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**Verizon Northwest Inc.**

924 Capitol Way South  
Suite 108  
Olympia, WA 98501  
Phone: 360-236-9727  
Fax: 360-236-9919

May 27, 2005

**HAND DELIVERED**

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, WA 98504-7250

Subject: **April 2005 Service Quality Report**

Dear Ms. Washburn:

Enclosed please find the March 2005 Service Quality Performance Report of Verizon Northwest Inc., filed pursuant to WAC 480-120-439.

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 current and potential competitors, such as in determining when and where to enter or begin operation. In addition to the information required by WAC 480-120-439, we are also providing the document "VzNW Trbl 12mo" at the request and for the convenience of the Commission Staff.

If you have any questions about the report, please contact me at the above number or email me at [robert.a.millar@verizon.com](mailto:robert.a.millar@verizon.com).

Respectfully submitted,

Robert A. Millar  
Director, Washington State Regulatory Affairs

Enclosures

**NORTHWEST DIVISION  
2005 COMMISSION PERSPECTIVE**

**WASHINGTON**

(New Rule Reporting July 2003)

Rsvd\*\*

OBJ MAY 04 JUN 04 JUL 04 AUG 04 SEP 04 OCT 04 NOV 04 DEC 04 JAN 05 FEB 05 MAR 05 APR 05

**Reported To Commission Monthly:**

**MISSED APPOINTMENTS (WAC 439 sub 3)**

Total # Fielded Service Orders	4183	4745	4196**	4653	4978	4683	4045	4060	3915	3909	4223	4123
# Of Service Orders With Appointments	1125	1264	1078**	867	1235	1158	1017	1046	1122	981	1054	1060
# Of Service Order Appointments Missed	415*	556*	358**	223	358	317	251	257	171	118	150	175
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

**Total # Dispatched Trouble Tickets**

# Of Trouble Tickets With 4 Hour Appointments	4882	5401	5061	5405	5451	5255	5376	6194	6470	4240	4801	4629
# Of Trouble Ticket Appointments Missed	424	468	464	528	622	513	480	453	368	299	315	289
# Of Excluded Appointments	26	34	27	55	70	43	57	64	32	20	17	19
	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	6738	8488	7486**	8901	8483	7242	6882	6459	6659	6203	7037	7253
# Due Dated Serv Orders Not Completed In 5 Days	275	911	1235**	1656	1760	1547	1216	1029	470	359	327	730
# Customer Requested Service Orders Completed	5068	5933	5525**	5812	5117	4825	4249	3901	3879	3874	4549	4890
# C R Service Order Due Dates Missed	109	130	153**	201	207	195	210	206	75	47	83	105
% Installation Commitments Met	96.75%	92.78%	89.33%**	87.38%	85.54%	85.56%	87.19%	88.08%	94.83%	95.97%	96.46%	93.12%

**SUMMARY TROUBLE REPORTS (WAC 438 sub 6)**

Network Trouble per 100 Access Lines	4.00	0.75	0.84	0.81	0.99	0.80	0.81	0.90	0.94	0.73	0.76	0.72
# Of CO's Missing Objective	0	0	1	1	0	0	0	0	1	1	1	1

**SWITCHING REPORT (WAC 438 sub 7)**

Inter Office Call Completions	99.88	99.74	99.94	99.55	99.82	99.82	99.98	99.93	99.97	99.99	99.99	99.94
Intra Office Call Completions	100	100	100	99.99	99.99	99.96	100	100	100	100	100	100
Dial Tone W/I 3 Seconds	99.84	99.95	99.96	99.91	99.87	99.87	99.96	99.95	99.94	99.96	99.79	99.93

**TRUNK BLOCKING REPORT (WAC 438 sub 8)**

% Trunk Groups Meeting Defined Blocking Criteria	99%	98.84	98.13	96.75	98.37	98.36	98.82	99	99.05	99.53	99.53	n/a
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	4	5	9	9	8	10	7	7	7	5	n/a

**NORTHWEST DIVISION  
2005 COMMISSION PERSPECTIVE**

**WASHINGTON**

(New Rule Reporting July 2003)

Rsvd\*\*

	OBJ	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		3530	3975	3770	3768	4734	3741	3698	3993	4766	3473	3484	3294
# OOS Trouble Reports Cleared In 48 Hours		3495	3871	3663	3728	4584	3702	3576	3930	4723	3347	3459	3265
# OOS Trouble Reports Not Cleared In 48 Hours	None	35	104	107	40	150	39	122	63	43	126	25	29
% OOS Trouble Cleared In 48 Hours	100%	99.01%	97.38%	97.16%	98.94%	96.83%	98.96%	96.70%	98.42%	99.10%	96.37%	99.28%	99.12%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
<b># Of Non-Out Of Service Trouble Reports</b>													
# Non-OOS Trouble Rpts Cleared In 72 Hours		3139	3387	3124	3341	3916	3287	3301	3662	3286	2742	2958	2817
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None	3127	3347	3095	3331	3836	3267	3206	3614	3265	2732	2948	2803
% Non-OOS Trouble Cleared In 72 Hours	100%	99.62%	98.80%	99.06%	99.70%	97.96%	99.39%	97.12%	98.69%	99.36%	99.64%	99.66%	99.50%
# 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.

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

4/24/2005

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

TRF	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW026925	AFDT	528	1.63	31.65	10:00	Mass Calling, No Action Required
GW061326	DFDT	24	0.57	42.36	12:00	Trks OOS at CLEC, Notified CLEC
GW061688	AFOG	240	0.80	5.22	15:00	CLEC to establish DEOTs
GW065518	DFDT	48	0.66	13.25	9:00	Span trouble at CLEC, Notified CLEC
GW074019	AFDT	120	2.51	95.98	23:00	Span OOS at VZ, Notified NOTD
GW075167	AFDT	48	1.28	15.24	13:00	Trks OOS at CLEC, Notified CLEC
GW075187	DFDT	24	1.11	5.56	13:00	Trks OOS at CLEC, Notified CLEC

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

TRF	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH
GW054963	DFTF	24	2.10	7.45	13:00
GW065431	DFTF	72	2.62	25.99	21:00
GW074426	DDEF	48	11.62	19.05	15:00
GW078929	DFTF	192	10.34	24.95	16:00
GW078991	DDEF	9	2.80	56.08	17:00

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

Central Office	CO Code	Apr-05	Apr-05
		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	Apr-05	Apr-05
		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		
<b>Washington State:</b>			

**WASHINGTON PUC REPORT**  
**INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE**  
**April, 2005**

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**  
**April, 2005**

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							
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	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05
ACME												
ALGER												
ANACORTES												
ARLINGTON												
BENTON CITY												
BIG LAKE												
BIRCH BAY												
BLAINE												
BOTHELL												
BREWSTER												
BRIDGEPORT												
BURLINGTON												
BURLINGTON CONTEL												
CAMANO ISLAND												
CAMAS												
CASHMERE												
CHELAN												
CLEARVIEW												
CONCRETE												
CONWAY												
COUPEVILLE												
CURLEW												
CUSTER												
DARRINGTON												
DEMING												
DUVALL												
EAST WENATCHEE												
EDISON												
ENTIAT												
EVERETT CASINO												
EVERETT MAIN												
EVERSON												
FAIRFIELD												
FARMINGTON												
FERNDALE												
GARFIELD												
GEORGE												
GRANITE FALLS												
GRAYLAND												
HALLS LAKE												
JUANITA												
KENNEWICK MAIN												
KENNEWICK MEADOW												
KENNEWICK-HIGHLAN												
KIRKLAND												
LA CONNER												
LAKE GOODWIN												
LAKE STEVENS												
LAKE WENATCHEE												
LATAH												
LAUREL												
LEAVENWORTH												
LOOMIS												
LYMAN												
LYNDEN												
MALDEN												
MANOR WAY												
MANSFIELD												
MANSON												
MAPLE FALLS												



VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

CENTRAL OFF. LOCATION	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05
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ACME												
ALGER												
ANACORTES												
ARLINGTON												
BENTON CITY												
BIG LAKE												
BIRCH BAY												
BLAINE												
BOTHELL												
BREWSTER												
BRIDGEPORT												
BURLINGTON												
BURLINGTON CONTEL												
CAMANO ISLAND												
CAMAS												
CASHMERE												
CHELAN												
CLEARVIEW												
CONCRETE												
CONWAY												
COUPEVILLE												
CURLEW												
CUSTER												
DARRINGTON												
DEMING												
DUVALL												
EAST WENATCHEE												
EDISON												
ENTIAT												
EVERETT CASINO												
EVERETT MAIN												
EVERSON												
FAIRFIELD												
FARMINGTON												
FERNDALE												
GARFIELD												
GEORGE												
GRANITE FALLS												
GRAYLAND												
HALLS LAKE												
JUANITA												
KENNEWICK MAIN												
KENNEWICK MEADOW												
KENNEWICK-HIGHLAN												
KIRKLAND												
LA CONNER												
LAKE GOODWIN												
LAKE STEVENS												
LAKE WENATCHEE												
LATAH												
LAUREL												
LEAVENWORTH												
LOOMIS												
LYMAN												
LYNDEN												
MALDEN												

**WASHINGTON STATE PUC REPORT**

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

Threshold is less than = 4

CENTRAL OFF. LOCATION	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05
MANOR WAY												
MANSFIELD												
MANSON												
MAPLE FALLS												
MARBLEMOUNT												
MARYSVILLE												
MOLSON-CHESAW												
MONROE												
MOSCOW												
MOUNT VERNON												
NACHES												
NEWPORT												
NILE												
NORTH RICHLAND												
OAK HARBOR												
OAKESDALE												
PULLMAN												
QUINCY												
REDMOND												
REPUBLIC												
RICHLAND												
RICHMOND BEACH												
ROCKFORD												
ROSALIA												
SAMMAMISH												
SEDRO WOOLLEY												
SEDRO-WOOLEY CONT												
SILVER LAKE												
SKYKOMISH												
SNOHOMISH												
SOAP LAKE												
STANWOOD												
STEVENS PASS												
SULTAN												
SUMAS												
TEKOA												
THORNTON												
TONASKET												
WASHOUGAL												
WASHOUGAL RIVER												
WATERVILLE												
WENATCHEE												
WEST RICHLAND												
WESTPORT												
WOODLAND												

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.