



STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Verizon Northwest Inc.

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Olympia, WA 98501
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April 26, 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: **March 2006 Service Quality Report**

RECEIVED
RECORDS MANAGEMENT
06 APR 26 PM 2:57
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Dear Ms. Washburn:

Enclosed please find the March 2006 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.

Respectfully submitted,

Robert A. Millar
Director, Washington State Regulatory Affairs

Enclosures

**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/I 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	APR 05	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06
4123	3988	4148	4007	4769	4346	3991	3733	3413	3442	3167	3832	
1060	1046	1014	1074	1362	1219	1098	969	913	840	797	992	
175	162	223	311	406	332	282	199	171	138	121	96	
0	0	0	0	0	0	0	0	0	0	0	0	0
4629	5067	5624	5078	5060	4637	4973	5180	5300	6796	5154	4420	
289	232	849	2100	1674	374	395	477	428	514	410	450	
19	24	95	294	169	19	30	50	28	38	26	22	
0	0	0	0	0	0	0	0	0	0	0	0	0
7253	7100	7582	7404	8864	8403	7771	6934	6085	6211	5954	5984	
730	562	948	1308	841	597	568	528	537	451	358	273	
4890	4798	5114	4932	5702	4848	4385	3729	3436	2943	3131	3781	
105	135	196	202	204	111	126	124	93	105	50	63	
93.12%	94.14%	90.99%	87.76%	92.83%	94.66%	94.29%	93.89%	93.38%	93.93%	95.51%	96.55%	
4.00	0.72	0.95	1.01	0.97	0.89	0.91	1.00	1.00	1.23	0.96	0.91	
0	1	0	0	0	0	0	0	0	0	0	0	0
98%	99.94	99.99	99.98	99.99	100	99.99	99.96	99.98	99.97	100	99.99	
99%	100	100	100	100	100	100	100	100	100	99.99	100	
98%	99.93	99.88	99.92	99.97	99.98	99.96	99.95	99.94	99.95	99.90	99.95	
99%	98.35	99.06	99.05	99.02	99	98.79	98.79	99.03	99.52	100	n/a	
0	5	4	7	5	4	6	9	9	11	4	n/a	
3294	4501	4754	4494	4129	4020	4048	4360	4521	5355	4463	3874	
3265	4438	4670	4434	4086	3995	3989	4281	4357	5030	4432	3813	
29	63	84	60	43	25	59	79	164	325	31	61	
99.12%	98.60%	98.23%	98.66%	98.96%	99.38%	98.54%	98.19%	96.37%	93.93%	99.31%	98.43%	
0	0	0	0	0	0	0	0	0	0	0	0	0
2817	3041	3303	2640	2713	2440	2610	2872	2583	3503	2520	2515	
2803	3001	3248	2602	2688	2412	2568	2825	2557	3280	2506	2501	
14	40	55	38	25	28	42	47	26	223	14	14	
99.50%	98.68%	98.33%	98.56%	99.08%	98.85%	98.39%	98.36%	98.99%	93.63%	99.44%	99.44%	
0	0	0	0	0	0	0	0	0	0	0	0	0

**NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

**Reported To Commission Quarterly: - Mithly Results
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)**

	APR 05	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06
Total # Installation Orders Completed	12143	11898	12696	12336	14566	13251	12156	10663	9521	9154	9085	9745
# Of Installation Orders Not Completed In 90 Days	19	14	12	18	20	22	19	18	13	12	15	12
% Orders Completed In 90 Days	99.84%	99.88%	99.91%	99.85%	99.86%	99.83%	99.84%	99.83%	99.86%	99.87%	99.83%	99.88%

**Reported To Commission Quarterly:
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)**

Total # Installation Orders Completed	36737	40153	32340	27984
# Of Installation Orders Not Completed In 90 Days	45	60	50	39
% Orders Completed In 90 Days	99.88%	99.85%	99.85%	99.86%

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

		Mar-06	Mar-06
Central Office	CO Code	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	Mar-06 Sw Lns	Mar-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 STATE SWITCHED ACCESS LINES

Central Office	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-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												
MANOR WAY												
MANSFIELD												
MANSON												
MAPLE FALLS												

VzNw Trbl 12mo
WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
CENTRAL OFF. LOCATION												
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	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-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 tbls per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.

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

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
NW1ACME							
NW1ALGR							
NW1ANCR							
NW1ARTN							
NW1BNCY							
NW1BGLK							
NW1BRBA							
NW1BLAN							
NW1BOTH							
NW1BRWS							
NW1BRPT							
NW1BURL							
NW1BURC							
NW1CMIS							
NW1CAMS							
NW1CSHR							
NW1CHLN							
NW1CLVW							
NW1CNCR							
NW1CNWY							
NW1CPVL							
NW1CRLW							
NW1CSTR							
NW1DRTN							
NW1DMNG							
NW1DULL							
NW1EWNK							
NW1EDSN							
NW1ENTT							
NW1GOPC							
NW1CSNO							
NW1EVRT							
NW1EVSN							
NW1FRFD							
NW1FRTN							
NW1FNDL							
NW1GRFD							
NW1GERG							
NW1GRFL							
NW1GRLD							
NW1HLLK							
NW1JUNT							
NW1KNWC							
NW1MSPG							
NW1HIGH							
NW1KRLD							
NW1LACN							
NW1LKGW							
NW1LKST							
NW1LKWN							
NW1LATH							
NW1LARL							
NW1LVWO							
NW1LOMS							
NW1HMTN							
NW1LYND							
NW1MLDN							
NW1MRWY							
NW1MNFD							
NW1MNSN							
NW1MPFL							
NW1MRBL							

