



Verizon Northwest Inc.

P.O. Box 1003
Everett, WA 98206-1003
Fax: 425-261-5262

September 29, 2004

Ms. Carole J. Washburn,
Executive Secretary
Washington Utilities and
Transportation Commission
Chandler Plaza Building
1300 S. Evergreen Park Drive SW
Olympia, Washington 98504

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RECORDS MANAGEMENT
04 SEP 30 AM 10:13
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Subject: August 2004 Service Quality report

Dear Ms. Washburn:

Pursuant to WAC 480-120-439, enclosed is the Verizon Northwest Inc. Service Quality Performance Report for August 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 when and where to 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 a twelve month trouble report summary. As noted in our cover letter for the Company's July 2004 report, service order appointment data was not available due to systems problems. That missing July data is supplied in the summary sheet in this month's report. In addition, a rerun of the report after the system repair produced slightly revised installation figures, which are denoted by the double asterisks.

Please call me at 425-261-5006 if you have any questions.

Very truly yours,

Richard E. Potter
Public Policy and External Affairs

Enclosure

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
August 2004

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				

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
August 2004

CO's	Due Dated I Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
MANOR WAY				
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				
STEVENS PASS				
STANWOOD				
SULTAN				
SUMAS				
SEDRO-WOOLEY CONTEL				
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

Central Office	CO Code	Aug-04	Aug-04
		Sw Lns	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	Aug-04	Aug-04
		Sw Lns	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	NW1WDLD		
Washington State:		0	0

WASHINGTON STATE PUC REPORT													
Customer Network Trouble Per 100 Switched Access Lines													
Threshold is less than =	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	
CENTRAL OFF. LOCATION	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-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													NW1CLWV
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
MARBLEMOUNT													NW1MRBL

WASHINGTON STATE PUC REPORT												
Customer Network Trouble Per 100 Switched Access Lines												
Threshold is less than =	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04
CENTRAL OFF. LOCATION												
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												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												NW1THTN
TONASKET												NW1TNSK
WASHOUGAL												NW1WSHG
WASHOUGAL RIVER												NW1WSHR
WATERVILLE												NW1WTVL
WENATCHEE												NW1WNTC
WEST RICHLAND												NW1WRLD
WESTPORT												NW1WSPT
WOODLAND												NW1WDLA
4												
Each CO is not to exceed 4 tbls per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.												
August 2004 = Rosalia exceeded 4 trouble per 100 within the last 12 months												

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

8/24/2004

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW011277	EVRTWAXA03T	EVRTWAXFCG0	77	AFDT	600	0.59	12.37	15:00	Blocking due to John Kerry visit
GW011662	ANCRWAXXDS1	EVRTWAXA03T	77	AFDT	408	13.57	43.52	10:00	+48=408 Augment due 09/10/04
GW029990	KNWCWAXA01T	RCLDWAXBDS1	77	AFDT	336	0.83	7.88	20:00	+144=480 Augment due 09/30/04
GW033492	EVRTWAXA03T	SKYKWAXXDS0	77	AFDT	72	0.83	18.25	12:00	Blocking on 08/12/04 only
GW052087	BRWSWAXADS1	MTVRWAXX05T	M-	DFET	10	5.00	100.00	8:00	Trks OOS at MTVR end on 08/03/04
GW052151	EVNCWAXADS1	MTVRWAXX05T	M-	DFET	11	1.67	33.33	10:00	Trks OOS at MTVR end on 08/03/04
GW052293	QNCYWAXXDS1	MTVRWAXX05T	M-	DFET	6	1.67	100.00	8:00	Trks OOS at MTVR end on 08/03/04
GW052455	EVRTWAXA04T	STTLWAKGDS0	77	AFOG	216	8.34	83.59	20:00	Increase traffic at CLEC
GW053147	BLHWWA01DS0	LYNDWAXX398	77	AFIE	72	5.37	27.38	10:00	+24=96 Augment due 09/30/04
GW058294	CNCRWAXXDS0	MTVRWAXX05T	77	AFDT	192	3.77	75.48	19:00	Trks OOS at MTVR end on 08/03/04
GW058656	DMNGWAXADS0	MTVRWAXX05T	77	AFDT	168	1.52	30.40	19:00	+24=168 Augment complete 08/25/04
GW061326	EVRTWAXA03T	STTLWAKGDS0	77	DFDT	24	0.57	12.84	18:00	Trks OOS at CLEC, SS7 problem at CLEC
GW065518	EVRTWAXA03T	TKMLWALZDS0	77	DFDT	48	1.01	25.43	18:00	Trks OOS at CLEC, span problem at CLEC
GW075187	EVRTWAXA03T	STTLWA01DS4	77	DFDT	24	0.75	18.64	1:00	Trks OOS at CLEC

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	168	40.20	53.84	21:00
GW048686	EVRTWAXA03T	EVRTWAXA4MD	77	DFTD	24	10.00	100.00	12:00
GW068389	EVNCWAAA8MD	VNNTCWAXX01T	77	DFTF	24	9.67	28.63	21:00
GW069824	EVRTWAXA03T	RDMDWAXA2MD	77	AFTD	216	14.96	39.13	10:00
GW073370	EVNCWAAA9MD	VNNTCWAXX01T	77	AFTD	48	2.08	31.25	21:00
GW074426	EVRTWAXFCG0	STTLWAZL4MD	77	DFEF	48	5.94	13.95	11:00
GW074470	EVRTWAXA03T	STTLWAZU4MD	7-	DFTF	480	2.94	17.37	17:00
GW075029	VNNTCWAAC2MD	VNNTCWAXX01T	77	DFTF	72	3.17	16.09	21:00
GW075198	KNWCWAXA01T	PASCWAHT1MD	77	DFTF	48	4.43	24.72	21:00

8/24/2004

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW053147	BLHMWA01DS0	LYNDWAXX398	77	AFIE	72	2.12	26.83	10:00	Adding PH trunk group GW049175
GW058656	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	DFTF	48	4.92	12.96	10:00
GW074470	EVRTWAXA03T	STTLWAZU4MD	7-	DFTF	480	2.10	100.00	17:00
GW075029	WNTCWAAC2MD	WNTCWAXX01T	77	DFTF	48	3.94	15.14	21:00
GW075198	KNWCWAXA01T	PASCWAHT1MD	77	DFTF	48	8.94	42.84	21:00