



Verizon Northwest Inc.

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June 30, 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: May 2006 Service Quality Report

Dear Ms. Washburn:

Enclosed please find the May 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

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REGULATORY AFFAIRS
06 JUL 11 PM 1:35
OFFICE OF THE
DIRECTOR OF
REGULATORY AFFAIRS

**NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	4148	4007	4769	4346	3991	3733	3413	3442	3167	3832	3501	3834
# Of Service Orders With Appointments	1014	1074	1362	1219	1098	969	913	840	797	992	904	963
# Of Service Order Appointments Missed	223	311	406	332	282	199	171	138	121	96	109	116
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	5624	5078	5060	4637	4973	5180	5300	6796	5154	4420	4003	4700
# Of Trouble Tickets With 4 Hour Appointments	849	2100	1674	374	395	477	428	514	410	450	388	440
# Of Trouble Ticket Appointments Missed	95	294	169	19	30	50	28	38	26	22	19	29
# 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	7582	7404	8864	8403	7771	6934	6085	6211	5954	5964	5154	5993
# Due Dated Serv Orders Not Completed In 5 Days	948	1308	841	597	568	528	537	451	358	273	266	183
# Customer Requested Service Orders Completed	5114	4932	5702	4848	4385	3729	3436	2943	3131	3781	3521	3991
# C R Service Order Due Dates Missed	196	202	204	111	126	124	93	105	50	63	79	76
% Installation Commitments Met	90.99%	87.76%	92.83%	94.66%	94.29%	93.89%	93.38%	93.93%	95.51%	96.55%	96.02%	97.41%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	1.01	0.97	0.95	0.89	0.91	1.00	1.00	1.23	0.96	0.91	0.80	0.92
# Of CO's Missing Objective	0	0	0	0	0	0	0	0	0	0	0	1
SWITCHING REPORT (WAC 439 sub 7)												
Inter Office Call Completions	99.98	99.98	99.99	100	99.99	99.96	99.98	99.97	100	99.99	99.99	99.98
Intra Office Call Completions	100	100	100	100	100	100	100	100	99.99	100	99.99	100
Dial Tone W/I 3 Seconds	99.92	99.92	99.97	99.98	99.96	99.95	99.94	99.95	99.90	99.95	99.96	99.95
TRUNK BLOCKING REPORT (WAC 439 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	99.05	99.02	99	99.76	98.79	98.79	99.03	99.52	99.51	99.26	99.51	99.75
# iXC Direct Trunk Grps Exceeding 2% Blocking	7	7	5	4	6	9	9	11	4	4	4	6
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	4754	4494	4129	4020	4048	4360	4521	5355	4463	3874	3334	3931
# OOS Trouble Reports Cleared In 48 Hours	4670	4434	4086	3995	3989	4281	4357	5030	4432	3813	3298	3881
# OOS Trouble Reports Not Cleared In 48 Hours	84	60	43	25	59	79	164	325	31	61	36	50
% OOS Trouble Cleared In 48 Hours	98.23%	98.66%	98.96%	99.38%	98.54%	98.19%	96.37%	93.93%	99.31%	98.43%	98.92%	98.73%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	3303	2640	2713	2440	2610	2872	2583	3503	2520	2515	2211	2515
# Non-OOS Trouble Rpts Cleared In 72 Hours	3248	2602	2688	2412	2568	2825	2557	3280	2506	2501	2194	2497
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	55	38	25	28	42	47	26	223	14	14	17	18
% Non-OOS Trouble Cleared In 72 Hours	98.33%	98.56%	99.08%	98.85%	98.39%	98.36%	98.99%	93.63%	99.44%	99.44%	99.23%	99.28%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE

WASHINGTON

OBJ	JUN 05	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06
Reported To Commission Quarterly: - Mthly Results												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)												
Total # Installation Orders Completed	12696	12336	14566	13251	12156	10663	9521	9154	9085	9745	8675	9984
# Of Installation Orders Not Completed In 90 Days	12	18	20	22	19	18	13	12	15	12	17	14
% Orders Completed In 90 Days	99.91%	99.85%	99.86%	99.83%	99.84%	99.83%	99.86%	99.87%	99.83%	99.88%	99.80%	99.86%

6/24/2005

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFTD	48	6.27	16.14	10:00	Sent request to CLEC to augment

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	20.00	100.00	16:00
GW054963	MTRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	3.14	11.05	14:00
GW062017	EVRTWAXA03T	STTLWA023MD	77	AFTF	48	13.32	39.22	21:00
GW073370	EWNCWAAA9MD	WNTCWAXX01T	77	AFTD	48	7.84	23.91	19:00
GW081963	MTRWAXX05T	EVRTWAAFAMD	M-	DFTD	19	35.00	100.00	13:00
GW081989	MTRWAXX05T	EVRTWAAFAMD	M-	DFTD	5	60.00	100.00	13:00

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

CO's	Due Dated I Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
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				
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				
MARYSVILLE				
MOLSON-CHESAW				
MONROE				

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

CO's	Due Dated I Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
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				
SULTAN				
SUMAS				
TEKOA				
THORNTON				
TONASKET				
WASHOUGAL				
WASHOUGAL RIVER				
WATERVILLE				
WENATCHEE				
WEST RICHLAND				
WESTPORT				
WOODLAND				

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
CENTRAL OFF. LOCATION												
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	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-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 STATE SWITCHED ACCESS LINES												
Central Office	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-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												

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

Central Office	CO Code	May-06	May-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		
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		

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

		May-06	May-06
Central Office	CO Code	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	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	NW1SMSh		
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	NW1WDLN		
Washington State:			