



Verizon Northwest Inc.

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

August 27, 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

Subject: **July 2004 Service Quality Report**

Dear Ms. Washburn:

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

Central office level detail is marked "Confidential pursuant to WAC 480-07-160" as it includes access line count and activity information that would have economic value to the Company's current and potential competitors, such as in determining when and where to enter begin operation. In addition to the information required by WAC 480-120-439, at the request of the Commission Staff, for its convenience we are also enclosing the document VzNW Trbl 12mo CONF Jy 04. Due to systems problem, the service order appointment data is not available at this time and will be provided as soon as possible.

If you have any questions concerning this report, please call me at 425-261-5006 or email me at richard.potter@verizon.com.

Very truly yours,

Richard E. Potter
Public Policy and External Affairs

Enclosures

RECEIVED
04 AUG 30 10 51 52
OFFICE OF THE
COMMISSIONER
WASHINGTON UTILITIES
AND TRANSPORTATION
COMMISSION

VERIZON NORTHWEST INC.

WASHINGTON

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04
Total # Fielded Service Orders	5047	5164	5140	4060	4078	4250	4116	4866	4660	4183	4745	4395
# Of Service Orders With Appointments	1226	1302	1360	1248	1165	1262	1256	1366	1366	1125	1264	n/a
# Of Service Order Appointments Missed	546*	528*	653*	562*	503*	560*	565*	557*	544*	415*	556*	n/a
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

INSTALL OF BASIC SERVICE (WAC 439 sub 4)

Total # Dispatched Trouble Tickets	4887	4937	6898	5388	5751	6828	4598	4867	4628	4882	5401	5061
# Of Trouble Tickets With 4 Hour Appointments	492	453	506	428	558	554	400	447	434	424	468	464
# Of Trouble Ticket Appointments Missed	15	10	21	28	38	36	17	23	19	26	34	27
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

SUMMARY TROUBLE REPORTS (WAC 438 sub 6)

Network Trouble per 100 Access Lines	0.72	0.74	0.98	0.77	0.79	0.95	0.65	0.70	0.70	0.75	0.83	0.84
# Of CO's Missing Objective	0	1	0	1	1	0	0	0	0	0	2	1

SWITCHING REPORT (WAC 438 sub 7)

Inter Office Call Completions	99.97	99.77	99.96	99.92	99.93	99.77	99.84	99.95	99.95	99.88	99.74	99.94
Intra Office Call Completions	100	100	99.99	100	100	99.96	100	100	100	100	100	100
Dial Tone W/1.3 Seconds	99.96	99.93	99.86	99.94	99.94	99.91	99.92	99.91	99.92	99.84	99.95	99.96

TRUNK BLOCKING REPORT (WAC 438 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99.52	98.33	99.29	99.00	100.00	99.00	99.00	99.29	98.82	98.84	98.13	98.84
# IXC Direct Trunk Grps Exceeding 2% Blocking	8	4	6	6	0	11	12	13	9	4	5	9

REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	3372	3478	4873	3957	3948	4563	2901	3413	3385	3530	3975	3770
# OOS Trouble Reports Cleared In 48 Hours	3354	3449	4567	3857	3884	4502	2866	3372	3352	3495	3871	3663
# OOS Trouble Reports Not Cleared In 48 Hours	18	29	306	100	64	61	15	41	33	35	104	107

VERIZON NORTHWEST INC.

WASHINGTON

	OBJ	AUG 03	SEP 03	OCT 03	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04
% OOS Trouble Cleared In 48 Hours	100%	99.47%	99.17%	99.72%	97.47%	98.38%	98.66%	99.48%	98.80%	99.03%	99.01%	97.98%	97.16%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	None	3281	3491	4270	3187	3405	3955	2961	2995	2878	3139	3387	3124
# Non-OOS Trouble Rpts Cleared In 72 Hours	None	3267	3476	4133	3172	3357	3934	2948	2981	2872	3127	3347	3095
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None	14	15	137	15	48	21	13	14	6	12	40	29
% Non-OOS Trouble Cleared In 72 Hours	100%	99.57%	99.57%	96.69%	99.53%	98.57%	99.47%	99.56%	99.53%	99.79%	99.62%	98.80%	99.06%
# OOS Trouble Exempted	None	0	0	0	0	0	0	0	0	0	0	0	0

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

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

July 2004

CO's	CO Code	G	H	I	J
		Due Dated I Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
ALGER	NW1ALGR				
ANACORTES	NW1ANCR				
ARLINGTON	NW1ARTN				
BIG LAKE	NW1BGLK				
BLAINE	NW1BLAN				
BENTON CITY	NW1BNCY				
BOTHELL	NW1BOTH				
BIRCH BAY	NW1BRBA				
BRIDGEPORT	NW1BRPT				
BREWSTER	NW1BRWS				
BURLINGTON CONTEL	NW1BURC				
BURLINGTON	NW1BURL				
CAMAS	NW1CAMS				
CHELAN	NW1CHLN				
CLEARVIEW	NW1CLVW				
CAMANO ISLAND	NW1CMIS				
CONCRETE	NW1CNCR				
CONWAY	NW1CNWY				
COUPEVILLE	NW1CPVL				
CURLEW	NW1CRLW				
CASHMERE	NW1CSHR				
EVERETT CASINO	NW1CSNO				
CUSTER	NW1CSTR				
DEMING	NW1DMNG				
DARRINGTON	NW1DRTN				
DUVALL 1	NW1DULL				
EDISON	NW1EDSN				
ENTIAT	NW1ENTT				
EVERETT MAIN	NW1EVRT				
EVERSON	NW1EVSN				
EAST WENATCHEE	NW1EWNC				
FERNDALE	NW1FNDL				
FAIRFIELD	NW1FRFD				
FARMINGTON	NW1FRTN				
GEORGE	NW1GERG				
GARFIELD	NW1GRFD				
GRANITE FALLS	NW1GRFL				
GRAYLAND	NW1GRLD				
KENNEWICK-HIGHLAND	NW1HIGH				
HALLS LAKE	NW1HLLK				
LYMAN	NW1HMTN				
JUANITA	NW1JUNT				
KENNEWICK MAIN	NW1KNWC				
KIRKLAND	NW1KRLD				
LA CONNER	NW1LACN				
LAUREL	NW1LARL				
LATAH	NW1LATH				
LAKE GOODWIN	NW1LKGW				
ACME	NW1ACME				
LAKE STEVENS	NW1LKST				
WATERVILLE	NW1WTVL				
LAKE WENATCHEE	NW1LKVN				
LOOMIS	NW1LOMS				
LEAVENWORTH	NW1LVWO				
LYNDEN	NW1LYND				
MALDEN	NW1MLDN				
MOLSON-CHESAW	NW1MLSN				
MANSFIELD	NW1MNFJ				
MANSON	NW1MNSN				
MONROE	NW1MONR				
MAPLE FALLS	NW1MPFL				
MARBLEMOUNT	NW1MRBL				

WASHINGTON PUC REPORT

INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE

July 2004

		G	H	I	J
CO's	CO Code	Due Dated I Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
MANOR WAY	NW1MRWY				
KENNEWICK MEADOW S	NW1MSPG				
MT VERNON CONTEL	NW1MTVC				
MOUNT VERNON	NW1MTVR				
MARYSVILLE	NW1MYVI				
NACHES	NW1NCHS				
NILE	NW1NILE				
NORTH RICHLAND	NW1NTRD				
OAKESDALE	NW1OKDL				
OAK HARBOR	NW1OKHR				
PULLMAN	NW1PLMN				
QUINCY	NW1QNCY				
RICHMOND BEACH	NW1RCBH				
ROCKFORD	NW1RCFR				
RICHLAND	NW1RCLD				
REDMOND	NW1RDMD				
ROSALIA	NW1ROSL				
REPUBLIC	NW1RPBL				
SKYKOMISH	NW1SKYK				
SILVER LAKE	NW1SLLK				
SAMMAMISH	NW1SM SH				
SNOHOMISH	NW1SNHS				
SOAP LAKE	NW1SOLK				
STEVENS PASS	NW1STPS				
STANWOOD	NW1STWD				
SULTAN	NW1SULT				
SUMAS	NW1SUMS				
SEDRO-WOOLEY CONTEL	NW1SWLC				
SEDRO WOOLLEY	NW1SWLY				
TEKOA	NW1TEKO				
THORNTON	NW1THTN				
TONASKET	NW1TNSK				
WOODLAND	NW1WDLD				
WENATCHEE	NW1WNTC				
WEST RICHLAND	NW1WRLD				
WASHOUGAL	NW1WSHG				
WASHOUGAL RIVER	NW1WSHR				
WESTPORT	NW1WSPT				

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

Central Office	CO Code	Jul-04 Sw Lns	Jul-04 Total Rpts
ACME	NW1ACME		
ALGER	NW1ALGR		
ANACORTES	NW1ANCR		
ARLINGTON	NW1ARTN		
BENTON CITY	NW1BNCY		
BIG LAKE	NW1BGLK		
BIRCH BAY	NW1BRBA		
BLAINE	NW1BLAN		
BOTHELL	NW1BOTH		
BREWSTER	NW1BRWS		
BRIDGEPORT	NW1BRPT		
BURLINGTON	NW1BURL		
BURLINGTON CONTEL	NW1BURC		
CAMANO ISLAND	NW1CMIS		
CAMAS	NW1CAMS		
CASHMERE	NW1CSHR		
CHELAN	NW1CHLN		
CLEARVIEW	NW1CLVW		
CONCRETE	NW1CNCR		
CONWAY	NW1CNWY		
COUPEVILLE	NW1CPVL		
CURLEW	NW1CRLW		
CUSTER	NW1CSTR		
DARRINGTON	NW1DRTN		
DEMING	NW1DMNG		
DUVALL	NW1DULL		
EAST WENATCHEE	NW1EWNC		
EDISON	NW1EDSN		
ENTIAT	NW1ENTT		
EVERETT CASINO	NW1CSNO		
EVERETT MAIN	NW1EVRT		
EVERSON	NW1EVSN		
FAIRFIELD	NW1FRFD		
FARMINGTON	NW1FRTN		
FERNDALE	NW1FNDL		
GARFIELD	NW1GRFD		
GEORGE	NW1GERG		
GRANITE FALLS	NW1GRFL		
GRAYLAND	NW1GRLD		
HALLS LAKE	NW1HLLK		
JUANITA	NW1JUNT		
KENNEWICK MAIN	NW1KNWC		
KENNEWICK MEADOW	NW1MSPG		
KENNEWICK-HIGHLAN	NW1HIGH		
KIRKLAND	NW1KRLD		
LA CONNER	NW1LACN		
LAKE GOODWIN	NW1LKGW		
LAKE STEVENS	NW1LKST		
LAKE WENATCHEE	NW1LKWN		
LATAH	NW1LATH		
LAUREL	NW1LARL		
LEAVENWORTH	NW1LVWO		

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

Central Office	CO Code	Jul-04 Sw Lns	Jul-04 Total Rpts
LOOMIS	NW1LOMS		
LYMAN	NW1HMTN		
LYNDEN	NW1LYND		
MALDEN	NW1MLDN		
MANOR WAY	NW1MRWY		
MANSFIELD	NW1MNFD		
MANSON	NW1MNSN		
MAPLE FALLS	NW1MPFL		
MARBLEMOUNT	NW1MRBL		
MARYSVILLE	NW1MYVI		
MOLSON-CHESAW	NW1MLSN		
MONROE	NW1MONR		
MOSCOW	NW1MSCW		
MOUNT VERNON	NW1MTVR		
NACHES	NW1NCHS		
NEWPORT	NW1NWPT		
NILE	NW1NILE		
NORTH RICHLAND	NW1NTRD		
OAK HARBOR	NW1OKHR		
OAKESDALE	NW1OKDL		
PULLMAN	NW1PLMN		
QUINCY	NW1QNCY		
REDMOND	NW1RDMD		
REPUBLIC	NW1RPBL		
RICHLAND	NW1RCLD		
RICHMOND BEACH	NW1RCBH		
ROCKFORD	NW1RCFR		
ROSALIA	NW1ROSL		
SAMMAMISH	NW1SM SH		
SEDRO WOOLLEY	NW1SWLY		
SEDRO-WOOLEY CONT	NW1SWLC		
SILVER LAKE	NW1SLLK		
SKYKOMISH	NW1SKYK		
SNOHOMISH	NW1SNHS		
SOAP LAKE	NW1SOLK		
STANWOOD	NW1STWD		
STEVENS PASS	NW1STPS		
SULTAN	NW1SULT		
SUMAS	NW1SUMS		
TEKOA	NW1TEKO		
THORNTON	NW1THTN		
TONASKET	NW1TNSK		
WASHOUGAL	NW1WSHG		
WASHOUGAL RIVER	NW1WSHR		
WATERVILLE	NW1WTVL		
WENATCHEE	NW1WNTC		
WEST RICHLAND	NW1WRLD		
WESTPORT	NW1WSPT		
WOODLAND	NW1WDL D		
Washington State:			

WASHINGTON STATE SWITCHED ACCESS LINES

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	
ACME													NW1ACME
ALGER													NW1ALGR
ANACORTES													NW1ANCR
ARLINGTON													NW1ARTN
BENTON CITY													NW1BNCY
BIG LAKE													NW1BGLK
BIRCH BAY													NW1BRBA
BLAINE													NW1BLAN
BOTHELL													NW1BOTH
BREWSTER													NW1BRWS
BRIDGEPORT													NW1BRPT
BURLINGTON													NW1BURL
BURLINGTON CONTEL													NW1BURC
CAMANO ISLAND													NW1CMIS
CAMAS													NW1CAMS
CASHMERE													NW1CSHR
CHELAN													NW1CHLN
CLEARVIEW													NW1CLVW
CONCRETE													NW1CNCR
CONWAY													NW1CNWY
COUPEVILLE													NW1CPVL
CURLEW													NW1CRLW
CUSTER													NW1CSTR
DARRINGTON													NW1DRTN
DEMING													NW1DMNG
DUVALL													NW1DULL
EAST WENATCHEE													NW1EWNC
EDISON													NW1EDSN
ENTIAT													NW1ENTT
EVERETT CASINO													NW1CSNO
EVERETT MAIN													NW1EVRT
EVERSON													NW1EVSN
FAIRFIELD													NW1FRFD
FARMINGTON													NW1FRTN
FERNDALE													NW1FNDL
GARFIELD													NW1GRFD
GEORGE													NW1GERG
GRANITE FALLS													NW1GRFL
GRAYLAND													NW1GRLD
HALLS LAKE													NW1HLLK
JUANITA													NW1JUNT
KENNEWICK MAIN													NW1KNWC
KENNEWICK MEADOW													NW1MSPG
KENNEWICK-HIGHLAN													NW1HIGH
KIRKLAND													NW1KRLD
LA CONNER													NW1LACN
LAKE GOODWIN													NW1LKGW
LAKE STEVENS													NW1LKST
LAKE WENATCHEE													NW1LKWN
LATAH													NW1LATH
LAUREL													NW1LARL
LEAVENWORTH													NW1LVWO
LOOMIS													NW1LOMS
LYMAN													NW1HMTN
LYNDEN													NW1LYND
MALDEN													NW1MLDN
MANOR WAY													NW1MRWY
MANSFIELD													NW1MNFD
MANSON													NW1MNSN
MAPLE FALLS													NW1MPFL

WASHINGTON STATE SWITCHED ACCESS LINES

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	
MARBLEMOUNT													NW1MRBL
MARYSVILLE													NW1MYVI
MOLSON-CHESAW													NW1MLSN
MONROE													NW1MONR
MOSCOW													NW1MSCW
MOUNT VERNON													NW1MTVC
NACHES													NW1NCHS
NEWPORT													NW1NWPT
NILE													NW1NILE
NORTH RICHLAND													NW1NTRD
OAK HARBOR													NW1OKHR
OAKESDALE													NW1OKDL
PULLMAN													NW1PLMN
QUINCY													NW1QNCY
REDMOND													NW1RDMD
REPUBLIC													NW1RPBL
RICHLAND													NW1RCLD
RICHMOND BEACH													NW1RCBH
ROCKFORD													NW1RCFR
ROSALIA													NW1ROSL
SAMMAMISH													NW1SMSH
SEDRO WOOLLEY													NW1SWLY
SEDRO-WOOLEY CONT													NW1SWLC
SILVER LAKE													NW1SLLK
SKYKOMISH													NW1SKYK
SNOHOMISH													NW1SNHS
SOAP LAKE													NW1SOLK
STANWOOD													NW1STWD
STEVENS PASS													NW1STPS
SULTAN													NW1SULT
SUMAS													NW1SUMS
TEKOA													NW1TEKO
THORNTON													NW1HTN
TONASKET													NW1TNSK
WASHOUGAL													NW1WSHG
WASHOUGAL RIVER													NW1WSHR
WATERVILLE													NW1WTVL
WENATCHEE													NW1WNTC
WEST RICHLAND													NW1WRLD
WESTPORT													NW1WSPT
WOODLAND													NW1WDLA
Total Lines:	0	0	0	0	0	0	0						
Total Reports:	7951	5428	5861	5812	6192	6880	6881						
Rpts per 100 Lines:	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!						

VERIZON NORTHWEST INC.

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW053147	BLHMWA01DS0	LYNDWAXX398	77	AFIE	72	2.12	26.83	10:00	Adding PH trunk group GW049175
GW058666	DMNGWAXADS0	MTVRWAXX05T	77	AFDT	144	0.79	43.83	10:00	+24=168 Augment due 08/23/04
GW058753	SOLKWAXXDS1	WNTCWAXX01T	77	AFDT	120	1.20	28.42	9:00	+24=120 Augment complete 08/06/04
GW072882	WNTCWAXX01T	YAKMWAWE9T	77	AFIT	228	17.44	67.60	20:00	+72=228 Augment complete 07/29/04
GW074515	EVRTWAXA03T	STTNWAHODS9	77	AFDT	168	0.57	15.54	21:00	+72=168 Augment complete 07/09/04

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH
GW036502	EVRTWAXA03T	STTLWAWBXWY	AM	DFTB	48	15.00	100.00	19:00
GW045881	KNWCWAXA01T	KNWCWABB1MD	7-	DFTF	96	33.53	52.11	21:00
GW048686	EVRTWAXA03T	EVRTWAXA4MD	77	DFTD	24	25.00	100.00	15:00
GW068389	EWNCWAAA8MD	WNTCWAXX01T	77	DFTF	24	3.17	13.69	20:00
GW069824	EVRTWAXA03T	RDMDWAXA2MD	77	AFTD	216	4.71	24.10	10:00
GW074426	EVRTWAXFCG0	STTLWAZU4MD	77	DDEF	48	4.92	12.96	10:00
GW074470	EVRTWAXA03T	STTLWAZU4MD	7-	DFTF	480	2.10	100.00	17:00
GW075029	WNTCWAAAC2MD	WNTCWAXX01T	77	DFTF	48	3.94	15.14	21:00
GW075198	KNWCWAXA01T	PASCWAHT1MD	77	DFTF	48	8.94	42.84	21:00