

Exhibit No. ___ (KMR-3)
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

Verizon Service Quality Standards for Test Year : October 2002 - September 2003: rule change on SQ effective 7/03

WACs & Standards July 2003 thru September 2003

- WAC 480-120-439 SQ performance reports**
 Class A companies: * companies with 2% or more of the state access lines
 * must report monthly info in subsections (3), (4), and (6) - (10)
 * report info w/i 30 days after the end of the month in which the activity is being reported
 Class B companies: * companies with < 2% of the state access lines
 * need not report as required in subsection (1)
 * need to retain records relevant to an investigation or complaint for 3 years
- WAC 480-120-439 (3) Missed appointments report**
 Report should include # of appt made, missed and eligible to be excluded
 Installation and repair appointments stated separately
- WAC 480-120-439 (4) Installation / Activation of Basic Service report**
 * the # of orders taken, by C.O., up to 5 access lines, including orders with due dates > than 5 days as requested by the customer.
 * of the # of orders taken, the # the co. was unable to complete w/i 5 days or > as requested by the customer.
- STANDARD: WAC 480-120-105**
 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 90 days (up to 5 res or bus primary lines)
 bi-yearly: 100% of apps for service shall be completed w/in 180 days (up to 5 res or bus primary lines)
- WAC 480-120-439 (5) Major outages and service interruptions**
 company experiencing a major outage > than 48 hours must provide a report w/i 10 days of outage
 * description of outage, date time, cause, location, # of affected access lines, duration of outage
- STANDARD: WAC 480-120-412**
- WAC 480-120-439 (6) Summary trouble reports**
 * # of reports by C.O. and the # of lines served by the C.O.
 * TRs must be presented as a ratio per 100 lines in service
 * exclusions: CPE, inside wiring, force majeure, outages caused by entities other than company
- STANDARD: WAC 480-120-438**
 must not exceed 4 TRs per 100 access lines per month for 2 consecutive months
 must not exceed 4 TRs per 100 access lines per month for 4 months in 12 month period
- WAC 480-120-439 (7) Switching report**
 * report any problems to the Commission
 * identify location of switch performing < standard
- STANDARD: 480-120-401 (2)(a)**
 avg. busy hour: 98% of calls placed must receive dial tone w/i 3 seconds
 avg. busy hour: 98% of calls placed must not encounter an intraswitch blocking condition
- 480-120-401 (2)(b)**
 adequate access to operator or recorded intercept to all vacant codes & numbers
 < 1% of intercepted call may encounter busy/no-circuit available conditions
- WAC 480-120-439 (8) Interoffice, intercompany & interexchange trunk blocking report**
 report any trunk group < standard
 * peak % blocking levels
 * # of trunks in the trunkgroup
 * busy hour when peak plockage occurs
 * remedy for trunk groups < standard for 2 consecutive months
- STANDARD: 480-120-401 (3) & (5)**
 99% of trunk grps: < 1/2 of 1% blocking during average busy-hour for intertoll & intertandem
 99% of trunk grps: < 1% blocking during average busy-hour for local and EAS interoffice trunk facilities

WAC 480-120-439 (9) Repair report

each month: * # of service interruptions reported, # repaired w/i 48 hours, # repaired more than 48 hours, and # exempt from interval standards

each month: * # of service impairments reported, # repaired w/i 72 hours, # repaired more than 72 hours, and # exempt from interval standards

STANDARD: 480-120-440

100% of all OOS interruptions must be repaired within 48 hours

100% of all other regulated service interruptions within 72 hours

WAC 480-120-439 (10) Business office / Repair answering reports

if requested by UTC: *avg speed of answer; transfers to live rep; station busies; and unanswered calls

STANDARD: 480-120-133

Automated system: < 30 second avg wait time before auto system picks up
option to speak with live rep w/i 60 seconds or transfer to live rep w/i 60 seconds
< 60 second avg wait time to speak to a live rep after selection of such option

non-auto system: 99% of call attempts, each month, must be answered w/i 30 seconds

	Jul-03		Aug-03		Sep-03	
	reported		reported		reported	
480-120-439 (3)						
480-120-439 (4)	95.50%	ok	96.56%	ok	95.41%	ok
480-120-439 (4)(a) - qrtly	99.85%	ok	99.80%	ok	99.89%	ok
480-120-439 (5)	ok		ok		ok	
480-120-439 (6)	ok		ok		Rosalia	a
480-120-439 (7)	ok		ok		ok	
480-120-439 (8)	99.52%	ok	99.52%	ok	98.33%	c
480-120-439 (9)(a)	98.81%	d	99.46%	d	99.13%	d
480-120-439 (9)(b)	95.57%	d	99.57%	d	99.57%	d
480-120-439 (10)	ok		ok		ok	
Complaints	2		5		2	
Complaints %	0.02		0.06		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 = standard s/b 99

d = standard s/b 100%