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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Verizon Northwest Inc.

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

October 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: **September 2005 Service Quality Report**

Dear Ms. Washburn:

Enclosed please find the September 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.

Respectfully submitted,



Robert A. Millar
Director, Washington State Regulatory Affairs

Enclosures

**NORTHWEST DIVISION
2005 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

| | OCT 04 | NOV 04 | DEC 04 | JAN 05 | FEB 05 | MAR 05 | APR 05 | MAY 05 | JUN 05 | JUL 05 | AUG 05 | SEP 05 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total # Fielded Service Orders | 4683 | 4045 | 4060 | 3915 | 3909 | 4223 | 4123 | 3988 | 4148 | 4007 | 4769 | 4346 |
| # Of Service Orders With Appointments | 1158 | 1017 | 1046 | 1122 | 981 | 1054 | 1060 | 1046 | 1014 | 1074 | 1362 | 1219 |
| # Of Service Order Appointments Missed | 317 | 251 | 257 | 171 | 118 | 150 | 175 | 162 | 223 | 311 | 406 | 332 |
| # 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 | 5255 | 5376 | 6194 | 6470 | 4240 | 4801 | 4629 | 5067 | 5624 | 5078 | 5060 | 4637 |
| # Of Trouble Ticket Appointments Missed | 513 | 480 | 453 | 368 | 299 | 315 | 289 | 232 | 849 | 2100 | 1674 | 374 |
| # Of Excluded Appointments | 43 | 57 | 64 | 32 | 20 | 17 | 19 | 24 | 95 | 294 | 169 | 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 | 7242 | 6882 | 6459 | 6659 | 6203 | 7037 | 7253 | 7100 | 7582 | 7404 | 8864 | 8403 |
| # Due Dated Serv Orders Not Completed In 5 Days | 1547 | 1216 | 1029 | 470 | 359 | 327 | 730 | 562 | 948 | 1308 | 841 | 597 |
| # Customer Requested Service Orders Completed | 4825 | 4249 | 3901 | 3879 | 3874 | 4549 | 4890 | 4798 | 5114 | 4932 | 5702 | 4848 |
| # C R Service Order Due Dates Missed | 195 | 210 | 206 | 75 | 47 | 83 | 105 | 135 | 196 | 202 | 204 | 111 |
| % Installation Commitments Met | 85.56% | 87.19% | 88.08% | 94.83% | 95.97% | 96.46% | 93.12% | 94.14% | 90.99% | 87.76% | 92.83% | 94.66% |

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

| | | | | | | | | | | | | |
|--------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Network Trouble per 100 Access Lines | 0.80 | 0.81 | 0.90 | 0.94 | 0.73 | 0.76 | 0.72 | 0.95 | 1.01 | 0.97 | 0.95 | 0.89 |
| # Of CO's Missing Objective | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 2 |

SWITCHING REPORT (WAC 439 sub 7)

| | | | | | | | | | | | | |
|-------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Inter Office Call Completions | 99.82 | 99.98 | 99.93 | 99.97 | 99.99 | 99.99 | 99.94 | 99.99 | 99.98 | 99.98 | 99.99 | 100 |
| Intra Office Call Completions | 99.96 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Dial Tone W/I 3 Seconds | 99.87 | 99.96 | 99.95 | 99.94 | 99.96 | 99.79 | 99.93 | 99.88 | 99.92 | 99.92 | 99.97 | 99.98 |

TRUNK BLOCKING REPORT (WAC 439 sub 8)

| | | | | | | | | | | | | |
|--|-------|-------|----|-------|-------|-------|-------|-------|-------|-------|----|-------|
| % Trunk Groups Meeting Defined Blocking Criteria | 98.36 | 98.82 | 99 | 99.05 | 99.53 | 99.53 | 98.35 | 99.06 | 99.05 | 99.02 | 99 | 99.76 |
| # IXC Direct Trunk Grps Exceeding 2% Blocking | 8 | 10 | 7 | 7 | 7 | 5 | 5 | 4 | 7 | 7 | 5 | 4 |

REPAIR REPORT (WAC 439 sub 9)

| | | | | | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| # Of Out Of Service Trouble Reports | 3741 | 3698 | 3993 | 4766 | 3473 | 3484 | 3294 | 4501 | 4754 | 4494 | 4129 | 4020 |
| # OOS Trouble Reports Cleared In 48 Hours | 3702 | 3576 | 3930 | 4723 | 3347 | 3459 | 3265 | 4438 | 4670 | 4434 | 4086 | 3995 |
| # OOS Trouble Reports Not Cleared In 48 Hours | 39 | 122 | 63 | 43 | 126 | 25 | 29 | 63 | 84 | 60 | 43 | 25 |
| % OOS Trouble Cleared In 48 Hours | 98.96% | 96.70% | 98.42% | 99.10% | 96.37% | 99.28% | 99.12% | 98.60% | 98.23% | 98.66% | 98.96% | 99.38% |
| # OOS Trouble Exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Of Non-Out Of Service Trouble Reports

| | | | | | | | | | | | | |
|--|------|------|------|------|------|------|------|------|------|------|------|------|
| # Non-OOS Trouble Rpts Cleared In 72 Hours | 3287 | 3301 | 3662 | 3286 | 2742 | 2958 | 2817 | 3041 | 3303 | 2640 | 2713 | 2440 |
| # Non-OOS Trouble Rpts Not Cleared In 72 Hours | 3267 | 3206 | 3614 | 3265 | 2732 | 2948 | 2803 | 3001 | 3248 | 2602 | 2688 | 2412 |
| % Non-OOS Trouble Cleared In 72 Hours | 20 | 95 | 48 | 21 | 10 | 10 | 14 | 40 | 55 | 38 | 25 | 28 |
| # OOS Trouble Exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

**NORTHWEST DIVISION
2005 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

| | OCT 04 | NOV 04 | DEC 04 | JAN 05 | FEB 05 | MAR 05 | APR 05 | MAY 05 | JUN 05 | JUL 05 | AUG 05 | SEP 05 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Reported To Commission Quarterly: - Mthly Results | | | | | | | | | | | | |
| INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a) | | | | | | | | | | | | |
| Total # Installation Orders Completed | 12067 | 11131 | 10360 | 10538 | 10077 | 11586 | 12143 | 11898 | 12696 | 12336 | 14566 | 13251 |
| # Of Installation Orders Not Completed In 90 Days | 26 | 20 | 27 | 17 | 16 | 21 | 19 | 14 | 12 | 18 | 20 | 22 |
| % Orders Completed In 90 Days | 99.78% | 99.82% | 99.74% | 99.84% | 99.84% | 99.82% | 99.84% | 99.88% | 99.91% | 99.85% | 99.86% | 99.83% |
| Reported To Commission Quarterly: | | | | | | | | | | | | |
| INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a) | | | | | | | | | | | | |
| Total # Installation Orders Completed | 33558 | | | | | 32201 | | | 36737 | | | 40153 |
| # Of Installation Orders Not Completed In 90 Days | 73 | | | | | 54 | | | 45 | | | 60 |
| % Orders Completed In 90 Days | 99.78% | | | | | 99.83% | | | 99.88% | | | 99.85% |

10/24/2005

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

| TGID | CLLI-A | CLLI-Z | DIR | TRF TYPE | TRKS | %BLK ABH | % BLK PEAK | PBH | Action Taken |
|----------|-------------|-------------|-----|-------------|------|----------|------------|-------|-------------------------|
| GW075167 | EVRTWAXA03T | STTLWA01DS4 | 77 | AFDT | 48 | 1.96 | 11.11 | 23:00 | Request CLEC to agument |

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

| TGID | CLLI-A | CLLI-Z | DIR | TRF TYPE | TRKS | %BLK ABH | % BLK PEAK | PBH |
|----------|-------------|-------------|-----|-------------|------|----------|------------|-------|
| GW048686 | EVRTWAXA03T | EVRTWAXA4MD | 77 | DFTD | 24 | 5.00 | 100.00 | 17:00 |
| GW054963 | MTVRWAXX05T | BOTHWAAK1MD | 7- | DFTF | 24 | 3.30 | 8.52 | 15:00 |
| GW078929 | MTVRWAXX05T | STTLWAZU4MD | 7- | DFTF | 384 | 23.97 | 52.04 | 17:00 |
| GW079216 | EVRTWAXA03T | RDMDWAJE1MD | 77 | AFTF | 24 | 2.48 | 17.65 | 20:00 |

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
September, 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 | | | | | | | |
| EVERETT | NW1GOPC | | | | | | | |
| 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 | | | | | | | |

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
September, 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 |
|---------------------|----------|------------------------|--------------------------|------------------|--------------------|-------------------------------------|---------------------|------------------|
| MARBLEMOUNT | NW1MRBL | | | | | | | |
| MANOR WAY | NW1MRWY | | | | | | | |
| KENNEWICK MEADOW S | NW1MSPG | | | | | | | |
| MT VERNON CONTEL | NW1MTVC | | | | | | | |
| MOUNT VERNON | NW1MTVR | | | | | | | |
| MARYSVILLE | NW1MYVI | | | | | | | |
| NACHES | NW1NCHS | | | | | | | |
| NILE | NW1NILE | | | | | | | |
| NORTH RICHLAND | NW1INTRD | | | | | | | |
| 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 PUC Report
Customer Network Trouble Per 100 Switched Access Lines**

| Central Office | CO Code | Sep-05 | Sep-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**

| | | Sep-05 | Sep-05 |
|-------------------|----------|-----------|---------------|
| Central Office | CO Code | 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 | NW1INTRD | | |
| 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: | | | |

WASHINGTON STATE SWITCHED ACCESS LINES

| Central Office | Oct-04 | Nov-04 | Dec-04 | Jan-05 | Feb-05 | Mar-05 | Apr-05 | May-05 | Jun-05 | Jul-05 | Aug-05 | Sep-05 | |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| 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 | | | | | | | | | | | | | NW1MNFN |
| MANSON | | | | | | | | | | | | | NW1MNSN |
| MAPLE FALLS | | | | | | | | | | | | | NW1MPFL |

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

| CENTRAL OFF. LOCATION | Oct-04 | Nov-04 | Dec-04 | Jan-05 | Feb-05 | Mar-05 | Apr-05 | May-05 | Jun-05 | Jul-05 | Aug-05 | Sep-05 | |
|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| 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 |

