

Public Policy & External Affairs

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August 4, 2004

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

Subject: **SERVICE QUALITY RESULTS – MAY, JUNE 2004**

Dear Ms. Washburn:

This is a follow up to Verizon Northwest Inc.'s Service Quality Report for the month of June, 2004 filed on July 30, 2004.

Please insert the attachment into Verizon's Service Quality Report for the month of June, 2004 and notify Kristen Russell upon receipt.

If there are questions, please contact me at (425) 261-5006 or Lin Fogg at (425) 261-6380.

Very truly yours,

Richard E. Potter
Manager - Public Policy and External Affairs

REP:lf

Attachment

Verizon Northwest Inc.
Service Quality Results for May, June 2004

480-120-439 (sub 6)

Explanation of causes for Central Offices exceeding the standard.

Loomis

In June, the Loomis office measurement for Customer Trouble Reports per 100 Switched Access Lines was 5.66. This was due to a number of factors but two trouble incidents account for the majority: 1) a cable damaged by a shotgun blast and 2) a strand of aircore cable broke. Troubles as a result of both incidents were called in and cleared on the same day.

In May, the Loomis office measurement for Customer Trouble Reports per 100 Switched Access Lines was 4.83. This was due to a 50 pair Figure 8 cable that took on water. This trouble was reported and closed out on the same day.

Rosalia

In June, the Rosalia office measurement for Customer Trouble Reports per 100 Switched Access Lines was 5.71. The majority of trouble reports were the result of a CM8 system and CM8 analog carrier being down. This carrier trouble in turn caused the Go Digital System in the Central Office to go down. Cards were replaced in the central office to bring the Go Digital System back into service. Severe weather was likely a factor but could not be confirmed.

In May, the Rosalia office measurement for Customer Trouble Reports per 100 Switched Access Lines came in at 4.17, slightly above the target of 4.0. Trouble reports were of a number of different types and could not be attributed to any particular events or causes.