.06	0.67	1.20	0.83	0.96	0.92	1.08	1.64	1.07	NW1WDLD
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**WASHINGTON STATE CUSTOMER NETWORK TROUBLE TICKETS**

Central Office	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	YTD	
ACME	9	14											23	NW1ACME
ALGER	10	14											24	NW1ALGR
ANACORTES	89	90											179	NW1ANCR
ARLINGTON	111	78											189	NW1ARTN
BENTON CITY	42	31											73	NW1BNCY
BIG LAKE	10	36											46	NW1BGLK
BIRCH BAY	20	21											41	NW1BRBA
BLAINE	16	20											36	NW1BLAN
BOTHELL	442	341											783	NW1BOTH
BREWSTER	16	5											21	NW1BRWS
BRIDGEPORT	7	10											17	NW1BRPT
BURLINGTON	8	19											27	NW1BURL
BURLINGTON CONTEL	42	27											69	NW1BURC
CAMANO ISLAND	50	36											86	NW1CMIS
CAMAS	138	120											258	NW1CAMS
CASHMERE	65	23											88	NW1CSHR
CHELAN	31	31											62	NW1CHLN
CLEARVIEW	80	47											127	NW1CLWW
CONCRETE	35	54											89	NW1CNCR
CONWAY	8	10											18	NW1CNWY
COUPEVILLE	56	36											92	NW1CPVL
CURLEW	15	23											38	NW1CRLW
CUSTER	15	24											39	NW1CSTR
DARRINGTON	26	12											38	NW1DRTN
DEMING	22	13											35	NW1DMNG
DUVALL	363	146											509	NW1DULL
EAST WENATCHEE	87	58											145	NW1EWNC
EDISON	16	11											27	NW1EDSN
ENTIAT	15	9											24	NW1ENTT
EVERETT CASINO	273	230											503	NW1CSNO
EVERETT MAIN	149	119											268	NW1EVRT
EVERSON	27	22											49	NW1EVSN
FAIRFIELD	11	5											16	NW1FRFD
FARMINGTON	3	4											7	NW1FRTN
FERNDALE	70	69											139	NW1FNDL
GARFIELD	10	16											26	NW1GRFD
GEORGE	21	13											34	NW1GERG
GRANITE FALLS	160	49											209	NW1GRFL
GRAYLAND	13	9											22	NW1GRLD
HALLS LAKE	519	245											764	NW1HLLK
JUANITA	192	106											298	NW1JUNT
KENNEWICK MAIN	394	205											599	NW1KNWC
KENNEWICK MEADOW	91	51											142	NW1MSPG
KENNEWICK-HIGHLAN	311	174											485	NW1HIGH
KIRKLAND	190	132											322	NW1KRLD
LA CONNER	28	25											53	NW1LACN
LAKE GOODWIN	96	75											171	NW1LKGW
LAKE STEVENS	171	150											321	NW1LKST
LAKE WENATCHEE	24	9											33	NW1LKWN
LATAH	5	3											8	NW1LATH
LAUREL	24	24											48	NW1LARL
LEAVENWORTH	54	23											77	NW1LVWO
LOOMIS	4	2											6	NW1LOMS
LYMAN	45	44											89	NW1HMTN
LYNDEN	56	35											91	NW1LYND
MALDEN	1	1											2	NW1MLDN
MANOR WAY	208	125											333	NW1MRWY

**WASHINGTON STATE CUSTOMER NETWORK TROUBLE TICKETS**

Central Office	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	YTD	
MANSFIELD	14	2											16	NW1MNFD
MANSON	24	17											41	NW1MNSN
MAPLE FALLS	23	19											42	NW1MPFL
MARBLEMOUNT	10	1											11	NW1MRBL
MARYSVILLE	191	179											370	NW1MYVI
MOLSON-CHESAW	7	2											9	NW1MLSN
MONROE	211	69											280	NW1MONR
MOSCOW	108	95											203	NW1MSCW
MOUNT VERNON	105	118											223	NW1MTVR
NACHES	6	2											8	NW1NCHS
NEWPORT	63	48											111	NW1NWPT
NILE	7	2											9	NW1NILE
NORTH RICHLAND	52	26											78	NW1NTRD
OAK HARBOR	148	111											259	NW1OKHR
OAKESDALE	20	12											32	NW1OKDL
PULLMAN	124	102											226	NW1PLMN
QUINCY	107	54											161	NW1QNCY
REDMOND	239	191											430	NW1RDMD
REPUBLIC	14	14											28	NW1RPBL
RICHLAND	180	112											292	NW1RCLD
RICHMOND BEACH	106	87											193	NW1RCBH
ROCKFORD	14	6											20	NW1RCFR
ROSALIA	16	19											35	NW1ROSL
SAMMAMISH	116	84											200	NW1SMSh
SEDRO WOOLLEY	13	6											19	NW1SWLY
SEDRO-WOOLEY CONT	62	52											114	NW1SWLC
SILVER LAKE	111	103											214	NW1SLLK
SKYKOMISH	5	3											8	NW1SKYK
SNOHOMISH	217	76											293	NW1SNHS
SOAP LAKE	18	13											31	NW1SOLK
STANWOOD	25	36											61	NW1STWD
STEVENS PASS	1												1	NW1STPS
SULTAN	104	71											175	NW1SULT
SUMAS	12	10											22	NW1SUMS
TEKOA	30	12											42	NW1TEKO
THORNTON	2	5											7	NW1HTN
TONASKET	35	25											60	NW1TNSK
WASHOUGAL	87	55											142	NW1WSHG
WASHOUGAL RIVER	36	16											52	NW1WSHR
WATERVILLE	8	8											16	NW1WTVL
WENATCHEE	107	117											224	NW1WNTC
WEST RICHLAND	72	54											126	NW1WRLD
WESTPORT	17	11											28	NW1WSPT
WOODLAND	90	59											149	NW1WDLA
<b>Total Reports:</b>	<b>7951</b>	<b>5428</b>											<b>13379</b>	

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

FEBRUARY 2004

CO's	CO Code	FEBRUARY 2004				CR Orders Missed
		G	H	I	J	
		Due Dated I Orders	Due Dated Orders Not Comp in 5 Days	Completed CR Orders		
ALGER	NW1ALGR	8	2	2	2	
ANACORTES	NW1ANCR	92	4		57	
ARLINGTON	NW1ARTN	112	10		65	1
BIG LAKE	NW1BGLK	5			12	1
BLAINE	NW1BLAN	29	2		16	1
BENTON CITY	NW1BNCY	30	4		25	
BOTHELL	NW1BOTH	361	16		262	2
BIRCH BAY	NW1BRBA	25	1		26	
BRIDGEPORT	NW1BRPT	15	1		8	
BREWSTER	NW1BRWS	28			7	
BURLINGTON CONTEL	NW1BURC	68	6		20	1
BURLINGTON	NW1BURL	21			16	
CAMAS	NW1CAMS	85	20		41	
CHELAN	NW1CHLN	21			13	
CLEARVIEW	NW1CLVW	40	5		22	
CAMANO ISLAND	NW1CMIS	40	2		22	
CONCRETE	NW1CNCR	15			7	
CONWAY	NW1CNWY	7			7	1
COUPEVILLE	NW1CPVL	26			17	
CURLEW	NW1CRLW	3			9	
CASHMERE	NW1CSHR	29	1		18	
EVERETT CASINO	NW1CSNO	674	18		390	7
CUSTER	NW1CSTR	30	3		10	
DEMING	NW1DMNG	15			6	
DARRINGTON	NW1DRTN	16	2		8	
DUVALL	NW1DULL	41	4		36	1
EDISON	NW1EDSN	6			4	
ENTIAT	NW1ENTT	19			3	
EVERETT MAIN	NW1EVRT	269	11		154	2
EVERSON	NW1EVSN	37	1		4	
EAST WENATCHEE	NW1EVMC	100	1		59	
FERNDALE	NW1FNDL	68	3		40	2
FAIRFIELD	NW1FRFD	3			2	
FARMINGTON	NW1FRTN					
GEORGE	NW1GERG	7			2	
GARFIELD	NW1GRFD	4			6	1
GRANITE FALLS	NW1GRFL	50	1		23	
GRAYLAND	NW1GRLD	4			5	
KENNEWICK-HIGHLAND	NW1HIGH	201	14		95	1
HALLS LAKE	NW1HLLK	475	26		284	
LYMAN	NW1HMTN	34	4		9	



WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

FEBRUARY 2004

CO's	CO Code	FEBRUARY 2004				CR Orders Missed
		G	H	I	J	
		Due Dated i Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders		
JUANITA	NW1JUNT	196	5	133	2	
KENNEWICK MAIN	NW1KNWC	223	17	114	6	
KIRKLAND	NW1KRLD	130	4	118	2	
LA CONNER	NW1LACN	20	2	14		
LAUREL	NW1LARL	19		9	1	
LATAH	NW1LATH	2				
LAKE GOODWIN	NW1LKGW	59	3	36		
LAKE STEVENS	NW1LKST	128	7	106	4	
ACME	NW1ACME	8	1	8		
LAKE WENATCHEE	NW1LKVN	10		5		
WSU	NW1XWSU					
LOOMIS	NW1LOMS	1		3		
LEAVENWORTH	NW1LVWO	25		10		
LYNDEN	NW1LYND	58	1	30	1	
MALDEN	NW1MLDN	1				
MOLSON-CHESAW	NW1MLSN	2		1		
MANSFIELD	NW1MNFJ	1				
MANSON	NW1MNSN	13	1	6		
MONROE	NW1MONR	94	3	43	1	
MAPLE FALLS	NW1MPFL	26		15		
MARBLEMOUNT	NW1MRBL	5		1		
MANOR WAY	NW1MRWY	276	7	178	1	
KENNEWICK MEADOW S	NW1MSPG	54	4	43	1	
MT VERNON CONTEL	NW1MTVC	132	5	75	4	
MOUNT VERNON	NW1MTVR	48	4	18	2	
MARYSVILLE	NW1MYVI	273	10	157	1	
NACHES	NW1NCHS	6		2		
NIILE	NW1NILE	9		1		
NORTH RICHLAND	NW1NTRD	27	2	12		
OAKESDALE	NW1OKDL	3	1	3		
OAK HARBOR	NW1OKHR	238	8	133	3	
PULLMAN	NW1PLMN	70	3	30		
QUINCY	NW1QNCY	51	4	20	2	
RICHMOND BEACH	NW1RCBH	102	3	70	1	
ROCKFORD	NW1RCFR	2		1		
RICHLAND	NW1RCLD	134	16	90		
REDMOND	NW1RDMD	302	14	226	1	
ROSALIA	NW1ROSL	2		1		
REPUBLIC	NW1RPBL	14	1	9		
SKYKOMISH	NW1SKYK	3	1	1		
SILVER LAKE	NW1SLLK	198	3	152	3	

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

FEBRUARY 2004

CO's	CO Code	FEBRUARY 2004				CR Orders Missed
		G	H	I	J	
		Due Dated I Orders	Due Dated Orders Not Comp in 5 Days	Completed CR Orders		
SAMMAMISH	NW1SM5H	58	2	83	2	
SNOHOMISH	NW1SNHS	84	4	63	1	
SOAP LAKE	NW1SOLK	26	2	8		
STEVENS PASS	NW1STPS	1				
STANWOOD	NW1STWD	52	3	20	1	
SULTAN	NW1SULT	54	5	27		
SUMAS	NW1SUMS	18	2	7		
SEDRO-WOOLEY CONTEL	NW1SWLC	51	2	31	1	
SEDRO WOOLLEY	NW1SWLY	18		12	1	
TEKOA	NW1TEKO	9		3		
THORNTON	NW1THTN	1				
TONASKET	NW1TNSK	16	2	8		
WOODLAND	NW1WDLD	46	1	11		
WENATCHEE	NW1WNTC	208	6	106	1	
WEST RICHLAND	NW1WRLD	37	5	23		
WASHOUGAL	NW1WSHG	64	14	33	2	
WASHOUGAL RIVER	NW1WSHR	13	3	6		
WESTPORT	NW1WSPT	34		13		
WATERVILLE	NW1WTVL	7		3		
		6875	343	4143		66