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Verizon Northwest Inc.

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June 9, 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 Amendment

Dear Ms. Washburn:

Enclosed please find a revised copy of Verizon Northwest Inc.'s Summary March 2005 Service Quality Performance Report of Verizon Northwest Inc., filed pursuant to WAC 480-120-439.

A copy of this report was initially filed on May 27, 2005. This sheet has been revised per the request of Kristen Russell. If you have any questions about the report, please contact me at the above number or email me at robert.a.millar@verizon.com.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Robert A. Millar".

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	0.83	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	2	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	98.84	98.13	98.84	96.75	98.37	98.36	98.82	99	99.05	99.53	99.53	98.35
# IXC Direct Trunk Grps Exceeding 2% Blocking	4	5	9	9	9	8	10	7	7	7	5	7

**NORTHWEST DIVISION
2005 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

Rsvd**

	MAY 04	JUN 04	JUL 04	AUG 04	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05
REPAIR REPORT (WAC 439 sub 9)												
# 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	35	104	107	40	150	39	122	63	43	126	25	29
% OOS Trouble Cleared In 48 Hours	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
# Of Non-Out Of Service Trouble Reports	3139	3387	3124	3341	3916	3287	3301	3662	3286	2742	2958	2817
# Non-OOS Trouble Rpts Cleared In 72 Hours	3127	3347	3095	3331	3836	3267	3206	3614	3265	2732	2948	2803
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	12	40	29	10	80	20	95	48	21	10	10	14
% Non-OOS Trouble Cleared In 72 Hours	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	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