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STATE OF WASHINGTON  
UTIL. AND TRAFFIC  
COMMISSION



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

June 11, 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: **APRIL SERVICE QUALITY REPORT - SUPPLEMENT**

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

For the portion of the report concerning the interoffice, intercompany and interexchange trunk blocking report, Verizon had five trunk groups that exceeded the defined blocking criteria for the month of April, 2004. An additional report is enclosed which provides trunk group detail per WAC 480-120-401 (3).

If you have any questions concerning this information, please contact me at (503) 629-2285.

Very truly yours,

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

Dean Randall  
Specialist – Regulatory

5/24/2004

**Trunk Group Detail WAC 480-120-401 (3)**

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW011662	ANCRWAXXDS1	EVRTWAXA03T	77	AFTD	264	0.68	9.84	10:00	None, Blocked calls due to wind storm
GW036877	EVRTWAXA03T	STTLWAWBDS0	7-	DFTC	24	4.19	36.61	15:00	+24=48 Augment complete 05/05/2004
GW063375	MTVRWAXX05T	STTLWAKGDS0	7-	AFTD	96	1.48	29.58	21:00	+24=120 Augment complete on 04/15/2004
GW068834	TACMWA44CA1	WNTCWAXX01T	77	AFOG	72	4.65	94.04	20:00	None, Blocked on 04/14 - unknown cause
GW074317	OKHRWAXXDS1	STTNWAHODS0	77	AFTD	288	0.95	18.92	20:00	None, Blocked calls due to wind storm

**Trunk Group Detail WAC 480-120-401 (5)**

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH
GW045881	KNWCWAXA01T	KNWCWABB1MD	7-	DFTF	96	19.42	40.52	17:00
GW068389	EWNCWAAA8MD	WNTCWAXX01T	77	DFTF	24	2.17	17.29	21:00
GW072767	EVRTWAXA03T	RNTNWALY1MD	77	AFTF	408	6.49	35.71	17:00
GW073966	EVRTWAXA03T	STTLWAWB5MD	77	AFTD	24	25.00	100.00	10:00
GW074426	EVRTWAXFCG0	STTLWAZU4MD	77	DFTF	48	7.48	27.14	17:00
GW074470	EVRTWAXA03T	STTLWAZU4MD	7-	DFTF	240	4.21	100.00	14:00
GW075308	WNTCWAAC2MD	WNTCWAXX01T	77	DFTF	24	2.73	100.00	1:00
GW076178	WNTCWACH6MD	WNTCWAXX01T	77	DFTF	12	5.83	70.83	19:00
GW077216	EVRTWAXA03T	STTLWACD1MD	77	AFTD	48	4.19	25.95	20:00