

Exhibit No. ___ (KMR-5C)
Docket No. UT-040788
Witness: Kristen M. Russell
REDACTED VERSION

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

REDACTED VERSION

Northwest Washington - Overall Performance - 2003

Overall Performance	Survey Description	Overall Performance
OVERALL PERFORMANCE	General Business Repair	NW WASHINGTON
OVERALL PERFORMANCE	Consumer Repair	NW WASHINGTON
OVERALL PERFORMANCE	General Business Provisioning	NW WASHINGTON
OVERALL PERFORMANCE	Consumer Provisioning	NW WASHINGTON

Source: Integris - Top 3 - Outstanding/Very Good/Satisfactory
Confidential - Not for disclosure outside of Verizon