



Verizon Northwest Inc.

924 Capitol Way South
Suite 108
Olympia, WA 98501
Phone: 360-236-9727
Fax: 360-236-9919

March 31, 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: **February 2006 Service Quality Report**

Dear Ms. Washburn:

Enclosed please find the February 2006 Service Quality Performance Report of Verizon Northwest Inc., filed pursuant to WAC 480-120-439. Note that the performance measures associated with the Marblemount exchange "Trouble per 100 Switched Access Lines" exceeded the 4.0 standard in both January and February. In February, the carrier system was replaced in that exchange to a "Go Digital" system that has corrected the service issues in that exchange.

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.

Respectfully submitted,

Robert A. Millar
Director, Washington State Regulatory Affairs

Enclosures

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

**NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

OBU

MAR 05 APR 05 MAY 05 JUN 05 JUL 05 AUG 05 SEP 05 OCT 05 NOV 05 DEC 05 JAN 06 FEB 06

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

Total # Fielded Service Orders	4223	4123	3988	4148	4007	4769	4346	3991	3733	3413	3442	3167
# Of Service Orders With Appointments	1054	1060	1046	1014	1074	1362	1219	1098	969	913	840	797
# Of Service Order Appointments Missed	150	175	162	223	311	406	332	282	199	171	138	121
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

Total # Dispatched Trouble Tickets	4801	4629	5067	5624	5078	5060	4637	4973	5180	5300	6796	5154
# Of Trouble Tickets With 4 Hour Appointments	315	289	232	849	2100	1674	374	395	477	428	514	410
# Of Trouble Ticket Appointments Missed	17	19	24	95	294	169	19	30	50	28	38	26
# 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	7037	7253	7100	7582	7404	8864	8403	7771	6934	6085	6211	5954
# Due Dated Serv Orders Not Completed In 5 Days	327	730	562	948	1308	841	597	568	528	537	451	358
# Customer Requested Service Orders Completed	4549	4890	4798	5114	4932	5702	4848	4385	3729	3436	2943	3131
# C R Service Order Due Dates Missed	83	105	135	196	202	204	111	126	124	93	105	50
% Installation Commitments Met	96.46%	93.12%	94.14%	90.99%	87.76%	92.83%	94.66%	94.29%	93.89%	93.38%	93.93%	95.51%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	4.00	0.76	0.72	0.95	1.01	0.97	0.95	0.89	0.91	1.00	1.00	1.23	0.96
# Of CO's Missing Objective	0	1	1	0	0	0	0	0	0	0	0	0	0

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions	99.99	99.94	99.99	99.98	99.98	99.99	100	99.99	99.96	99.98	99.97	100
Intra Office Call Completions	99%	100	100	100	100	100	100	100	100	100	100	99.99
Dial Tone W/ 3 Seconds	98%	99.79	99.93	99.88	99.92	99.92	99.97	99.98	99.95	99.94	99.95	99.9

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99%	99.53	98.35	99.06	99.05	99.02	99	99.76	98.79	98.79	99.03	99.52	99.51
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	5	5	4	7	7	5	4	6	9	9	11	4

REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	3484	3294	4501	4754	4494	4129	4020	4048	4360	4521	5355	4463
# OOS Trouble Reports Cleared In 48 Hours	3459	3265	4438	4670	4434	4086	3995	3989	4281	4357	5030	4432
# OOS Trouble Reports Not Cleared In 48 Hours	25	29	63	84	60	43	25	59	79	164	325	31
% OOS Trouble Cleared In 48 Hours	99.28%	99.12%	98.60%	98.23%	98.66%	98.96%	99.38%	98.54%	98.19%	96.37%	93.93%	99.31%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

# Of Non-Out Of Service Trouble Reports	2958	2817	3041	3303	2640	2713	2440	2610	2872	2583	3503	2520
# Non-OOS Trouble Rpts Cleared In 72 Hours	2948	2803	3001	3248	2602	2688	2412	2568	2825	2557	3280	2506
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	10	14	40	55	38	25	28	42	47	26	223	14
% Non-OOS Trouble Cleared In 72 Hours	99.66%	99.50%	98.68%	98.33%	98.56%	99.08%	98.85%	98.39%	98.36%	98.99%	93.63%	99.44%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

**NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE**

WASHINGTON (New Rule Reporting July 2003)	OBU	MAR 05	APR 05	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06

* Missed Appointment counts are overstated due to technician documentation entry errors.
 ** For the Month of July 2004, all installation measures were revised 9/10/04 due to OPMS Box 3 system problems

3/24/2005

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

TGID	CLL1-A	CLL1-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW062064	EVRTWAXXA03T	STTLWANBDS0	77	DFDT	24	0.79	7.95	11:00	Referred blocking to CLEC
GW075167	EVRTWAXXA03T	STTLWA01DS4	77	AFDT	48	0.82	5.24	10:00	Blocking due to Tech error

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

TGID	CLL1-A	CLL1-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH
GW026162	EVRTWAXXA03T	STTLWATW8MD	77	DFTD	48	20.00	100.00	14:00
GW073069	KNWCWAXXA01T	SPKNWA0B3MD	77	DFTD	24	5.00	100.00	10:00
GW075395	KNWCWAXXA01T	PASCWAHT2MD	77	DFTF	288	2.05	87.23	1:00
GW079274	EVRTWAXXA03T	RDMDWAJE1MD	77	AFTF	24	3.77	43.59	17:00

Washington State PUC Report
Customer Network Trouble Per 100 Switched Access Lines

Jan-06	Feb-06	Jan-06	Feb-06	Central Office	CO Code
Sw	Sw	Total Rpts	Total Rpts		
Lns	Lns				
Jan-06	Feb-06	Jan-06	Feb-06	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
				ENTIAI	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

Jan-06	Jan-06	Jan-06	Jan-06	CO Code	Central Office
Sw	Total Rpts	Sw	Total Rpts		
Jan-06	Feb-06	Jan-06	Feb-06		
Lns	Lns	Rpts	Rpts		
Sw	Sw	Total Rpts	Total Rpts		
				NW1LOMS	LOOMIS
				NW1HMTN	LYMAN
				NW1LYND	LYNDEN
				NW1MLDN	MALDEN
				NW1MRVY	MANOR WAY
				NW1MNFJ	MANSFIELD
				NW1MNSN	MANSON
				NW1MPFL	MAPLE FALLS
				NW1MRBL	MARBLEMOUNT
				NW1MYVI	MARYSVILLE
				NW1MLSN	MOLSON-CHEWAW
				NW1MONR	MONROE
				NW1MSCW	MOSCOW
				NW1MTR	MOUNT VERNON
				NW1NCHS	NACHES
				NW1NWPJ	NEWPORT
				NW1NILE	NILE
				NW1NTRD	NORTH RICHLAND
				NW1OKHR	OAK HARBOR
				NW1OKDL	OAKESDALE
				NW1PALS	PALOUSE
				NW1PLMN	PULLMAN
				NW1QNCY	QUINCY
				NW1RDMJ	REDMOND
				NW1RPBL	REPUBLIC
				NW1RCLD	RICHLAND
				NW1RCBH	RICHMND BEACH
				NW1RCFR	ROCKFORD
				NW1ROSL	ROSALIA
				NW1SMJH	SAMMAMISH
				NW1SWLY	SEDRO WOOLLEY
				NW1SWLC	SEDRO-WOOLEY CONT
				NW1SLLK	SILVER LAKE
				NW1SKYK	SKYKOMISH
				NW1SNHS	SNOHOMISH
				NW1SOLK	SOAP LAKE
				NW1STWD	STANWOOD
				NW1STPS	STEVENS PASS
				NW1SULT	SULTAN
				NW1SUMS	SUMAS
				NW1TEKO	TEKOA
				NW1THTN	THORNTON
				NW1TNSK	TONASKET
				NW1WJSHG	WASHOUGAL
				NW1WJSHR	WASHOUGAL RIVER
				NW1WJTL	WATERVILLE
				NW1WJTC	WENATCHEE
				NW1WJRLD	WEST RICHLAND
				NW1WJSPJ	WESTPORT
				NW1WJDLJ	WOODLAND
					Washington State:

VZNV Trbl 12mo												
WASHINGTON STATE PUC REPORT												
Customer Network Trouble Per 100 Switched Access Lines												
Threshold is less than = 4	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-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												
ENTIAI												
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	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
MANOR WAY												
MANSFIELD												
MANSON												
MAPLE FALLS												
MARBLEMOUNT												
MARYSVILLE												
MOLSON-CHESSAW												
MONROE												
MOSCOW												
MOUNT VERNON												
NACHES												
NEWPORT												
NILE												
NORTH RICHLAND												
OAK HARBOR												
OAKSDALE												
PALOUSE												
PULLMAN												
QUINCY												
REDMOND												
REPUBLIC												
RICHLAND												
RICHLAND BEACH												
ROCKFORD												
ROSALIA												
SAMMAMISH												
SEDRO WOOLEY												
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 tbls per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.