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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Verizon Northwest Inc.

1800 - 41st Street, WA0101RA

P. O. Box 1003

Everett, WA 98206-1003

Fax: 425-261-5262

November 29, 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: **October 2004 Service Quality Report**

Dear Ms. Washburn:

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

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,

A handwritten signature in cursive script that reads "Richard E. Potter".

Richard E. Potter
Public Policy and External Affairs

Enclosures

WASHINGTON (New Rule Reporting July 2003)	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 438 sub 3)									Rsvd**			
Total # Fielded Service Orders	4060	4078	4250	4116	4866	4660	4183	4745	4196**	4653	4978	4683
# Of Service Orders With Appointments	1248	1165	1262	1256	1366	1366	1125	1264	1078**	867	1235	1158
# Of Service Order Appointments Missed	562*	503*	560*	565*	557*	544*	415*	556*	358**	223	358	317
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	5388	5751	6828	4598	4867	4628	4882	5401	5061	5405	5451	5255
# Of Trouble Tickets With 4 Hour Appointments	428	558	554	400	447	434	424	468	464	528	622	513
# Of Trouble Ticket Appointments Missed	28	38	36	17	23	19	26	34	27	55	70	43
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
INSTALL OF BASIC SERVICE (WAC 439 sub 4)												
# Due Dated Installation Service Orders	6829	7627	7512	6875	8009	7172	6738	8488	7486**	8901	8483	7242
# Due Dated Serv Orders Not Completed In 5 Days	642	649	479	343	279	234	275	911	1235**	1656	1760	1547
# Customer Requested Service Orders Completed	4034	4210	3966	4143	5042	5465	5068	5933	5525**	5812	5117	4825
# C R Service Order Due Dates Missed	100	108	107	66	72	62	109	130	153**	201	207	195
% Installation Commitments Met	93.17%	93.60%	94.89%	96.29%	97.31%	97.66%	96.75%	92.78%	89.33%**	87.36%	85.54%	85.56%
SUMMARY TROUBLE REPORTS (WAC 438 sub 6)												
Network Trouble per 100 Access Lines	0.77	0.79	0.95	0.65	0.70	0.70	0.75	0.83	0.84	0.81	0.99	0.80
# Of CO's Missing Objective	1	1	0	0	0	0	0	2	1	1	0	0
SWITCHING REPORT (WAC 438 sub 7)												
Intra Office Call Completions	99.92	99.93	99.77	99.84	99.95	99.95	99.88	99.74	99.94	99.55	99.82	99.82
Intra Office Call Completions	100	100	99.96	100	100	100	100	100	100	99.99	99.99	99.96
Dial Tone W/ 1/3 Seconds	99.94	99.94	99.91	99.92	99.91	99.92	99.84	99.95	99.96	99.91	99.87	99.87
TRUNK BLOCKING REPORT (WAC 438 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	99.00	100.00	99.00	99.00	99.29	98.82	98.84	98.13	98.84	96.75	98.37	98.36
# IXG Direct Trunk Grps Exceeding 2% Blocking	6	0	11	12	13	9	4	5	9	9	9	n/a
REPAIR REPORT (WAC 438 sub 9)												
# Of Out Of Service Trouble Reports	3957	3948	4563	2901	3413	3385	3530	3975	3770	3768	4734	3741
# OOS Trouble Reports Cleared In 48 Hours	3857	3884	4502	2886	3372	3352	3495	3871	3663	3728	4584	3702
# OOS Trouble Reports Not Cleared In 48 Hours	100	64	61	15	41	33	35	104	107	40	150	39

WASHINGTON (New Rule Reporting July 2003)	OBJ	NOV 03	DEC 03	JAN 04	FEB 04	MAR 04	APR 04	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04
% OOS Trouble Cleared In 48 Hours	100%	97.47%	98.38%	98.66%	99.48%	98.80%	99.03%	99.01%	97.38%	97.16%	98.94%	96.83%	98.96%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		3187	3405	3955	2961	2995	2878	3139	3987	3124	3341	3916	3287
# Non-OOS Trouble Rpts Cleared In 72 Hours		3172	3357	3934	2948	2981	2872	3127	3347	3095	3331	3836	3267
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None	15	48	21	13	14	6	12	40	29	10	80	20
% Non-OOS Trouble Cleared In 72 Hours	100%	99.53%	98.57%	99.47%	99.56%	99.53%	99.79%	99.62%	98.80%	99.06%	99.70%	97.96%	99.99%
# OOS Trouble Exempted	None	0	0	0	0	0	0	0	0	0	0	0	0
Exception reporting													
AVERAGE ANSWER TIME (WAC 438 sub 10)													
Business Office Average Answer Time	60											80.43	124.69

September an October results were negatively impacted by a combination of a problem with an existing VRU system and with the implementation of a new voice recognition system for one call center.

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

** For the Month of July 2004, all installation measures were revised 9/10/04 due to OPMS Box 3 system problems

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

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

Central Office	CO Code	Oct-04	Oct-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	NW1LKVN		
LATAH	NW1LATH		
LAUREL	NW1LARL		
LEAVENWORTH	NW1LVWO		

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

Central Office	CO Code	Oct-04	Oct-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	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	NW1WDLN		
Washington State:		0	0

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
 October, 2004

CO's	CO Code	Fielded Service Orders	SO with 4 Hour Appoint's	Appoint's Missed	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	NW1LKWN							
LOOMIS	NW1LOMS							
LEAVENWORTH	NW1LVWO							
LYNDEN	NW1LYND							
MALDEN	NW1MLDN							
MOLSON-CHESAW	NW1MLSN							
MANSFIELD	NW1MNFD							
MANSON	NW1MNSN							
MONROE	NW1MONR							
MAPLE FALLS	NW1MPFL							
MARBLEMOUNT	NW1MRBL							

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
October, 2004

CO's	CO Code	Fielded Service Orders	SO with 4 Hour Appoint's	Appoint's Missed	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 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

11/24/2004

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

TGID	CLLI-A	CLLI-Z	DIR	TRF		TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
				TYPE						
GW011275	BOTHWAXBDS1	EVRTWAXA03T	77	AFDT	1056	1.23	30.73	10:00	+72=1056 Augment comp. 11/15/04	
GW062617	WNTCWAA00T	WNTCWAXX01T	77	AFOG	48	0.53	4.26	11:00	Tks OOS at CLEC	
GW063375	MVTRWAXX05T	STTLWAKGDS0	7-	AFDT	120	8.60	88.39	20:00	+24=120 Augment comp. 11/15/04	
GW071194	KNWCWAXA01T	YAKMWAWEC9T	77	AFIT	144	6.41	58.74	19:00	+72=216 Augment due 11/24/04	
GW075187	EVRTWAXA03T	STTLWA01DS4	77	DFDT	24	0.80	18.64	21:00	Tks OOS at CLEC	
GW078427	EVRTWAXA03T	TKWLWANNDS0	77	AFDT	144	3.64	10.40	11:00	+72=144 Augment comp 11/03/04	
GW140367	LYNDWAXXDS1	MVTRWAXX05T	77	AFDT	600	0.97	19.39	16:00	+72=600 Augment comp 10/26/04	

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

TGID	CLLI-A	CLLI-Z	DIR	TRF		TRKS	%BLK ABH	% BLK PEAK	PBH
				TYPE					
GW036502	EVRTWAXA03T	STTLWAWBXWY	AM	DFTB	48	5.00	100.00	13:00	
GW045881	KNWCWAXA01T	KNWCWABB1MD	7-	DFTF	192	5.49	13.60	17:00	
GW052911	EVRTWAXAGMD	EVRTWAXA03T	77	AFTD	168	6.26	30.07	10:00	
GW053752	EVRTWAAFAMD	EVRTWAXA03T	77	AFTD	768	2.18	20.79	10:00	
GW068389	EWNCWAAA8MD	WNTCWAXX01T	77	DFTF	48	10.09	43.53	21:00	
GW069009	MVTRWAXX05T	STTLWAWB2MD	77	AFTD	24	4.65	50.00	10:00	
GW074426	EVRTWAXFCG0	STTLWAZU4MD	77	DDEF	48	8.31	15.22	11:00	
GW074437	WNTCWAXX01T	YAKMWALB8MD	77	AFTD	60	10.00	100.00	12:00	