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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

November 30, 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: **October 2005 Service Quality Report**

Dear Ms. Washburn:

Enclosed please find the October 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](mailto:robert.a.millar@verizon.com).

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Robert A. Millar".

Robert A. Millar  
Director, Washington State Regulatory Affairs

Enclosures

**NORTHWEST DIVISION  
2005 COMMISSION PERSPECTIVE**

**WASHINGTON**

(New Rule Reporting July 2003)

**OBJ**

**NOV 04 DEC 04 JAN 05 FEB 05 MAR 05 APR 05 MAY 05 JUN 05 JUL 05 AUG 05 SEP 05 OCT 05**

**Reported To Commission Monthly:**

**MISSED APPOINTMENTS (WAC 439 sub 3)**

Total # Fielded Service Orders	4045	4060	3915	3909	4223	4123	3988	4148	4007	4769	4346	3991
# Of Service Orders With Appointments	1017	1046	1122	981	1054	1060	1046	1014	1074	1362	1219	1098
# Of Service Order Appointments Missed	251	257	171	118	150	175	162	223	311	406	332	282
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

Total # Dispatched Trouble Tickets	5376	6194	6470	4240	4801	4629	5067	5624	5078	5060	4637	4973
# Of Trouble Tickets With 4 Hour Appointments	480	453	368	299	315	289	232	849	2100	1674	374	395
# Of Trouble Ticket Appointments Missed	57	64	32	20	17	19	24	95	294	169	19	30
# Of Excluded Appointments	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	6882	6459	6659	6203	7037	7253	7100	7582	7404	8864	8403	7771
# Due Dated Serv Orders Not Completed In 5 Days	1216	1029	470	359	327	730	562	948	1308	841	597	568
# Customer Requested Service Orders Completed	4249	3901	3879	3874	4549	4890	4798	5114	4932	5702	4848	4385
# C R Service Order Due Dates Missed	210	206	75	47	83	105	135	196	202	204	111	126
% Installation Commitments Met	90%	88.08%	94.83%	95.97%	96.46%	93.12%	94.14%	90.99%	87.76%	92.83%	94.66%	94.29%

**SUMMARY TROUBLE REPORTS (WAC 439 sub 6)**

Network Trouble per 100 Access Lines	4.00	0.81	0.90	0.94	0.73	0.76	0.72	0.95	1.01	0.97	0.95	0.89	0.91
# Of CO's Missing Objective	0	0	0	1	1	1	1	0	0	0	0	2	1

**SWITCHING REPORT (WAC 439 sub 7)**

Inter Office Call Completions	98%	99.98	99.93	99.97	99.99	99.99	99.94	99.99	99.98	99.98	99.99	100	99.99
Intra Office Call Completions	99%	100	100	100	100	100	100	100	100	100	100	100	100
Dial Tone W/ 3 Seconds	98%	99.96	99.95	99.94	99.96	99.79	99.93	99.88	99.92	99.92	99.97	99.98	99.96

**TRUNK BLOCKING REPORT (WAC 439 sub 8)**

% Trunk Groups Meeting Defined Blocking Criteria	99%	98.82	99	99.05	99.53	99.53	98.35	99.06	99.05	99.02	99	99.76	98.79
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	10	7	7	7	5	5	4	7	7	5	4	6

**REPAIR REPORT (WAC 439 sub 9)**

# Of Out Of Service Trouble Reports	3698	3993	4766	3473	3484	3294	4501	4754	4494	4129	4020	4048
# OOS Trouble Reports Cleared In 48 Hours	3576	3930	4723	3347	3459	3265	4438	4670	4434	4086	3995	3989
# OOS Trouble Reports Not Cleared In 48 Hours	122	63	43	126	25	29	63	84	60	43	25	59
% OOS Trouble Cleared In 48 Hours	100%	96.70%	98.42%	99.10%	99.37%	99.28%	99.12%	98.60%	98.66%	98.96%	99.38%	98.54%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

# Of Non-Out Of Service Trouble Reports	3301	3662	3286	2742	2958	2817	3041	3303	2640	2713	2440	2610
# Non-OOS Trouble Rpts Cleared In 72 Hours	3206	3614	3285	2732	2948	2803	3001	3248	2602	2688	2412	2568
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	95	48	21	10	10	14	40	55	38	25	28	42
% Non-OOS Trouble Cleared In 72 Hours	100%	97.12%	98.69%	99.36%	99.66%	99.50%	98.68%	98.33%	98.56%	99.08%	98.85%	98.39%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

**Verizon Northwest - Washington Trunk Group Performance Report**

**Actual - Year 2005**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total # of Trunk Groups Reported <b>WAC 480-120-401 (3)</b>	420	423	423	425	426	421	409	415	412	412		
Total # of Trunk Groups that Exceeded defined Blocking Criteria <sup>1,2</sup>	4	2	2	7	4	4	4	5	1	5	0	0
% of Trunk Groups meeting Defined Blocking Criteria	99.05%	99.53%	99.53%	98.35%	99.06%	99.05%	99.02%	98.80%	99.76%	98.79%	0.00%	0.00%
<b>Number of IXC Direct Trunk Groups Exceeding 2% Blocking WAC 480-120-401 (5)</b> <sup>3</sup>	7	7	5	5	4	7	7	5	4	6	0	0

1 - Blocking criteria for InterToll and InterTandem Trunk groups is B.005 .

2 - Blocking criteria for local and EAS interoffice trunk groups is B.01.

3 - Verizon provides all IXCs with their monthly performance.

11/24/2005

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

TGID	CLL-A	CLL-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW072578	CNCRWAXXD00	MTVRWAXFP00	77	DFIE	264	2.50	50.00	0:00	Blocking due to switch release upgrade
GW072579	LACNWAXXD00	MTVRWAXFP00	77	DFIE	288	2.00	40.00	0:00	Blocking due to switch release upgrade
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFTD	48	1.67	4.79	13:00	Request CLEC to agument
GW079021	EVRTWAXA03T	STTNWAH0D00	77	AFTD	432	2.67	70.60	19:00	CLEC trk OOS for testing
GW080650	EVRTWAASPS0	EVRTWAXA03T	77	AFTD	144	2.05	32.79	17:00	+120=144 Augment due 11/4/05

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

TGID	CLL-A	CLL-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH
GW048686	EVRTWAXA03T	EVRTWAXA4MD	77	DFTD	24	5.00	100.00	19:00
GW054963	MTVRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	2.51	7.08	10:00
GW073069	KNWCWAXA01T	SPKNWA0B3MD	77	DFTD	24	30.00	100.00	12:00
GW079216	EVRTWAXA03T	RDMDWAJE1MD	77	AFTF	24	4.53	25.00	19:00
GW079257	KNWCWAXA01T	PASCWAHT1MD	77	DFTF	72	6.45	72.38	17:00
GW079274	EVRTWAXA03T	RDMDWAJE1MD	77	AFTF	24	3.23	64.52	17:00

**WASHINGTON PUC REPORT**  
**INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE**  
**October, 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	Comp Inst Orders	Inst Orders Not Comp In 90 Days
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**  
**October, 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	Comp Inst Orders	Inst Orders Not Comp In 90 Days
MARBLEMOUNT	NW1MRBL									
MANOR WAY	NW1MRWY									
KENNEWICK MEADOW S	NW1MSPG									
MT VERNON CONTEL	NW1MTVC									
MOUNT VERNON	NW1MTVR									
MARYSVILLE	NW1MYVI									
NACHES	NW1NCHS									
NILE	NW1NILE									
NORTH RICHLAND	NW1NTRD									
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	NW1SMSH									
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	NW1WDLT									
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	Oct-05	Oct-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**

Central Office	CO Code	Oct-05	Oct-05
		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		
<b>Washington State:</b>			



WASHINGTON STATE SWITCHED ACCESS LINES												
Central Office	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-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												NW1CLWW
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												NW1MNFD
MANSON												NW1MNSN
MAPLE FALLS												NW1MPFL

WASHINGTON STATE SWITCHED ACCESS LINES												
Central Office	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05
MARBLEMOUNT												NW1MRBL
MARYSVILLE												NW1MYVI
MOLSON-CHESAW												NW1MLSN
MONROE												NW1MONR
MOSCOW												NW1MSCW
MOUNT VERNON												NW1MTVC
NACHES												NW1NCHS
NEWPORT												NW1NWPT
NILE												NW1NILE
NORTH RICHLAND												NW1NTRD
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												NW1HTN
TONASKET												NW1TNSK
WASHOUGAL												NW1WSHG
WASHOUGAL RIVER												NW1WSHR
WATERVILLE												NW1WTVL
WENATCHEE												NW1WNTC
WEST RICHLAND												NW1WRLD
WESTPORT												NW1WSPT
WOODLAND												NW1WDL D
Total Lines:												
Total Reports:												
Rpts per 100 Lines:												

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

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

**WASHINGTON STATE PUC REPORT****Customer Network Trouble Per 100 Switched Access Lines**

Threshold is less than = 4

CENTRAL OFF. LOCATION	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	
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													NW1NTRD
OAK HARBOR													NW1OKHR
OAKESDALE													NW1OKDL
PULLMAN													NW1PLMN
QUINCY													NW1QNCY
REDMOND													NW1RDMD
REPUBLIC													NW1RPBL
RICHLAND													NW1RCLD
RICHMOND BEACH													NW1RCBH
ROCKFORD													NW1RCFR
ROSALIA													NW1ROSL
SAMMAMISH													NW1SMSH
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													NW1WDLN

Each CO is not to exceed 4 tbls per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.