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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Verizon Northwest Inc.

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May 10, 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**

Dear Ms. Washburn:

Enclosed please find an amended summary sheet outlining the March 2006 Service Quality Performance Report of Verizon Northwest Inc. ("Verizon"), filed pursuant to WAC 480-120-439. This amended report incorporates trunk blocking data that was omitted from the previous report and updates the information pertaining to February trunk blocking.

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,

A handwritten signature in black ink, appearing to read "Robert A. Millar", written over a horizontal line.

Robert A. Millar
Director, Washington State Regulatory Affairs

Enclosures

**NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

	APR 05	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	4123	3988	4148	4007	4769	4346	3991	3733	3413	3442	3167	3832
# Of Service Orders With Appointments	1060	1046	1014	1074	1362	1219	1098	969	913	840	797	992
# Of Service Order Appointments Missed	175	162	223	311	406	332	282	199	171	138	121	96
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4629	5067	5624	5078	5060	4637	4973	5180	5300	6796	5154	4420
# Of Trouble Tickets With 4 Hour Appointments	289	232	849	2100	1674	374	395	477	428	514	410	450
# Of Trouble Ticket Appointments Missed	19	24	95	294	169	19	30	50	28	38	26	22
# 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	7253	7100	7582	7404	8864	8403	7771	6934	6085	6211	5954	5964
# Due Dated Serv Orders Not Completed In 5 Days	730	562	948	1308	841	597	568	528	537	451	358	273
# Customer Requested Service Orders Completed	4890	4798	5114	4932	5702	4848	4385	3729	3436	2943	3131	3781
# C R Service Order Due Dates Missed	105	135	196	202	204	111	126	124	93	105	50	63
% Installation Commitments Met	93.12%	94.14%	90.99%	87.76%	92.83%	94.66%	94.29%	93.89%	93.38%	93.93%	95.51%	96.55%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	0.72	0.95	1.01	0.97	0.95	0.89	0.91	1.00	1.00	1.23	0.96	0.91
# Of CO's Missing Objective	1	0	0	0	0	0	0	0	0	0	0	0
SWITCHING REPORT (WAC 439 sub 7)												
Inter Office Call Completions	99.94	99.99	99.98	99.98	99.99	100	99.99	99.96	99.98	99.97	100	99.99
Intra Office Call Completions	100	100	100	100	100	100	100	100	100	100	99.99	100
Dial Tone W/I 3 Seconds	99.93	99.88	99.92	99.92	99.97	99.98	99.96	99.95	99.94	99.95	99.90	99.95
TRUNK BLOCKING REPORT (WAC 439 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	98.35	99.06	99.05	99.02	99	99.76	98.79	98.79	99.03	99.52	99.51	99.26
# IXC Direct Trunk Grps Exceeding 2% Blocking	5	4	7	7	5	4	6	9	9	11	4	4
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	3294	4501	4754	4494	4129	4020	4048	4360	4521	5355	4463	3874
# OOS Trouble Reports Cleared In 48 Hours	3265	4438	4670	4434	4086	3995	3989	4281	4357	5030	4432	3813
# OOS Trouble Reports Not Cleared In 48 Hours	29	63	84	60	43	25	59	79	164	325	31	61
% OOS Trouble Cleared In 48 Hours	99.12%	98.60%	98.23%	98.66%	98.96%	99.38%	98.54%	98.19%	96.37%	93.93%	99.31%	98.43%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2817	3041	3303	2640	2713	2440	2610	2872	2583	3503	2520	2515
# Non-OOS Trouble Rpts Cleared In 72 Hours	2803	3001	3248	2602	2688	2412	2568	2825	2557	3280	2506	2501
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	14	40	55	38	25	28	42	47	26	223	14	14
% Non-OOS Trouble Cleared In 72 Hours	99.50%	98.68%	98.33%	98.56%	99.08%	98.85%	98.39%	98.36%	98.99%	93.63%	99.44%	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)

	APR 05	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06
Reported To Commission Quarterly: - Mthly Results												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)												
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%

OBJ

4/24/2005

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW061326	EVRTWAXA03T	STTLWAKGDS0	77	DFDT	24	0.56	100.00	16:00	3 Trks OOS and SS7 problem at CLEC,
GW071581	PTLDOR13C9T	WDLDWAXADS1	77	AFDT	360	1.17	16.82	19:00	VZ sent request to CLEC for augment
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	1.38	5.35	10:00	NACC temp disc for non pay

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	15.00	100.00	10:00
GW054963	MTVRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	2.55	11.92	15:00
GW073370	EWNCWAAA9MD	WNTCWAXX01T	77	AFTD	48	6.77	20.51	19:00
GW079274	EVRTWAXA03T	RDMDWAJE1MD	77	AFTF	24	6.15	46.34	16:00