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STATE OF WASH.
UTIL. AND TRANS.
COMMISSION



Verizon Northwest Inc.

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

June 1, 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: April 2006 Service Quality Report

Dear Ms. Washburn:

Enclosed please find the April 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,

A handwritten signature in black ink, appearing to read "Robert A. Millar".

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)

	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06
Total # Fielded Service Orders	3988	4148	4007	4769	4346	3991	3733	3413	3442	3167	3832	3501
# Of Service Orders With Appointments	1046	1014	1074	1362	1219	1098	969	913	840	797	992	904
# Of Service Order Appointments Missed	162	223	311	406	332	282	199	171	138	121	96	109
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06
Total # Dispatched Trouble Tickets	5067	5624	5078	5060	4637	4973	5180	5300	6796	5154	4420	4003
# Of Trouble Tickets With 4 Hour Appointments	232	849	2100	1674	374	395	477	428	514	410	450	388
# Of Trouble Ticket Appointments Missed	24	95	294	169	19	30	50	28	38	26	22	19
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

INSTALL OF BASIC SERVICE (WAC 439 sub 4)

	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06
# Due Dated Installation Service Orders	7100	7582	7404	8864	8403	7771	6934	6085	6211	5954	5964	5154
# Due Dated Serv Orders Not Completed In 5 Days	562	948	1308	841	597	568	528	537	451	358	273	266
# Customer Requested Service Orders Completed	4798	5114	4932	5702	4848	4385	3729	3436	2943	3131	3781	3521
# C R Service Order Due Dates Missed	135	196	202	204	111	126	124	93	105	50	63	79
% Installation Commitments Met	94.14%	90.99%	87.76%	92.83%	94.66%	94.29%	93.89%	93.38%	93.93%	95.51%	96.55%	96.02%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06
Network Trouble per 100 Access Lines	4.00	0.95	1.01	0.97	0.95	0.89	0.91	1.00	1.00	1.23	0.96	0.80
# Of CO's Missing Objective	0	0	0	0	0	0	0	0	0	0	0	0

SWITCHING REPORT (WAC 439 sub 7)

	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06
Inter Office Call Completions	99.99	99.98	99.98	99.99	100	99.99	99.96	99.98	99.97	100	99.99	99.99
Intra Office Call Completions	100	100	100	100	100	100	100	100	100	100	100	99.99
Dial Tone W/1 3 Seconds	99.88	99.92	99.92	99.97	99.98	99.96	99.95	99.94	99.95	99.90	99.95	99.96

TRUNK BLOCKING REPORT (WAC 439 sub 8)

	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06
% Trunk Groups Meeting Defined Blocking Criteria	99%	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	0	4	7	7	5	4	6	9	9	11	4	4

REPAIR REPORT (WAC 439 sub 9)

	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06
# Of Out Of Service Trouble Reports	4501	4754	4494	4129	4020	4048	4360	4521	5355	4463	3874	3334
# OOS Trouble Reports Cleared In 48 Hours	4438	4670	4434	4086	3995	3989	4281	4357	5030	4432	3813	3298
# OOS Trouble Reports Not Cleared In 48 Hours	63	84	60	43	25	59	79	164	325	31	61	36
% OOS Trouble Cleared In 48 Hours	98.60%	98.23%	98.66%	98.96%	99.38%	98.54%	98.19%	96.37%	93.93%	99.31%	98.43%	98.92%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

	MAY 05	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06
# Of Non-Out Of Service Trouble Reports	3041	3303	2640	2713	2440	2610	2872	2583	3503	2520	2515	2211
# Non-OOS Trouble Rpts Cleared In 72 Hours	3001	3248	2602	2688	2412	2568	2825	2557	3280	2506	2501	2194
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	40	55	38	25	28	42	47	26	223	14	14	17
% Non-OOS Trouble Cleared In 72 Hours	98.68%	98.33%	98.56%	99.08%	98.65%	98.39%	98.36%	98.99%	93.63%	99.44%	99.44%	99.23%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

5/24/2005

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

TGID	CLL1-A	CLL1-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW074984	EVRTWAXXA03T	STTLWANEDS0	77	DFDT	48	1.78	49.82	12:00	Span problem at CLEC on 4/14/06
GW075167	EVRTWAXXA03T	STTLWA01DS4	77	AFTD	48	2.75	7.28	12:00	Sent request to CLEC to augment

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	15:00
GW048686	EVRTWAXXA03T	EVRTWAXXA4MD	77	DFTD	24	10.00	100.00	16:00
GW054963	MTV/RWAXX05T	BOTHWAAK1MD	7-	DFTF	24	2.19	7.71	13:00
GW073370	EWNCWAAAA9MD	WNTECWAXX01T	77	AFTD	48	10.38	31.92	19:00

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

Central Office	CO Code	Apr-06	Apr-06
		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		
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		
FERNDAL	NW1FNDL		
GARFIELD	NW1GRFD		
GEORGE	NW1GERG		
GRANITE FALLS	NW1GRFL		
GRAYLAND	NW1GRLD		
HALLS LAKE	NW1HLLK		
JUANITA	NW1JUNT		
KENNEWICK MAIN	NW1KNWC		
KENNEWICK MEADOW SPRINGS	NW1MSPG		
KENNEWICK HIGHLAND	NW1HIGH		
KIRKLAND	NW1KRLD		
LA CONNER	NW1LACN		
LAKE GOODWIN	NW1LKGW		
LAKE STEVENS	NW1LKST		
LAKE WENATCHEE	NW1LKWN		
LATAH	NW1LATH		
LAUREL	NW1LARL		
LEAVENWORTH	NW1LVWO		
LOOMIS	NW1LOMS		

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

Central Office	CO Code	Apr-06	Apr-06
		Sw Lns	Total Rpts
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		
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		
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	NW1WDL D		
Washington State:			

WASHINGTON STATE SWITCHED ACCESS LINES												
Central Office	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
ACME												
ALGER												
ANACORTES												
ARLINGTON												
BENTON CITY												
BIG LAKE												
BIRCH BAY												
BLAINE												
BOTHELL												
BREWSTER												
BRIDGEPORT												
BURLINGTON												
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 SPRINGS												
KENNEWICK HIGHLAND												
KIRKLAND												
LA CONNER												
LAKE GOODWIN												
LAKE STEVENS												
LAKE WENATCHEE												
LATAH												
LAUREL												
LEAVENWORTH												
LOOMIS												
LYMAN												
LYNDEN												
MALDEN												
MANOR WAY												
MANSFIELD												
MANSON												
MAPLE FALLS												
MARBLEMOUNT												

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

CENTRAL OFF. LOCATION	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
ACME												
ALGER												
ANACORTES												
ARLINGTON												
BENTON CITY												
BIG LAKE												
BIRCH BAY												
BLAINE												
BOTHELL												
BREWSTER												
BRIDGEPORT												
BURLINGTON												
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 SPRINGS												
KENNEWICK HIGHLAND												
KIRKLAND												
LA CONNER												
LAKE GOODWIN												
LAKE STEVENS												
LAKE WENATCHEE												
LATAH												
LAUREL												
LEAVENWORTH												
LOOMIS												
LYMAN												
LYNDEN												
MALDEN												
MANOR WAY												

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4												
CENTRAL OFF. LOCATION	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
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												
SILVER LAKE												
SKYKOMISH												
SNOHOMISH												
SOAP LAKE												
STANWOOD												
STEVENS PASS												
SULTAN												
SUMAS												
TEKOA												
THORNTON												
TONASKET												
WASHOUGAL												
WASHOUGAL RIVER												
WATERVILLE												
WENATCHEE												
WEST RICHLAND												
WESTPORT												
WOODLAND												

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
 April, 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	Comp Inst Orders
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								
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 SPRINGS	NW1MSPG								
KENNEWICK HIGHLAND	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								
MARBLEMOUNT	NW1MRBL								
MARYSVILLE	NW1MYVI								
MOLSON-CHESAW	NW1MLSN								

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
 April, 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	Comp Inst Orders
MONROE	NW1MONR								
MOSCOW	NW1MSCW								
MOUNT VERNON	NW1MTVR								
NACHES	NW1NCHS								
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								
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	NW1WDL D								