

Lin Fogg
Specialist – Regulatory

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STATE OF WASH.
UTILITY AND TRANSPORTATION
COMMISSION



Verizon Northwest Inc.
1800 41st Street
P.O. Box 1003
Everett, Washington 98201
Mailcode: WA0101RA

Phone 425 261-6380
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July 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: **JUNE SERVICE QUALITY REPORT**

Verizon Northwest Inc., pursuant to WAC 480-120-439, encloses the Service Quality Performance Report for June 2004.

Central office level detail is marked "confidential pursuant to WAC 480-07-160". Verizon considers this exchange level access line detail sensitive information that would have clear economic value to Verizon's current and potential competitors. This information could be used by a competitor to its economic benefit in determining whether to enter specific markets.

Central Office trouble report detail is being investigated and will be submitted as soon as possible. If you have questions, please call Richard Potter at 425.261.5006 or I can be reached at 425.261.6380.

Very truly yours,

A handwritten signature in black ink, appearing to read "Lin Fogg", written over a horizontal line.

Lin Fogg
Specialist – Public Policy and External Affairs

SvcQualRpt.doc
Enclosures

**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	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	None	5252	5047	5164	5140	4060	4078	4250	4116	4866	4660	4183	4745
# Of Service Orders With Appointments	None	1243	1226	1302	1360	1248	1165	1262	1256	1366	1366	1125	1264
# Of Service Order Appointments Missed	None	553*	546*	528*	653*	562*	503*	560*	565*	557*	544*	415*	556*
# Of Excluded Appointments	None	0	0	0	0	0	0	0	0	0	0	0	0
INSTALL OF BASIC SERVICE (WAC 439 sub 4)													
Total # Dispatched Trouble Tickets	None	4936	4887	4937	6838	5388	5751	6828	4598	4867	4628	4882	5401
# Of Trouble Tickets With 4 Hour Appointments	None	415	492	453	506	428	558	554	400	447	434	424	468
# Of Trouble Ticket Appointments Missed	None	13	15	10	21	28	38	36	17	23	19	26	34
# Of Excluded Appointments	None	0	0	0	0	0	0	0	0	0	0	0	0
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
# Due Dated Installation Service Orders	None	9054	9420	9531	8480	6829	7627	7512	6875	8009	7172	6738	8488
# Due Dated Serv Orders Not Completed In 5 Days	None	530	454	582	566	642	649	479	343	279	234	275	911
# Customer Requested Service Orders Completed	None	6020	6861	5415	5565	4034	4210	3966	4143	5042	5465	5068	5933
# C R Service Order Due Dates Missed	None	148	106	104	161	100	108	107	66	72	62	109	130
% 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%	92.78%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4.00	0.74	0.72	0.74	0.98	0.77	0.79	0.95	0.65	0.70	0.70	0.75	0.83
# Of CO's Missing Objective	0	0	0	1	0	1	1	0	0	0	0	0	2
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99.0%	99.52	99.52	98.33	99.29	99.00	100.00	99.00	99.00	99.29	98.82	98.84	98.13
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	7	8	4	6	6	0	11	12	13	9	4	8

**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	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04
REPAIR REPORT (WAC 439 sub 9)													
	# Of Out Of Service Trouble Reports	3413	3372	3478	4873	3957	3948	4563	2901	3413	3385	3530	3975
	# OOS Trouble Reports Cleared In 48 Hours	3373	3354	3449	4567	3857	3884	4502	2886	3372	3352	3495	3871
	# OOS Trouble Reports Not Cleared In 48 Hours	40	18	29	306	100	64	61	15	41	33	35	104
	% OOS Trouble Cleared In 48 Hours	98.83%	99.47%	99.17%	93.72%	97.47%	98.38%	98.66%	99.48%	98.80%	99.03%	99.01%	97.38%
	# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
	# Of Non-Out Of Service Trouble Reports	3511	3281	3491	4270	3187	3405	3955	2961	2995	2878	3139	3387
	# Non-OOS Trouble Rpts Cleared In 72 Hours	3496	3267	3476	4133	3172	3357	3934	2948	2981	2872	3127	3347
	# Non-OOS Trouble Rpts Not Cleared In 72 Hours	15	14	15	137	15	48	21	13	14	6	12	40
	% Non-OOS Trouble Cleared In 72 Hours	99.57%	99.57%	99.57%	96.69%	99.53%	98.57%	99.47%	99.56%	99.53%	99.79%	99.62%	98.80%
	# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
Reported To Commission Quarterly:													
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)													
	Total # Installation Orders Completed	15074	16281	14946	14045	10863	11837	11478	11018	13051	12637	11806	14421
	# Of Installation Orders Not Completed In 90 Days	22	32	17	22	20	21	15	15	19	15	21	27
	% Orders Completed In 90 Days	99.85%	99.80%	99.89%	99.84%	99.82%	99.82%	99.87%	99.86%	99.85%	99.88%	99.82%	99.81%
Reported To Commission Every Six Months:													
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)													
	Total # Installation Orders Completed	15074	16281	14946	14045	10863	11837	11478	11018	13051	12637	11806	14421
	# Of Inst Orders Not Completed In 180 Days	6	3	2	6	3	5	6	1	3	5	6	9
	% Orders Completed In 180 Days	99.96%	99.98%	99.99%	99.96%	99.97%	99.96%	99.95%	99.99%	99.98%	99.96%	99.95%	99.94%

* Missed Appointment counts are overstated due to technician documentation entry errors.

7/24/2004

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW036877	EVRTWAXA03T	STTLWAWBDS0	7-	DFTC	48	41.23	86.29	20:00	Traffic routed to GW039322
GW054870	EVRTWAXA03T	STTNWAHODS0	77	AFDT	240	28.16	62.53	23:00	+192=432 Augment due 07/06/04
GW058753	SOLKWAXXDS1	WNTCWAXX01T	77	AFDT	96	2.01	40.23	19:00	+24=120 Augment due 08/18/04
GW063423	FNDLWAXADS1	MTVRWAXX05T	77	AFDT	288	0.98	87.49	19:00	Span trouble repaired on 06/23/04
GW072882	WNTCWAXX01T	YAKMWAWEC9T	77	AFIT	156	6.80	60.11	21:00	+72=228 Augment due 07/29/04
GW074515	EVRTWAXA03T	STTNWAHODS9	77	AFDT	96	1.63	36.99	21:00	+72=168 Augment due 07/01/04
GW078211	KRLDWADWDS1	WNTCWAXX01T	77	AFDT	24	45.99	94.06	15:00	New group GW078629 due 07/01/04
GW140367	LYNDWAXXDS1	MTVRWAXX05T	77	AFDT	480	0.98	16.91	10:00	+48=528 Augment due 08/12/04

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH
GW040650	KNWCWAXA01T	YAKMWALB8MD	77	AFTD	26	5.00	100.00	19:00
GW045881	KNWCWAXA01T	KNWCWABB1MD	7-	DFTF	96	26.50	41.52	21:00
GW069164	EVRTWAXA1MD	MTVRWAXX1JB	7-	DFTF	48	4.23	96.79	12:00
GW074426	EVRTWAXFCG0	STTLWAZU4MD	77	DDEF	48	7.05	13.51	16:00
GW078340	WNTCWAXX01T	QNCYWAAE1MD	7-	DFTF	24	60.00	100.00	13:00

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

June 2004

	G	H	I	J
CO's	Due Dated I Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
ALGER				
ANACORTES				
ARLINGTON				
BIG LAKE				
BLAINE				
BENTON CITY				
BOTHELL				
BIRCH BAY				
BRIDGEPORT				
BREWSTER				
BURLINGTON CONTEL				
BURLINGTON				
CAMAS				
CHELAN				
CLEARVIEW				
CAMANO ISLAND				
CONCRETE				
CONWAY				
COUPEVILLE				
CURLEW				
CASHMERE				
EVERETT CASINO				
CUSTER				
DEMING				
DARRINGTON				
DUVALL 1				
EDISON				
ENTIAT				
EVERETT MAIN				
EVERSON				
EAST WENATCHEE				
FERNDALE				
FAIRFIELD				
FARMINGTON				
GEORGE				
GARFIELD				
GRANITE FALLS				
GRAYLAND				
KENNEWICK-HIGHLAND				
HALLS LAKE				
LYMAN				
JUANITA				
KENNEWICK MAIN				
KIRKLAND				
LA CONNER				
LAUREL				
LATAH				
LAKE GOODWIN				
ACME				
LAKE STEVENS				
WATERVILLE				
LAKE WENATCHEE				
LOOMIS				
LEAVENWORTH				
LYNDEN				
MALDEN				
MOLSON-CHESAW				
MANSFIELD				
MANSON				
MONROE				
MAPLE FALLS				
MARBLEMOUNT				
MANOR WAY				

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

June 2004

	G	H	I	J
CO's	Due Dated I Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
KENNEWICK MEADOW S				
MT VERNON CONTEL				
MOUNT VERNON				
MARYSVILLE				
NACHES				
NILE				
NORTH RICHLAND				
OAKESDALE				
OAK HARBOR				
PULLMAN				
QUINCY				
RICHMOND BEACH				
ROCKFORD				
RICHLAND				
REDMOND				
ROSALIA				
REPUBLIC				
SKYKOMISH				
SILVER LAKE				
SAMMAMISH				
SNOHOMISH				
SOAP LAKE				
STANWOOD				
SULTAN				
SUMAS				
SEDRO-WOOLEY CONTEL				
SEDRO WOOLLEY				
TEKOA				
THORNTON				
TONASKET				
WOODLAND				
WENATCHEE				
WEST RICHLAND				
WASHOUGAL				
WASHOUGAL RIVER				
WESTPORT				
	0	0	0	0

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

Central Office	CO Code	Jun-04 Sw Lns	Jun-04 Total Rpts	Jun-04 Tbl per 100
ACME	NW1ACME			1.77
ALGER	NW1ALGR			1.59
ANACORTES	NW1ANCR			0.64
ARLINGTON	NW1ARTN			0.88
BENTON CITY	NW1BNCY			1.51
BIG LAKE	NW1BGLK			0.79
BIRCH BAY	NW1BRBA			0.85
BLAINE	NW1BLAN			1.19
BOTHELL	NW1BOTH			0.52
BREWSTER	NW1BRWS			1.74
BRIDGEPORT	NW1BRPT			0.78
BURLINGTON	NW1BURL			0.27
BURLINGTON CONTEL	NW1BURC			0.38
CAMANO ISLAND	NW1CMIS			0.64
CAMAS	NW1CAMS			1.35
CASHMERE	NW1CSHR			1.20
CHELAN	NW1CHLN			1.17
CLEARVIEW	NW1CLVW			0.64
CONCRETE	NW1CNCR			3.45
CONWAY	NW1CNWY			0.07
COUPEVILLE	NW1CPVL			0.53
CURLEW	NW1CRLW			2.16
CUSTER	NW1CSTR			0.80
DARRINGTON	NW1DRTN			0.39
DEMING	NW1DMNG			0.78
DUVALL	NW1DULL			1.00
EAST WENATCHEE	NW1EWNC			1.33
EDISON	NW1EDSN			2.42
ENTIAT	NW1ENTT			0.92
EVERETT CASINO	NW1CSNO			0.53
EVERETT MAIN	NW1EVRT			0.49
EVERSON	NW1EVSN			0.50
FAIRFIELD	NW1FRFD			2.64
FARMINGTON	NW1FRTN			1.54
FERNDALE	NW1FNDL			0.81
GARFIELD	NW1GRFD			1.95
GEORGE	NW1GERG			2.39
GRANITE FALLS	NW1GRFL			2.37
GRAYLAND	NW1GRLD			0.37
HALLS LAKE	NW1HLLK			0.47
JUANITA	NW1JUNT			0.53
KENNEWICK MAIN	NW1KNWC			1.31
KENNEWICK MEADOW	NW1MSPG			0.89
KENNEWICK-HIGHLAN	NW1HIGH			1.32
KIRKLAND	NW1KRLD			1.20
LA CONNER	NW1LACN			0.90
LAKE GOODWIN	NW1LKGW			0.92
LAKE STEVENS	NW1LKST			0.74
LAKE WENATCHEE	NW1LKWN			1.13
LATAH	NW1LATH			2.21
LAUREL	NW1LARL			1.12
LEAVENWORTH	NW1LVWO			1.54

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

Central Office	CO Code	Jun-04 Sw Lns	Jun-04 Total Rpts	Jun-04 Tbl per 100
LOOMIS	NW1LOMS			5.66
LYMAN	NW1HMTN			1.94
LYNDEN	NW1LYND			0.71
MALDEN	NW1MLDN			1.73
MANOR WAY	NW1MRWY			0.44
MANSFIELD	NW1MNFD			2.19
MANSON	NW1MNSN			1.34
MAPLE FALLS	NW1MPFL			1.10
MARBLEMOUNT	NW1MRBL			1.43
MARYSVILLE	NW1MYVI			0.82
MOLSON-CHESAW	NW1MLSN			4.50
MONROE	NW1MONR			0.68
MOSCOW	NW1MSCW			0.61
MOUNT VERNON	NW1MTVR			0.68
NACHES	NW1NCHS			0.20
NEWPORT	NW1NWPT			2.08
NILE	NW1NILE			3.19
NORTH RICHLAND	NW1NTRD			1.43
OAK HARBOR	NW1OKHR			0.78
OAKESDALE	NW1OKDL			3.30
PULLMAN	NW1PLMN			0.70
QUINCY	NW1QNCY			3.45
REDMOND	NW1RDMD			0.49
REPUBLIC	NW1RPBL			1.42
RICHLAND	NW1RCLD			0.76
RICHMOND BEACH	NW1RCBH			0.39
ROCKFORD	NW1RCFR			1.19
ROSALIA	NW1ROSL			5.71
SAMMAMISH	NW1SM SH			0.77
SEDRO WOOLLEY	NW1SWLY			0.71
SEDRO-WOOLEY CONT	NW1SWLC			1.89
SILVER LAKE	NW1SLLK			0.42
SKYKOMISH	NW1SKYK			1.58
SNOHOMISH	NW1SNHS			1.97
SOAP LAKE	NW1SOLK			1.10
STANWOOD	NW1STWD			0.84
STEVENS PASS	NW1STPS			
SULTAN	NW1SULT			0.69
SUMAS	NW1SUMS			0.54
TEKOA	NW1TEKO			1.82
THORNTON	NW1HTN			2.04
TONASKET	NW1TNSK			2.28
WASHOUGAL	NW1WSHG			1.17
WASHOUGAL RIVER	NW1WSHR			1.29
WATERVILLE	NW1WTVL			0.81
WENATCHEE	NW1WNTC			0.73
WEST RICHLAND	NW1WRLD			1.02
WESTPORT	NW1WSPT			0.14
WOODLAND	NW1WDLD			1.37
Washington State:		0	0	