

RECEIVED
RECORDS SECTION
05 JUL 28 AM 9:43



Verizon Northwest Inc.

1800 – 41st Street, WA0105RA
P. O. Box 1003
Everett, WA 98206-1003
Fax: 425-261-5262

July 27, 2006

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, Washington 98504-7250

Subject: June 2006 Service Quality Report

Dear Ms. Washburn:

Pursuant to WAC 480-120-439, enclosed is the Verizon Northwest Inc. Service Quality Performance Report for June 2006.

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 the Company's current and potential competitors, such as in determining when and where to enter begin operation. In addition to the information required by WAC 480-120-439, we are also enclosing the document VzNW Trbl 12mo CONF at the request and for the convenience of the Commission Staff.

If you have any questions concerning this report, please call me at 425-261-5006 or email me at richard.potter@verizon.com.

Very truly yours,

A handwritten signature in black ink that reads "Richard E. Potter".

Richard E. Potter
Director
Public Affairs, Policy & Communications

Enclosures

**NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

OBJ	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	4007	4769	4346	3991	3733	3413	3442	3167	3832	3501	3834	3875
# Of Service Orders With Appointments	1074	1362	1219	1098	969	913	840	797	992	904	963	996
# Of Service Order Appointments Missed	None	311	406	332	282	199	171	138	121	96	109	161
# Of Excluded Appointments	None	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	5078	5060	4637	4973	5180	5300	6796	5154	4420	4003	4700	4926
# Of Trouble Tickets With 4 Hour Appointments	2100	1674	374	395	477	428	514	410	450	388	440	442
# Of Trouble Ticket Appointments Missed	None	294	169	19	30	50	28	38	26	22	19	34
# Of Excluded Appointments	None	0	0	0	0	0	0	0	0	0	0	0
INSTALL OF BASIC SERVICE (WAC 439 sub 4)												
# Due Dated Installation Service Orders	7404	8864	8403	7771	6934	6085	6211	5954	5964	5154	5993	6123
# Due Dated Serv Orders Not Completed In 5 Days	None	1308	841	597	568	528	451	358	273	266	183	253
# Customer Requested Service Orders Completed	4932	5702	4848	4385	3729	3436	2943	3131	3781	3521	3991	4200
# C R Service Order Due Dates Missed	None	202	204	111	126	124	93	105	50	63	79	97
% Installation Commitments Met	90%	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	4.00	0.97	0.95	0.89	0.91	1.00	1.00	1.23	0.96	0.91	0.80	0.94
# Of CO's Missing Objective	0	0	0	0	0	0	0	0	0	0	1	0
SWITCHING REPORT (WAC 439 sub 7)												
Inter Office Call Completions	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	99%	100	100	100	100	100	100	100	99.99	100	99.99	100
Dial Tone W/I 3 Seconds	98%	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%	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	0	7	5	4	6	9	9	11	4	4	4	6
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	4494	4129	4020	4048	4360	4521	5355	4463	3874	3334	3931	4289
# OOS Trouble Reports Cleared In 48 Hours	4434	4086	3995	3989	4281	4357	5030	4432	3813	3298	3881	4226
# OOS Trouble Reports Not Cleared In 48 Hours	None	60	43	25	59	79	164	325	31	61	36	50
% OOS Trouble Cleared In 48 Hours	100%	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	2640	2713	2440	2610	2872	2583	3503	2520	2515	2211	2515	2583
# Non-OOS Trouble Rpts Cleared In 72 Hours	2602	2688	2412	2568	2825	2557	3280	2506	2501	2194	2497	2568
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None	38	25	28	42	47	223	14	14	17	18	15
% Non-OOS Trouble Cleared In 72 Hours	100%	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	None	0	0	0	0	0	0	0	0	0	0	0
Reported To Commission Quarterly: - Mthly Results												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)												
Total # Installation Orders Completed	12336	14566	13251	12156	10663	9521	9154	9085	9745	8675	9984	10323
# Of Installation Orders Not Completed In 90 Days	None	18	20	22	19	18	13	15	12	17	14	19
% Orders Completed In 90 Days	99%	99.85%	99.86%	99.83%	99.84%	99.83%	99.86%	99.87%	99.83%	99.88%	99.80%	99.82%

**NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

OBJ	JUL 05	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06
Reported To Commission Quarterly:												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)												
Total # Installation Orders Completed			40153			32340			27984			28982
# Of Installation Orders Not Completed In 90 Days	None		60			50			39			50
% Orders Completed In 90 Days	99%		99.85%			99.85%			99.86%			99.83%
Reported To Commission Every Six Months: - Mthly Results												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)												
Total # Installation Orders Completed	12336	14566	13251	12156	10663	9521	9154	9085	9745	8675	9984	10323
# Of Inst Orders Not Completed In 180 Days	None	3	2	1	5	4	2	5	0	1	4	3
% Orders Completed In 180 Days	100%	99.98%	99.99%	99.99%	99.96%	99.96%	99.98%	99.95%	100.00%	99.99%	99.95%	99.97%
Reported To Commission Every Six Months:												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)												
Total # Installation Orders Completed						72493						56966
# Of Inst Orders Not Completed In 180 Days						17						20
% Orders Completed In 180 Days						99.98%						99.96%
Exception Reporting												
MAJOR OUTAGES (WAC 438 sub 5)												
Major Outages >48hrs (w/in 10 bus days of outage)	None	0	0	0	0	0	0	0	0	0	0	0
AVERAGE ANSWER TIME (WAC 438 sub 10)												
Business Office Average Answer Time	60	245.1	32.2	221.5	43.8	145.5	28.6	246.0	40.0	153.0	67.0	29.0
Repair Office Average Answer Time	60	49.2	29.5	36.0	39	30.8	31.0	38.4	33.2	28.7	27.1	12.6

7/24/2006

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW065442	EVRTWAXA03T	STTLWAHNSD0	77	AFDT	144	2.00	56.21	16:00	VZ side ok, asked CLEC to monitor
GW071268	RPBLWAXADS0	YAKMWAWE9T	77	AFDT	192	0.55	10.95	19:00	SS7 link error - issued trouble ticket with Qwest
GW074019	KNWCWAXA01T	KNWCWAXA4MD	77	AFDT	120	3.98	87.09	21:00	Fiber cut by power company, restored
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	6.36	22.54	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
GW048376	KNWCWAAZ2MD	KNWCWAXADS1	JJ	DFEF	4	2.5	100.00	8:00
GW054963	MTVRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	2.81	13.18	15:00
GW062017	EVRTWAXA03T	STTLWA023MD	77	AFTF	48	48.91	64.18	17:00
GW076188	WNTCWAXX01T	WNTCWACH6MD	7-	DFTF	12	3.71	100.00	10:00
GW079274	EVRTWAXA03T	RDMDWAJE1MD	77	AFTF	24	2.66	53.13	17:00

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

Central Office	CO Code	Jun-06	Jun-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**

		Jun-06	Jun-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	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:			

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

CENTRAL OFF. LOCATION	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-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	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
CENTRAL OFF. LOCATION												
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												

4

Each CO is not to exceed 4 tpls per 100 Ins 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
 June, 2006

		D	E	F	G	H	I	J
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
ACME	18700							
ALGER	18702							
ANACORTES	18706							
ARLINGTON	18707							
BENTON CITY	18712							
BIG LAKE	18708							
BIRCH BAY	18722							
BLAINE	18710							
BOTHELL	18718							
BREWSTER	18724							
BRIDGEPORT	18723							
BURLINGTON	18726							
CAMANO ISLAND	18734							
CAMAS	18729							
CASHMERE	18744							
CHELAN	18730							
CLEARVIEW	18733							
CONCRETE	18735							
CONWAY	18736							
COUPEVILLE	18739							
CURLEW	18742							
CUSTER	18750							
DARRINGTON	18755							
DEMING	18752							
DUVALL	18757							
EAST WENATCHEE	18767							
EDISON	18759							
ENTIAT	18763							
EVERETT CASINO	56214							
EVERETT MAIN	18765							
EVERSON	18766							
FAIRFIELD	18769							
FERNDALE	18768							
GARFIELD	18778							
GEORGE	18775							
GRANITE FALLS	18779							
GRAYLAND	18782							
HALLS LAKE	18788							
JUANITA	18797							
KENNEWICK MAIN	18800							
KENNEWICK MEADOW SPRINGS	56255							
KENNEWICK HIGHLAND	56256							
KIRKLAND	18801							
LA CONNER	18802							
LAKE GOODWIN	18806							
LAKE STEVENS	18808							
LAKE WENATCHEE	18809							
LATAH	18805							
LAUREL	18804							
LEAVENWORTH	18813							
LOOMIS	18811							
LYMAN	18789							
LYNDEN	18815							
MALDEN	18817							

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

		D	E	F	G	H	I	J
CO's	CO Code	Fielded Service Orders	SO with 4 Hour Appoint's	Appoint's Missed	Due Dated 1 Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
MANOR WAY	18828							
MANSFIELD	18821							
MANSON	18822							
MAPLE FALLS	18824							
MARBLEMOUNT	18825							
MARYSVILLE	18834							
MOLSON-CHESAW	18819							
MONROE	18823							
MOSCOW	54363							
MOUNT VERNON	54408							
NACHES	18836							
NEWPORT	18840							
NILE	18837							
NORTH RICHLAND	54407							
OAK HARBOR	18701							
OAKESDALE	18841							
PALOUSE	18846							
PULLMAN	18849							
QUINCY	18859							
REDMOND	18864							
REPUBLIC	18867							
RICHLAND	56332							
RICHMOND BEACH	18860							
ROCKFORD	18861							
ROSALIA	18866							
SAMMAMISH	18876							
SEDRO WOOLLEY	18891							
SILVER LAKE	18872							
SKYKOMISH	18871							
SNOHOMISH	18878							
SOAP LAKE	18881							
STANWOOD	18887							
SULTAN	18888							
SUMAS	18889							
TEKOA	18893							
THORNTON	18895							
TONASKET	18896							
WASHOUGAL	18910							
WASHOUGAL RIVER	18911							
WATERVILLE	18913							
WENATCHEE	18908							
WEST RICHLAND	18909							
WESTPORT	18912							
WOODLAND	18903							

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	Jun-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													

