

Exhibit No. ___ (KMR-2)
Docket No. UT-040788
Witness: Kristen M. Russell

BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION

Complainant,

v.

VERIZON NORTHWEST INC.,

Respondent.

DOCKET NO. UT-040788

EXHIBIT TO DIRECT TESTIMONY OF

Kristen M. Russell

STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION

REGARDING SERVICE QUALITY

November 22, 2004

WACs & Standards October 2002 thru June 2003

WAC 480-120-051: Availability of Service - App for and Install of service

per month: 90% of apps for service shall be completed w/in 5 days (up to 5 res or bus primary lines)
 exclusions: later date requested, special equipment or service is involved
 quarterly: 99% of apps for service shall be completed w/in 5 days (up to 5 res or bus primary lines)

WAC 480-120-515: Network Performance Standards

- * 98% of calls will have a dial tone w/in 3 seconds
- * 98% call completion

WAC 480-120-520: Major outages and service interruptions

- * service failure lasting more than 30 minutes
- * disruption to more than 1,000 subscribers of local or toll service
- * total loss of service to emergency services
- * 100% interruptions restored w/in 2 working days

WAC 480-120-525: Network Maintenance

* 80% of repair call answered w/in 30 seconds
 trouble reports: shall not exceed 4 TRs per 100 access lines per month for 2 consecutive months
 shall not exceed 4 TR per month for 4 months in a 12 month period
 exclusions: CPE, extraordinary or abnormal conditions

WAC 480-120-535: Service Quality performance reports

reporting reqs: monthly for LECs with over 50,000 access lines
 % of appts met the commitment date

- a) Install appoint met:
- b) Held orders: 1) any request for primary serv. that is not filled on or before commitment date
 2) expressed as a ratio per 100 new or reestablished lines ordered

c) Regrade orders: N/A

d) Trouble Reports: expressed in a ratio per 100 access lines on an exchange basis

	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
480-120-051:	99.7	99.7	99.6	99.6	99.6	99.7	99.8	99.6	99.5
480-120-515:	ok	ok	ok	ok	ok	ok	ok	ok	ok
480-120-520:	Day Creek c	ok	Halls Lake	ok	ok	ok	ok	ok	ok
480-120-525:	Molson / Chesaw a & b	ok	ok	ok	ok	ok	ok	ok	Oakesdale a*
535: Install	99.2	99.1	98.9	99.1	99.2	99.3	99.3	99.3	99.1
Complaints	3	2	3	4	0	1	0	2	2
Complaints %	0.03	0.02	0.03	0.05	0	0.01	0	0.02	0.02

Violations:

- a = TRs exceed 4 per 100 access lines per month for 2 consecutive months
- b = TRs exceed 4 per 100 access lines per month for 4 months in a 12 month period
- c = 100% restored within 2 working days
- * July report changed the ratio for May from 6.42 to 8.27 and June from 2.98 to 4.03

Complaints: Quality of Service, Delayed Service, and Network Congestion