

June 28, 2004



17933 N.W. Evergreen Pkwy  
P.O. Box 1100  
Beaverton, OR 97076

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

RECEIVED  
94 JUN 29 AM 9:54  
UNIT AND TRANS  
COMM. DIV.

Dear Ms. Washburn:

Subject: **MAY SERVICE QUALITY REPORT**

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

Verizon has marked the schedule entitled "Washington State Switched Access Lines" as confidential pursuant to WAC 480-07-160. Verizon considers this exchange level access line detail to be sensitive internal information that would have clear economic value in the hands of Verizon's current and potential competitors. This information could be used by a competitor to its economic benefit in determining whether to enter a certain market.

For the portion of this 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 May, 2004. An additional report is enclosed which provides the trunk group detail per WAC 480-120-401 (3).

If you have any questions, please call Richard Potter at 425-261-5006.

Sincerely,

Dean Randall  
Specialist – Regulatory

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

**WASHINGTON**

(New Rule Reporting July 2003)

Reported To Commission Monthly:	OBJ	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04
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**MISSED APPOINTMENTS (WAC 439 sub 3)**

Total # Fielded Service Orders	None	5252	5047	5164	5140	4060	4078	4250	4116	4866	4660	4183	
# Of Service Orders With Appointments	None	1243	1226	1302	1360	1248	1165	1262	1256	1366	1366	1125	
# Of Service Order Appointments Missed*	None	553*	546*	528*	653*	562*	503*	560*	565*	557*	544*	415*	
# Of Excluded Appointments	None	0	0	0	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	4867	4628	4882	
# Of Trouble Tickets With 4 Hour Appointments	None	415	492	453	506	428	558	554	400	447	434	424	
# Of Trouble Ticket Appointments Missed	None	13	15	10	21	28	38	36	17	23	19	26	
# Of Excluded Appointments	None	0	0	0	0	0	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	7512	6875	8009	7172	6738	
# Due Dated Serv Orders Not Completed In 5 Days	None	530	454	582	566	642	649	479	343	279	234	275	
# Customer Requested Service Orders Completed	None	6020	6861	5415	5565	4034	4210	3966	4143	5042	5465	5068	
# C R Service Order Due Dates Missed	None	148	106	104	161	100	108	107	66	72	62	109	
% Installation Commitments Met	90.0%	95.50%	96.56%	95.41%	94.82%	93.17%	93.60%	94.89%	96.29%	97.31%	97.66%	96.75%	

**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	0	0	0	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%	99.30%	99.30%	99.29%	98.82%	98.84%	
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	7	8	4	6	6	11	11	12	13	9	4	

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

**WASHINGTON**

(New Rule Reporting July 2003)

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

OBJ	Month											
	JUL 03	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04
# Of Out Of Service Trouble Reports	None	3413	3372	3478	4873	3957	3948	4563	2901	3413	3385	3530
# OOS Trouble Reports Cleared In 48 Hours	None	3373	3354	3449	4567	3857	3884	4502	2886	3372	3352	3495
# OOS Trouble Reports Not Cleared In 48 Hours	None	40	18	29	306	100	64	61	15	41	33	35
% OOS Trouble Cleared In 48 Hours	100%	98.81%	99.46%	99.16%	93.30%	97.41%	98.38%	98.66%	99.48%	98.80%	99.03%	99.01%
# OOS Trouble Exempted	0	0	0	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	2995	2878	3139
# Non-OOS Trouble Rpts Cleared In 72 Hours	None	3496	3267	3476	4133	3172	3357	3934	2948	2981	2872	3127
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None	15	14	15	137	15	48	21	13	14	6	12
% Non-OOS Trouble Cleared In 72 Hours	100%	99.57%	99.57%	99.57%	96.69%	99.53%	98.57%	99.47%	99.56%	99.53%	99.79%	99.62%
# OOS Trouble Exempted	None	0	0	0	0	0	0	0	0	0	0	0

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
GW026925	EVRTWAXA03T	KRLDWAXXDS0	77	AFDT	360	1.58	31.49	10:00	PH Grp, Traffic decreasing, no action required
GW036877	EVRTWAXA03T	STTLWAWBDS0	7-	DFTC	48	14.83	71.25	21:00	+72=120 Augment due 06/17/2004
GW054870	EVRTWAXA03T	STTNWAHODS0	77	AFDT	240	20.07	56.13	20:00	CLEC open all codes to PH Grp, no action req.
GW074515	EVRTWAXA03T	STTNWAHODS9	77	AFDT	96	5.05	59.24	20:00	Trks OOS at CLEC, notified CLEC
GW078211	KRLDWADWDS1	WNTCWAXX01T	77	AFDT	24	50.00	100.00	12:00	New Grp, test & turn-up, no action required

**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	16.18	35.86	21:00
GW073966	EVRTWAXA03T	STTLWAWB5MD	77	AFTD	24	20.00	100.00	12:00
GW074426	EVRTWAXFCG0	STTLWAZU4MD	77	DFFC	48	6.71	17.65	16:00
GW076178	WNTCWACH6MD	WNTCWAXX01T	77	DFTF	36	5.40	25.00	20:00

Washington State PUC Report  
Customer Network Trouble Per 100 Switched Access Lines

		May-04	May-04
		Sw Lns	Total Rpts
<b>Central Office</b>			
ACME	NW1ACME	1,422	11
ALGER	NW1ALGR	1,192	12
ANACORTES	NW1ANCR	12,359	101
ARLINGTON	NW1ARTN	12,728	117
BENTON CITY	NW1BNCY	2,846	28
BIG LAKE	NW1BGLK	1,503	16
BIRCH BAY	NW1BRBA	3,536	26
BLAINE	NW1BLAN	2,930	30
BOTHELL	NW1BOTH	62,841	255
BREWSTER	NW1BRWS	1,828	80
BRIDGEPORT	NW1BRPT	1,137	14
BURLINGTON	NW1BURL	1,886	8
BURLINGTON CONTEL	NW1BURC	7,181	39
CAMANO ISLAND	NW1CMIS	8,107	84
CAMAS	NW1CAMS	9,500	70
CASHMERE	NW1CSHR	3,752	30
CHELAN	NW1CHLN	4,030	27
CLEARVIEW	NW1CLVW	5,511	54
CONCRETE	NW1CNCR	1,335	14
CONWAY	NW1CNWY	1,411	10
COUPEVILLE	NW1CPVL	5,648	56
CURLEW	NW1CRLW	781	24
CUSTER	NW1CSTR	2,139	11
DARRINGTON	NW1DRTN	1,626	9
DEMING	NW1DMNG	1,941	15
DUVALL	NW1DULL	11,066	115
EAST WENATCHEE	NW1EWNC	12,012	84
EDISON	NW1EDSN	1,401	21
ENTIAT	NW1ENTT	1,740	21
EVERETT CASINO	NW1CSNO	46,741	267
EVERETT MAIN	NW1EVRT	25,046	106
EVERSON	NW1EVSN	2,988	22
FAIRFIELD	NW1FRFD	530	6
FARMINGTON	NW1FRTN	131	2
FERNDALE	NW1FNDL	7,557	79
GARFIELD	NW1GRFD	469	4
GEORGE	NW1GERG	1,090	11
GRANITE FALLS	NW1GRFL	5,289	103
GRAYLAND	NW1GRLD	1,358	3
HALLS LAKE	NW1HLLK	57,233	225
JUANITA	NW1JUNT	24,553	166
KENNEWICK MAIN	NW1KNWC	18,313	219
KENNEWICK MEADOW	NW1MSPG	8,863	57
KENNEWICK-HIGHLAN	NW1HIGH	20,147	203
KIRKLAND	NW1KRLD	24,250	140
LA CONNER	NW1LACN	3,106	23
LAKE GOODWIN	NW1LKGW	8,104	104
LAKE STEVENS	NW1LKST	18,569	282
LAKE WENATCHEE	NW1LKWN	1,760	12
LATAH	NW1LATH	147	4
LAUREL	NW1LARL	2,653	11
LEAVENWORTH	NW1LVWO	4,351	78

Washington State PUC Report  
Customer Network Trouble Per 100 Switched Access Lines

		May-04	May-04
		Sw Lns	Total Rpts
<b>Central Office</b>			
LOOMIS	NW1LOMS	269	13
LYMAN	NW1HMTN	1,856	23
LYNDEN	NW1LYND	7,295	43
MALDEN	NW1MLDN	173	7
MANOR WAY	NW1MRWY	27,013	138
MANSFIELD	NW1MNFD	277	5
MANSON	NW1MNSN	2,451	46
MAPLE FALLS	NW1MPFL	1,916	14
MARBLEMOUNT	NW1MRBL	349	6
MARYSVILLE	NW1MYVI	30,621	311
MOLSON-CHESAW	NW1MLSN	375	13
MONROE	NW1MONR	12,517	169
MOSCOW	NW1MSCW	12,973	62
MOUNT VERNON	NW1MTVR	18,476	134
NACHES	NW1NCHS	1,020	5
NEWPORT	NW1NWPT	6,050	66
NILE	NW1NILE	656	2
NORTH RICHLAND	NW1NTRD	4,570	21
OAK HARBOR	NW1OKHR	19,705	126
OAKESDALE	NW1OKDL	365	10
PULLMAN	NW1PLMN	12,032	70
QUINCY	NW1QNCY	4,543	141
REDMOND	NW1RDMD	45,302	164
REPUBLIC	NW1RPBL	1,967	10
RICHLAND	NW1RCLD	13,173	91
RICHMOND BEACH	NW1RCBH	15,306	70
ROCKFORD	NW1RCFR	755	8
ROSALIA	NW1ROSL	600	25
SAMMAMISH	NW1SM SH	14,324	82
SEDRO WOOLLEY	NW1SWLY	2,118	6
SEDRO-WOOLEY CONT	NW1SWLC	6,829	55
SILVER LAKE	NW1SLLK	24,083	96
SKYKOMISH	NW1SKYK	446	7
SNOHOMISH	NW1SNHS	10,046	131
SOAP LAKE	NW1SOLK	1,733	11
STANWOOD	NW1STWD	6,062	100
STEVENS PASS	NW1STPS	96	
SULTAN	NW1SULT	5,559	32
SUMAS	NW1SUMS	1,311	9
TEKOA	NW1TEKO	872	12
THORNTON	NW1THTN	98	2
TONASKET	NW1TNSK	2,616	55
WASHOUGAL	NW1WSHG	6,042	49
WASHOUGAL RIVER	NW1WSHR	1,314	19
WATERVILLE	NW1WTVL	854	12
WENATCHEE	NW1WNTC	21,232	126
WEST RICHLAND	NW1WRLD	4,203	39
WESTPORT	NW1WSPT	2,145	9
WOODLAND	NW1WDL D	5,470	38
<b>Washington State:</b>		828,695	6,192

**WASHINGTON STATE PUC REPORT**

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

<b>Threshold is less than =</b>													
<b>CENTRAL OFF. LOCATION</b>	<b>Jun-03</b>	<b>Jul-03</b>	<b>Aug-03</b>	<b>Sep-03</b>	<b>Oct-03</b>	<b>Nov-03</b>	<b>Dec-03</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>Apr-04</b>	<b>May-04</b>	
ACME	1.29	1.29	0.93	1.21	1.83	1.12	0.84	0.64	0.99	2.41	0.84	0.77	NW1ACME
ALGER	2.50	1.09	0.25	1.18	2.60	0.59	1.76	0.84	1.17	2.01	1.01	1.01	NW1ALGR
ANACORTES	0.55	0.63	0.56	0.72	0.87	0.80	0.65	0.71	0.72	0.4	0.68	0.82	NW1ANCR
ARLINGTON	0.89	0.72	1.06	0.83	1.57	1.13	0.64	0.87	0.62	0.91	0.70	0.92	NW1ARTN
BENTON CITY	1.51	1.13	2.89	1.74	1.35	1.49	2.39	1.48	1.09	2.16	1.90	0.98	NW1BNCY
BIG LAKE	0.94	1.88	1.21	1.21	0.87	0.67	2.75	0.68	2.43	0.47	0.87	1.06	NW1BGLK
BIRCH BAY	0.88	0.86	0.49	0.86	0.89	0.95	1.09	0.57	0.60	0.65	0.76	0.74	NW1BRBA
BLAINE	0.54	0.87	0.81	0.61	1.19	0.97	0.67	0.54	0.67	0.82	0.61	1.02	NW1BLAN
BOTHELL	0.53	0.53	0.51	0.42	0.57	0.47	0.60	0.68	0.53	0.46	0.47	0.41	NW1BOTH
BREWSTER	0.60	0.72	0.61	0.99	1.65	0.39	0.22	0.88	0.28	0.95	1.17	4.38	NW1BRWS
BRIDGEPORT	1.45	0.76	1.10	1.95	1.63	0.96	1.76	0.62	0.89	1.15	0.35	1.23	NW1BRPT
BURLINGTON	1.18	0.72	0.67	0.73	1.56	0.94	0.74	0.43	1.02	0.43	0.80	0.42	NW1BURL
BURLINGTON CONTEL	0.39	0.67	0.63	0.68	0.69	0.69	0.62	0.58	0.37	0.48	0.43	0.54	NW1BURC
CAMANO ISLAND	0.44	0.63	0.84	1.50	0.63	0.57	0.54	0.62	0.44	1.78	0.68	1.04	NW1CMIS
CAMAS	0.68	0.72	0.69	0.64	1.44	1.04	1.01	1.45	1.26	0.9	0.63	0.74	NW1CAMS
CASHMERE	0.59	0.62	0.47	0.73	0.73	0.42	0.58	1.72	0.61	0.4	0.64	0.80	NW1CSHR
CHELAN	0.75	1.28	0.91	1.23	0.85	0.76	0.54	0.77	0.77	0.55	0.83	0.67	NW1CHLN
CLEARVIEW	0.83	0.80	0.94	0.96	1.30	1.00	0.65	1.45	0.85	0.55	1.20	0.98	NW1CLVW
CONCRETE	1.75	1.25	0.88	3.01	4.18	1.76	1.98	2.58	4.01	1.34	2.10	1.05	NW1CNCR
CONWAY	0.57	1.08	0.93	0.57	1.07	0.93	0.79	0.57	0.71	0.64	0.28	0.71	NW1CNWY
COUPEVILLE	0.78	0.60	0.98	0.92	1.29	1.75	0.97	0.99	0.64	0.97	1.29	0.99	NW1CPVL
CURLEW	1.98	1.80	1.40	4.35	2.96	1.42	1.28	1.92	2.93	4.08	3.98	3.07	NW1CRLW
CUSTER	2.81	0.92	0.92	0.58	2.45	0.34	0.76	0.72	1.14	0.8	0.52	0.51	NW1CSTR
DARRINGTON	0.49	0.37	1.11	0.92	2.33	1.35	1.82	1.58	0.73	0.43	0.49	0.55	NW1DRTN
DEMING	1.36	1.10	0.94	0.63	1.73	1.05	1.36	1.15	0.68	1.09	0.46	0.77	NW1DMNG
DUVALL	1.00	1.88	0.89	0.86	1.04	1.36	1.26	3.25	1.31	1.07	1.04	1.04	NW1DULL
EAST WENATCHEE	0.84	0.78	0.90	1.04	0.81	0.79	0.67	0.72	0.48	0.46	0.66	0.70	NW1EWNC
EDISON	1.91	1.12	0.35	0.70	1.47	0.78	1.06	1.13	0.78	0.92	1.28	1.50	NW1EDSN
ENTIAT	0.41	0.99	1.10	0.86	0.57	0.74	0.69	0.86	0.52	1.04	0.75	1.21	NW1ENTT
EVERETT CASINO	0.57	0.79	0.52	0.57	0.76	0.64	0.54	0.58	0.49	0.49	0.64	0.57	NW1CSNO
EVERETT MAIN	0.56	0.57	0.48	0.48	0.76	0.78	0.56	0.58	0.47	0.43	0.41	0.42	NW1EVRT
EVERSON	0.30	0.51	0.61	0.58	1.25	0.98	1.01	0.91	0.75	0.64	0.50	0.74	NW1EVSN
FAIRFIELD	1.27	1.28	0.18	0.73	2.02	1.29	2.22	2.03	0.93	1.68	0.95	1.13	NW1FRFD
FARMINGTON	1.60	2.44	4.92	3.25	3.15	3.88	0.78	2.31	3.05	1.53		1.53	NW1FRTN
FERNDALE	1.11	1.46	1.01	1.12	1.89	1.04	0.93	0.94	0.92	1.16	1.21	1.05	NW1FNDL
GARFIELD	1.56	1.57	2.44	2.20	1.74	1.54	6.46	2.23	3.50	2.6	1.07	0.85	NW1GRFD
GEORGE	1.96	2.67	2.39	1.15	1.24	0.99	2.08	1.91	1.20	1.19	0.74	1.01	NW1GERG
GRANITE FALLS	1.53	1.05	0.82	1.21	1.70	1.73	1.34	3.05	0.93	1.7	1.98	1.95	NW1GRFL
GRAYLAND	0.66	0.80	0.44	1.39	0.80	0.73	1.18	0.96	0.66	1.1	0.52	0.22	NW1GRLD
HALLS LAKE	0.53	0.49	0.51	0.54	0.76	0.67	0.59	0.90	0.43	0.41	0.50	0.39	NW1HLLK
JUANITA	0.61	0.43	0.75	0.59	0.81	0.53	0.66	0.77	0.43	0.59	0.58	0.68	NW1JUNT
KENNEWICK MAIN	1.02	0.95	1.10	0.85	1.12	0.85	1.30	2.13	1.11	1.01	0.81	1.20	NW1KNWC
KENNEWICK MEADOW	1.53	0.70	1.44	0.77	1.39	0.69	0.66	1.03	0.58	0.64	0.56	0.64	NW1MSPG
KENNEWICK-HIGHLAN	0.57	0.75	0.71	0.70	0.76	0.65	0.92	1.51	0.85	0.63	0.67	1.01	NW1HIGH
KIRKLAND	0.93	0.64	0.60	0.73	1.37	0.65	0.80	0.76	0.53	1.69	0.52	0.58	NW1KRLD
LA CONNER	0.51	0.80	0.90	0.97	1.03	0.54	1.15	0.90	0.81	0.97	0.58	0.74	NW1LACN
LAKE GOODWIN	0.73	1.27	1.18	0.77	1.51	1.07	1.01	1.18	0.92	0.71	1.28	1.28	NW1LKGW
LAKE STEVENS	0.78	0.80	0.69	0.84	0.95	2.00	0.88	0.92	0.81	0.89	1.15	1.52	NW1LKST
LAKE WENATCHEE	1.01	1.40	0.34	0.78	0.56	0.62	0.68	1.36	0.51	0.51	0.51	0.68	NW1LKWN
LATAH	2.14	0.71	0.70		0.70	0.69	0.68	3.45	2.05	0.68		2.72	NW1LATH
LAUREL	0.50	0.69	0.61	0.53	1.14	0.83	0.46	0.91	0.91	1.82	0.64	0.41	NW1LARL
LEAVENWORTH	0.88	2.59	1.46	1.43	1.59	0.75	0.80	1.24	0.53	0.57	1.45	1.79	NW1LVWO
LOOMIS	1.53	2.68	1.89	2.26	2.17	0.74	0.74	1.49	0.74	0.74	2.21	4.83	NW1LOMS
LYMAN	0.97	1.52	1.41	2.42	13.14	4.32	2.11	2.45	2.41	1.85	2.16	1.24	NW1HMTN
LYNDEN	0.73	0.63	0.74	0.61	0.55	0.44	0.63	0.77	0.48	0.67	0.44	0.59	NW1LYND
MALDEN	1.17	2.30	1.71	5.59	2.84	2.29	0.56	0.57	0.57	1.74	1.16	4.05	NW1MLDN
MANOR WAY	0.55	0.47	0.48	0.70	0.64	0.57	0.55	0.76	0.46	0.48	0.44	0.51	NW1MRWY
MANSFIELD	1.82	3.27	1.85	3.66	2.57	4.35	3.62	5.11	0.72	0.72	1.09	1.81	NW1MNFD
MANSON	1.09	1.65	1.64	1.12	2.00	0.93	0.56	0.97	0.69	0.33	0.94	1.88	NW1MNSN
MAPLE FALLS	0.67	1.34	0.66	1.26	1.90	0.70	1.27	1.22	1.00	0.42	0.79	0.73	NW1MPFL
MARBLEMOUNT	0.56	0.85	0.84	1.13	1.11	0.85	3.41	2.85	0.28	2.59	3.17	1.72	NW1MRBL

**WASHINGTON STATE PUC REPORT**

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

<b>Threshold is less than =</b>													
<b>CENTRAL OFF. LOCATION</b>	<b>Jun-03</b>	<b>Jul-03</b>	<b>Aug-03</b>	<b>Sep-03</b>	<b>Oct-03</b>	<b>Nov-03</b>	<b>Dec-03</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>Apr-04</b>	<b>May-04</b>	
MARYSVILLE	0.50	0.68	0.70	0.61	1.31	0.63	0.59	0.62	0.58	0.63	0.64	1.02	NW1MYVI
MOLSON-CHESAW	3.54	2.19	2.18	1.34	2.13	2.41	0.81	1.89	0.54	1.89	1.35	3.47	NW1MLSN
MONROE	0.72	0.79	0.72	0.65	0.87	0.94	1.12	1.66	0.55	0.8	1.04	1.35	NW1MONR
MOSCOW	0.53	0.58	0.65	0.57	0.50	0.37	0.76	0.82	0.72	0.42	0.62	0.48	NW1MSCW
MOUNT VERNON	0.59	0.58	0.54	0.64	1.22	0.86	0.62	0.56	0.63	0.67	0.55	0.73	NW1MTVR
NACHES	0.59	0.29	0.87	0.29	0.49	0.30	0.10	0.58	0.20	0.39	0.49	0.49	NW1NCHS
NEWPORT	1.23	1.38	1.85	1.25	1.29	0.85	0.97	1.04	0.79	0.76	1.23	1.09	NW1NWPT
NILE	0.76	2.62	1.99	1.22	0.46	1.23	0.92	1.07	0.30	1.06	0.31	0.30	NW1NILE
NORTH RICHLAND	0.63	0.43	0.67	0.52	0.67	0.26	0.65	1.13	0.57	0.42	0.83	0.46	NW1NTRD
OAK HARBOR	0.65	0.64	0.68	1.31	1.19	0.80	0.69	0.75	0.56	0.57	0.56	0.64	NW1OKHR
OAKESDALE	4.03	1.36	1.66	3.07	0.83	1.94	3.31	5.52	3.33	3.06	1.66	2.74	NW1OKDL
PULLMAN	1.14	0.89	0.96	1.21	0.84	0.67	0.92	0.99	0.83	0.79	0.56	0.58	NW1PLMN
QUINCY	1.09	1.94	1.66	0.89	1.66	0.59	0.99	2.35	1.19	1.53	3.46	3.10	NW1QNCY
REDMOND	0.48	0.48	0.54	0.54	0.46	0.46	0.45	0.52	0.42	0.42	0.36	0.36	NW1RDMD
REPUBLIC	0.69	1.28	0.65	0.54	0.89	0.64	1.20	0.70	0.70	1.19	1.22	0.51	NW1RPBL
RICHLAND	0.71	0.58	0.59	0.54	0.54	0.70	1.39	1.36	0.85	0.7	0.65	0.69	NW1RCLD
RICHMOND BEACH	0.40	0.47	0.61	0.43	0.98	1.18	0.60	0.69	0.57	0.41	0.48	0.46	NW1RCBH
ROCKFORD	1.88	2.16	1.62	0.67	0.81	0.54	1.07	1.87	0.80	0.8	0.66	1.06	NW1RCFR
ROSALIA	2.96	0.49	6.17	9.30	3.10	2.44	1.31	2.65	3.16	2.5	2.32	4.17	NW1ROSL
SAMMAMISH	0.77	0.93	0.76	0.90	1.27	0.66	1.07	0.81	0.59	0.5	0.56	0.57	NW1SMSH
SEDRO WOOLLEY	0.72	0.59	0.59	0.92	1.16	0.78	0.88	0.61	0.28	0.61	0.61	0.28	NW1SWLY
SEDRO-WOOLEY CONT	0.98	0.64	0.61	0.70	1.31	0.82	0.74	0.91	0.76	0.79	0.86	0.81	NW1SWLC
SILVER LAKE	0.57	0.54	0.44	0.52	0.55	0.54	0.46	0.46	0.43	0.5	0.50	0.40	NW1SLLK
SKYKOMISH	0.66	0.44	1.77	0.44	1.55	2.01	2.02	1.12	0.67	0.67	4.24	1.57	NW1SKYK
SNOHOMISH	0.60	0.81	1.27	0.74	1.68	1.30	1.50	2.15	0.75	0.74	1.30	1.30	NW1SNHS
SOAP LAKE	1.03	1.21	0.92	1.61	1.79	0.63	0.92	1.05	0.76	1.11	0.81	0.63	NW1SOLK
STANWOOD	1.16	0.81	0.58	1.23	1.96	0.69	1.65	0.41	0.59	0.48	1.39	1.65	NW1STWD
STEVENS PASS		1.08	2.15		5.38	2.11	1.03	1.00			1.00		NW1STPS
SULTAN	0.68	1.24	0.74	0.86	1.32	2.92	3.56	1.85	1.27	0.67	0.92	0.58	NW1SULT
SUMAS	0.61	0.46	0.86	0.62	1.32	0.54	0.61	0.92	0.77	0.46	0.69	0.69	NW1SUMS
TEKOA	0.79	1.46	0.90	1.69	1.35	1.24	1.59	3.39	1.37	1.81	0.91	1.38	NW1TEKO
THORNTON	1.04		1.05	1.06		2.13	1.05	2.08	5.21	1.03	2.04	2.04	NW1THTN
TONASKET	2.59	2.05	1.12	1.90	1.58	1.50	1.38	1.34	0.96	1.38	0.81	2.10	NW1TNSK
WASHOUGAL	1.23	1.35	0.81	1.33	2.09	1.39	1.65	1.44	0.91	2.55	1.61	0.81	NW1WSHG
WASHOUGAL RIVER	1.09	1.33	1.01	1.78	2.01	2.24	1.69	2.79	1.24	1.08	0.61	1.45	NW1WSHR
WATERVILLE	2.22	0.58	1.05	1.40	1.52	0.46	0.23	0.93	0.94	1.18	1.53	1.41	NW1WTVL
WENATCHEE	0.93	0.73	0.84	0.61	0.70	0.46	0.65	0.50	0.54	0.62	0.59	0.59	NW1WNTC
WEST RICHLAND	2.03	1.52	0.94	1.66	0.94	0.96	1.54	1.73	1.29	1.25	0.93	0.93	NW1WRLD
WESTPORT	0.66	0.80	0.47	0.66	1.13	0.66	0.80	0.80	0.52	1.08	0.94	0.42	NW1WSPT
WOODLAND	1.06	0.67	1.20	0.83	0.96	0.92	1.08	1.64	1.07	1.13	0.75	0.69	NW1WDLD

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Each CO is not to exceed 4 tbs per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.



WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

May 2004

CO's	CO Code	May 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	3			3	1
ANACORTES	NW1ANCR	91		2	67	
ARLINGTON	NW1ARTN	105		1	78	2
BIG LAKE	NW1BGLK	15		2	13	
BLAINE	NW1BLAN	34		1	18	
BENTON CITY	NW1BNCY	23		1	12	1
BOTHELL	NW1BOTH	343		14	342	8
BIRCH BAY	NW1BRBA	39		2	36	3
BRIDGEPORT	NW1BRPT	19		1	4	
BREWSTER	NW1BRWS	10			6	
BURLINGTON CONTEL	NW1BURC	50		4	35	1
BURLINGTON	NW1BURL	10			5	
CAMAS	NW1CAMS	76		8	62	2
CHELAN	NW1CHLN	32		2	23	1
CLEARVIEW	NW1CLVW	39		2	28	
CAMANO ISLAND	NW1CMIS	47		6	39	2
CONCRETE	NW1CNCR	22			8	
CONWAY	NW1CNWY	7		1	7	
COUPEVILLE	NW1CPVL	44		2	37	
CURLEW	NW1CRLW	10			7	
CASHMERE	NW1CSHR	33		1	24	
EVERETT CASINO	NW1CSNO	610		17	443	8
CUSTER	NW1CSTR	15		3	6	
DEMING	NW1DMNG	12			10	
DARRINGTON	NW1DRTN	14		1	8	1
DUVALL 1	NW1DULL	48		1	37	
EDISON	NW1EDSN	5		1	6	
ENTIAT	NW1ENTT	22		2	6	
EVERETT MAIN	NW1EVRT	258		9	160	3
EVERSON	NW1EVSN	18		1	12	
EAST WENATCHEE	NW1EWNC	115		2	70	3
FERNDALE	NW1FNDL	60		7	42	
FAIRFIELD	NW1FRFD	2			3	
FARMINGTON	NW1FRTN				2	
GEORGE	NW1GERG	7			3	
GARFIELD	NW1GRFD	3			3	
GRANITE FALLS	NW1GRFL	38		1	27	
GRAYLAND	NW1GRLD	13			1	
KENNEWICK-HIGHLAND	NW1HIGH	218		10	129	2
HALLS LAKE	NW1HLLK	392		16	339	12
LYMAN	NW1HMTN	16		1	7	

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

May 2004

CO's	CO Code	May 2004		Completed CR Orders	CR Orders Missed
		G	H		
		Due Dated I Orders	Due Dated Orders Not Comp In 5 Days		
JUANITA	NW1JUNT	182	4	187	5
KENNEWICK MAIN	NW1KMWK	206	8	107	3
KIRKLAND	NW1KRLD	148	4	152	5
LA CONNER	NW1LAGN	23	2	12	
LAUREL	NW1LARL	27	3	14	
LATAH	NW1LATH	1			
LAKE GOODWIN	NW1LKGW	59	1	29	
LAKE STEVENS	NW1LKST	137	5	112	3
LACME	NW1LACME	13	1	6	
LAKE WENATCHEE	NW1LKWV	14		4	
WSU	NW1XWSU				
LOOMIS	NW1LOMS				
LEAVENWORTH	NW1LVWO	43	4	23	1
LYNDEN	NW1LYND	59	2	43	
MALDEN	NW1MLDN			1	
MOJ.SON-CHESAW	NW1MLSN	1		4	2
MANSFIELD	NW1MNF	1		2	
MANSON	NW1MNSN	18	2	11	
MONROE	NW1MONR	80	2	60	2
MAPLE FALLS	NW1MPFL	26		12	
MARBLEMOUNT	NW1MRBL	7		4	
MANOR WAY	NW1MRWY	263	6	214	3
KENNEWICK MEADOW S	NW1MSPG	65	3	51	1
MT VERNON CONTEL	NW1MTVC	130	11	99	9
MOUNT VERNON	NW1MTVR	41	3	22	
MARYSVILLE	NW1MYVI	254	7	184	1
NAACHES	NW1NCHS	5		3	
NILE	NW1NILE	6		4	
NORTH RICHLAND	NW1NTRD	28		7	
OAKESDALE	NW1OKDL	1		1	
OAK HARBOR	NW1OKHR	220	7	114	1
PULLMAN	NW1PLMN	115	4	105	1
QUINCY	NW1QNCY	50	2	18	1
RICHMOND BEACH	NW1RCBH	102	2	94	1
ROCKFORD	NW1RCFR	3		2	
RICHLAND	NW1RCLD	152	2	102	
REDMOND	NW1RDMD	311	10	343	6
ROSALIA	NW1ROSL	4		2	
REPUBLIC	NW1RPBL	23	1	12	
SKYKOMISH	NW1SKYK	3	1	1	
SILVER LAKE	NW1SLLK	206	10	201	2

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

May 2004

CO's	CO Code	May 2004			
		G Due Dated I Orders	H Due Dated Orders Not Comp In 5 Days	I Completed CR Orders	J CR Orders Missed
SAMMAMISH	NW1SMISH	75	8	101	3
SNOHOMISH	NW1SNHS	83	2	40	1
SOAP LAKE	NW1SOLK	25	2	8	
STEVENS PASS	NW1STPS				
STANWOOD	NW1STWD	41		31	
SULTAN	NW1SULT	36	2	35	
SUMAS	NW1SUMS	8	2	8	
SEDRO-WOOLEY CONTEL	NW1SWLC	54	1	41	
SEDRO WOOLLEY	NW1SWLY	13	2	11	
TEKOA	NW1TEKO	16		5	
THORNTON	NW1THTN				
TONASKET	NW1TNSK	31	1	16	
WOODLAND	NW1WDL	63	11	26	1
WENATCHEE	NW1WNTC	198	6	147	5
WEST RICHLAND	NW1WRD	35	3	19	1
WASHOUGAL	NW1WSHG	66	5	29	1
WASHOUGAL RIVER	NW1WSHR	10	1	6	
WESTPORT	NW1WSP	34		14	
WATERVILLE	NW1WTVL	5		1	
		6738	275	5068	109

WASHINGTON STATE SWITCHED ACCESS LINES										Redacted			
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 2004
ACME													0
ALGER													0
ANACORTES													0
ARLINGTON													0
BENTON CITY													0
BIG LAKE													0
BIRCH BAY													0
BLAINE													0
BOTHELL													0
BREWSTER													0
BRIDGEPORT													0
BURLINGTON													0
BURLINGTON CONTEL													0
CAMANO ISLAND													0
CAMAS													0
CASHMERE													0
CHELAN													0
CLEARVIEW													0
CONCRETE													0
CONWAY													0
COUPEVILLE													0
CURLEW													0
CUSTER													0
DARRINGTON													0
DEMING													0
DUVALL													0
EAST WENATCHEE													0
EDISON													0
ENTIAT													0
EVERETT CASINO													0
EVERETT MAIN													0
EVERSON													0
FAIRFIELD													0
FARMINGTON													0
FERNDALE													0
GARFIELD													0
GEORGE													0
GRANITE FALLS													0
GRAYLAND													0
HALLS LAKE													0
JUANITA													0
KENNEWICK MAIN													0
KENNEWICK MEADOW													0
KENNEWICK-HIGHLAN													0
KIRKLAND													0
LA CONNER													0
LAKE GOODWIN													0
LAKE STEVENS													0
LAKE WENATCHEE													0
LATAH													0
LAUREL													0
LEAVENWORTH													0
LOOMIS													0
LYMAN													0
LYNDEN													0
MALDEN													0
MANOR WAY													0
MANSFIELD													0
MANSON													0
MAPLE FALLS													0

