

Exhibit No. \_\_\_\_ (KMR-4)  
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 vs. \_\_\_\_\_ early situated company & smaller company for the same period: O \_\_\_\_\_ 02 - June 2003

**VERIZON vs.**

Qwest  
Sprint

	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
480-120-051: HO	99.7	99.7	99.6	99.6	99.6	99.7	99.8	99.6	99.5
480-120-051: HO	96.58	97.38	97.7	98.34	98.27	98.53	98.77	98.89	99.16
480-120-051: HO	99.92	100%	99.52	99.74	99.92	99.76	100%	99.84	99.92
480-120-515:	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept
480-120-515:	99.96 - ok	99.96 - ok	99.97 - ok	99.95 - ok	99.96 - ok	99.95 - ok	99.97 - ok	99.98 - ok	99.98 - ok
480-120-515:	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept	ok - no rept
480-120-520:	Day	Halls	Lake						
480-120-520:	Creek	ok	ok	ok	ok	ok	ok	ok	ok
480-120-520:	Reported	reptd	reptd	reptd	reptd	reptd	reptd	reptd	reptd
480-120-520:	Reported	reptd	reptd	reptd	reptd	reptd	reptd	reptd	reptd
480-120-525: TRs	Molson / Chesaw	ok	ok	ok	ok	ok	ok	ok	Oakesdale
480-120-525: TRs	ok	ok	ok	ok	ok	ok	ok	ok	a
480-120-525: TRs	ok	ok	ok	ok	ok	ok	ok	ok	ok
480-120-525: BO	88.9 - ok	84.0 - ok	86.5 - ok	79.3	86.3 - ok	83.9 - ok	84.5 - ok	76.2	75.5
480-120-525: rep	92.7 - ok	91.0 - ok	87.8 - ok	85.7 - ok	85.9 - ok	87.2 - ok	89.2 - ok	87.4 - ok	85.2 - ok
535: install	99.2	99.1	98.9	99.1	99.2	99.3	99.3	99.3	99.1
535: install	99.4	99.5	99.50	99.5	99.5	99.5	99.7	99.7	99.7
535: install	98.0	98.6	97.7	98.8	98.1	99.3	98.9	99.0	98.7
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
Complaints	25	20	17	22	6	16	16	15	7
Complaints %	0.11	0.09	0.07	0.1	0.03	0.07	0.07	0.07	0.03
Complaints	0	0	1	1	1	1	0	1	1
Complaints %	0	0	0.11	0.12	0.12	0.12	0	0.12	0.12

VERIZON v.  
Qwest  
Sprint

	Jul-03	Aug-03	Sep-03
	reported	reported	reported
480-120-439 (3)	reported	reported	reported
480-120-439 (3)	reported	reported	reported
480-120-439 (3)	reported	reported	reported
480-120-439 (4)	95.50%	ok	95.41%
480-120-439 (4)	99.25%	ok	99.32%
480-120-439 (4)	95.61%	ok	95.42%
480-120-439 (4)(a)	99.85%	ok	99.89%
480-120-439 (4)(a)	99.99%	ok	100.0%
480-120-439 (4)(a)	100%	ok	99.93%
480-120-439 (5)	ok	ok	ok
480-120-439 (5)	ok	ok	ok
480-120-439 (5)	ok	ok	ok
480-120-439 (6)	ok	ok	Rosalia a
480-120-439 (6)	ok	ok	ok
480-120-439 (6)	ok	ok	ok
480-120-439 (7)	ok	ok	ok
480-120-439 (7)	99.97%	ok	99.98%
480-120-439 (7)	99.99%	ok	100.0%
480-120-439 (8)	99.52%	ok	98.33%
439 (8) toll	98.73%	c	97.2%
439 (8) local	100.0%	ok	100.0%
439 (8) E911	97.3%	d	98.4%
480-120-439 (9)	ok - obj met	ok - obj met	ok - obj met
480-120-439 (9)(a)	98.81%	d	99.16%
480-120-439 (9)(a)	99.67%	d	99.53%
480-120-439 (9)(a)	99.44%	d	98.65%
480-120-439 (9)(b)	95.57%	d	99.57%
480-120-439 (9)(b)	99.84%	d	99.79%
480-120-439 (9)(b)	96.30%	d	96.50%
480-120-439 (10)	ok	ok	ok
439 (10) BO	72.8	66.7	61.3
439 (10) Repair	86.3 ok	86.3 ok	86.6 ok
439 (10)	no report	no report	no report
Complaints	2	5	2
Complaints %	0.02	0.06	0.02
Complaints	10	16	13
Complaints %	0.05	0.07	0.06
Complaints	0	2	1
Complaints %	0	0.24	0.12

**Violations:**

- a = TRs exceed 4 per 100 access lines per month for 2 consecutive mos.
- b = TRs exceed 4 per 100 access lines per mo. for 4 mo in a 12-mo. period
- c = standard should be 99%
- d = standard should be 100%

\* Former rule had 80% benchmark