



**Verizon Northwest Inc.**

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February 28, 2006

**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: January 2006 Service Quality Report**

Dear Ms. Washburn:

Enclosed please find the January 2006 Service Quality Performance Report of Verizon Northwest Inc., filed pursuant to WAC 480-120-439. Note that the performance measures associated with repairing out of service troubles within both 48 and 72 hours dropped in January due to the weather-related issues causing significant increase in out of service requests during the month of January. We believe this drop in service level performance to be exceptional, based on extreme weather conditions during that month.

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,

Robert A. Millar  
Director, Washington State Regulatory Affairs

Enclosures

RECEIVED  
RECORDS MANAGEMENT DIV  
06 FEB 28 PM 4:43  
STATE OF WASH  
UTIL. AND TRANSP.  
COMMISSION

**NORTHWEST DIVISION  
2006 COMMISSION PERSPECTIVE**

**WASHINGTON**

(New Rule Reporting July 2003)

**Reported To Commission Monthly:**

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

Total # Fielded Service Orders  
# Of Service Orders With Appointments  
# Of Service Order Appointments Missed  
# Of Excluded Appointments

Total # Dispatched Trouble Tickets  
# Of Trouble Tickets With 4 Hour Appointments  
# Of Trouble Ticket Appointments Missed  
# Of Excluded Appointments

**INSTALL OF BASIC SERVICE (WAC 439 sub 4)**

# Due Dated Installation Service Orders  
# Due Dated Serv Orders Not Completed In 5 Days  
# Customer Requested Service Orders Completed  
# C R Service Order Due Dates Missed  
% Installation Commitments Met

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

Network Trouble per 100 Access Lines  
# Of CO's Missing Objective

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

Inter Office Call Completions  
Intra Office Call Completions  
Dial Tone W/ 3 Seconds

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

% Trunk Groups Meeting Defined Blocking Criteria  
# IXC Direct Trunk Grps Exceeding 2% Blocking

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

# Of Out Of Service Trouble Reports  
# OOS Trouble Reports Cleared In 48 Hours  
# OOS Trouble Reports Not Cleared In 48 Hours  
% OOS Trouble Cleared In 48 Hours  
# OOS Trouble Exempted

# Of Non-Out Of Service Trouble Reports  
# Non-OOS Trouble Rpts Cleared In 72 Hours  
# Non-OOS Trouble Rpts Not Cleared In 72 Hours  
% Non-OOS Trouble Cleared In 72 Hours  
# OOS Trouble Exempted

OBJ	FEB 05	MAR 05	APR 05	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06
3909	4223	4123	4123	3988	4148	4007	4769	4346	3991	3733	3413	3442
981	1054	1060	1046	1014	1014	1074	1362	1219	1098	969	913	840
118	150	175	162	223	311	311	406	332	282	199	171	138
0	0	0	0	0	0	0	0	0	0	0	0	0
4240	4801	4629	5067	5624	5078	5078	5060	4637	4973	5180	5300	6796
299	315	289	232	849	2100	2100	1674	374	395	477	428	514
20	17	19	24	95	294	294	169	19	30	50	28	38
0	0	0	0	0	0	0	0	0	0	0	0	0
6203	7037	7253	7100	7582	7404	7404	8864	8403	7771	6934	6085	6211
359	327	730	562	948	1308	1308	841	597	568	528	537	451
3874	4549	4890	4798	5114	4932	4932	5702	4848	4385	3729	3436	2843
47	83	105	135	196	202	202	204	111	126	124	93	105
95.97%	96.46%	93.12%	94.14%	90.99%	87.76%	92.83%	94.66%	94.29%	93.89%	93.88%	93.38%	93.93%
4.00	0.73	0.76	0.72	0.95	1.01	0.97	0.95	0.89	0.91	1.00	1.00	1.24
0	1	1	1	0	0	0	0	0	0	0	0	0
99.99	99.99	99.94	99.99	99.98	99.98	99.98	99.99	100	99.99	99.96	99.98	99.97
100	100	100	100	100	100	100	100	100	100	100	100	100
99.96	99.79	99.93	99.88	99.92	99.92	99.92	99.97	99.98	99.96	99.95	99.94	99.95
99.53	99.53	98.35	99.06	99.05	99.02	99.02	99	99.76	98.79	98.79	99.03	99.52
7	5	5	4	7	7	7	5	4	6	9	9	11
3473	3484	3294	4501	4754	4494	4494	4129	4020	4048	4360	4521	5355
3347	3459	3265	4438	4670	4434	4434	4086	3995	3989	4281	4357	5030
126	25	29	63	84	60	60	43	25	59	79	164	325
96.37%	99.28%	99.12%	98.60%	98.23%	98.66%	98.66%	98.96%	99.38%	98.54%	98.19%	96.37%	93.93%
0	0	0	0	0	0	0	0	0	0	0	0	0
2742	2958	2817	3041	3303	2640	2640	2713	2440	2610	2872	2583	3503
2732	2948	2803	3001	3248	2602	2602	2688	2412	2568	2825	2557	3280
10	10	14	40	55	38	38	25	28	42	47	26	223
99.64%	99.66%	99.50%	98.66%	98.33%	98.56%	98.56%	99.08%	98.85%	98.39%	98.36%	98.99%	93.63%
0	0	0	0	0	0	0	0	0	0	0	0	0



2/24/2005

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW056347	EVRTWAXA03T	RDMDWASYDS1	77	DFDT	744	1.83	79.97	8:00	Fiber cut due to car accident, restored
GW062064	EVRTWAXA03T	STTLWANBDS0	77	DFDT	24	0.75	4.76	10:00	Referred blocking to CLEC

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH
GW026162	EVRTWAXA03T	STTLWATW8MD	77	DFTD	48	25.00	100.00	15:00
GW030153	MTRWAXX05T	STTLWATW8MD	77	DFTD	24	10.00	100.00	7:00
GW052911	EVRTWAXA03T	EVRTWAXAGMD	77	AFTD	288	5.54	100.00	8:00
GW054963	MTRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	2.57	13.84	10:00
GW073069	KNWCWAXA01T	SPKNWAOB3MD	77	DFTD	24	5.00	100.00	17:00
GW078411	EVRTWAXAXBX	EVRTWAXA03T	77	DFTD	72	3.06	100.00	8:00
GW079216	EVRTWAXA03T	RDMDWAJE1MD	77	AFTF	24	8.88	39.47	18:00
GW079257	KNWCWAXA01T	PASCWAHT1MD	77	DFTF	72	24.47	42.06	17:00
GW079274	EVRTWAXA03T	RDMDWAJE1MD	77	AFTF	24	15.07	66.67	17:00
GW081963	MTRWAXX05T	EVRTWAAFAMD	M-	DFTD	19	20.00	100.00	10:00
GW081989	MTRWAXX05T	EVRTWAAFAMD	M-	DFTD	5	10.00	100.00	7:00

Washington State PUC Report  
 Network Trouble Per 100 Switched Access Lines

Central Office	CO Code	Jan-06 Sw Lns	Jan-06 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  
 Network Trouble Per 100 Switched Access Lines

Central Office	CO Code	Jan-06 Sw Lns	Jan-06 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	NW1NTRD		
OAK HARBOR	NW1OKHR		
OAKESDALE	NW1OKDL		
PALOUSE	NW1PALS		
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		
Washington State:			

WASHINGTON PUC REPORT  
**INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE**  
 January, 2006

CO's	CO Code	Fielded Service Orders	SO with 4 Hour Appoint's	Appoint's Missed	Due Dated l Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
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							
ACME	NW1ACME							
LAKE GOODWIN	NW1LKGW							
WATERVILLE	NW1WTVL							
LAKE STEVENS	NW1LKST							
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**  
 January, 2006

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
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	NW1SM SH							
SNOHOMISH	NW1SNHS							
SOAP LAKE	NW1SOLK							
STANWOOD	NW1STWD							
SULTAN	NW1SULT							
SUMAS	NW1SUMS							
SEDRO-WOOLEY CONTEL	NW1SWLC							
SEDRO WOOLLEY	NW1SWLY							
TEKOA	NW1TEKO							
THORNTON	NW1THTN							
TONASKET	NW1TNSK							
WOODLAND	NW1WDLD							
WENATCHEE	NW1WNTC							
WEST RICHLAND	NW1WRLD							
WASHOUGAL	NW1WSHG							
WASHOUGAL RIVER	NW1WSHR							
WESTPORT	NW1WSPT							



VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

CENTRAL OFF. LOCATION	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
ACME												
ALGER												
ANACORTES												
ARLINGTON												
BENTON CITY												
BIG LAKE												
BIRCH BAY												
BLAINE												
BOTHELL												
BREWSTER												
BRIDGEPORT												
BURLINGTON												
BURLINGTON CONTEL												
CAMANO ISLAND												
CAMAS												
CASHMERE												
CHELAN												
CLEARVIEW												
CONCRETE												
CONWAY												
COUPEVILLE												
CURLEW												
CUSTER												
DARRINGTON												
DEMING												
DUVALL												
EAST WENATCHEE												
EDISON												
ENTIAT												
EVERETT CASINO												
EVERETT MAIN												
EVERSON												
FAIRFIELD												
FARMINGTON												
FERNDALE												
GARFIELD												
GEORGE												
GRANITE FALLS												
GRAYLAND												
HALLS LAKE												
JUANITA												
KENNEWICK MAIN												
KENNEWICK MEADOW												
KENNEWICK-HIGHLAN												
KIRKLAND												
LA CONNER												
LAKE GOODWIN												
LAKE STEVENS												
LAKE WENATCHEE												
LATAH												
LAUREL												
LEAVENWORTH												
LOOMIS												
LYMAN												
LYNDEN												
MALDEN												

**WASHINGTON STATE PUC REPORT**

**Customer Network Trouble Per 100 Switched Access Lines**

Threshold is less than = 4

CENTRAL OFF. LOCATION	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
MANOR WAY												
MANSFIELD												
MANSON												
MAPLE FALLS												
MARBLEMOUNT												
MARYSVILLE												
MOLSON-CHESAW												
MONROE												
MOSCOW												
MOUNT VERNON												
NACHES												
NEWPORT												
NILE												
NORTH RICHLAND												
OAK HARBOR												
OAKESDALE												
PALOUSE												
PULLMAN												
QUINCY												
REDMOND												
REPUBLIC												
RICHLAND												
RICHMOND BEACH												
ROCKFORD												
ROSALIA												
SAMMAMISH												
SEDRO WOOLLEY												
SEDRO-WOOLEY CONT												
SILVER LAKE												
SKYKOMISH												
SNOHOMISH												
SOAP LAKE												
STANWOOD												
STEVENS PASS												
SULTAN												
SUMAS												
TEKOA												
THORNTON												
TONASKET												
WASHOUGAL												
WASHOUGAL RIVER												
WATERVILLE												
WENATCHEE												
WEST RICHLAND												
WESTPORT												
WOODLAND												

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