



**Verizon Northwest Inc.**

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

August 29, 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

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**Subject: July 2006 Service Quality Report**

Dear Ms. Washburn:

Pursuant to WAC 480-120-439, enclosed is the Verizon Northwest Inc. Service Quality Performance Report for July 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](mailto:richard.potter@verizon.com).

Very truly yours,

Richard E. Potter  
Director  
Public Affairs, Policy & Communications

Enclosures

**NORTHWEST DIVISION  
2006 COMMISSION PERSPECTIVE**

**WASHINGTON**

(New Rule Reporting July 2003)

**Reported To Commission Monthly:**

**MISSED APPOINTMENTS (WAC 439 sub 3)**

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
Total # Fielded Service Orders	4769	4346	3991	3733	3413	3442	3167	3832	3501	3834	3875	3107
# Of Service Orders With Appointments	1362	1219	1098	989	913	840	797	962	904	963	996	874
# Of Service Order Appointments Missed	406	332	282	199	171	138	121	96	109	116	161	170
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
Total # Dispatched Trouble Tickets	5060	4637	4973	5180	5300	6796	5154	4420	4003	4700	4926	4564
# Of Trouble Tickets With 4 Hour Appointments	1674	374	395	477	428	514	410	450	388	440	442	384
# Of Trouble Ticket Appointments Missed	169	19	30	50	28	38	28	22	19	29	34	57
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

**INSTALL OF BASIC SERVICE (WAC 439 sub 4)**

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
# Due Dated Installation Service Orders	8664	8403	7771	6934	6085	6211	5954	5964	5154	5993	6123	5451
# Due Dated Serv Orders Not Completed In 5 Days	841	597	568	528	537	461	358	273	266	183	253	299
# Customer Requested Service Orders Completed	5702	4848	4395	3729	3496	2943	3131	3781	3521	3991	4200	3377
# C R Service Order Due Dates Missed	204	111	126	124	93	105	50	63	79	76	97	97
% Installation Commitments Met	92.83%	94.66%	94.29%	93.89%	93.36%	93.93%	95.51%	96.55%	96.02%	97.41%	96.61%	95.51%

**SUMMARY TROUBLE REPORTS (WAC 439 sub 6)**

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
Network Trouble per 100 Access Lines	4.00	0.95	0.89	1.00	1.00	1.23	0.96	0.91	0.80	0.94	1.03	0.97
# Of CO's Missing Objective	0	0	0	0	0	0	0	0	0	1	0	2

**SWITCHING REPORT (WAC 439 sub 7)**

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
Intra Office Call Completions	99.99	100	99.99	99.96	99.98	99.97	100	99.99	99.99	99.98	99.96	99.99
Intra Office Call Completions	100	100	100	100	100	100	99.99	100	99.99	100	100	100
Dial Tone W/ 3 Seconds	99.97	99.98	99.96	99.95	99.94	99.95	99.90	99.95	99.96	99.95	99.93	99.87

**TRUNK BLOCKING REPORT (WAC 439 sub 8)**

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
% Trunk Groups Meeting Defined Blocking Criteria	99%	99	98.79	98.79	99.03	99.52	99.51	99.28	99.51	99.75	99.01	99.75
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	5	6	9	9	11	4	4	4	6	5	1

**REPAIR REPORT (WAC 439 sub 9)**

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
# Of Out Of Service Trouble Reports	4129	4020	4048	4360	4521	5365	4463	3874	3334	3931	4289	4024
# OOS Trouble Reports Cleared In 48 Hours	4086	3995	3989	4281	4357	5030	4432	3813	3298	3881	4226	3969
# OOS Trouble Reports Not Cleared In 48 Hours	43	25	59	79	164	325	31	61	36	50	63	55
% OOS Trouble Cleared In 48 Hours	99.96%	99.38%	98.54%	98.19%	96.37%	93.93%	99.31%	98.43%	98.92%	98.73%	98.53%	98.63%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
# Of Non-Out Of Service Trouble Reports	2713	2440	2610	2872	2583	3503	2520	2515	2211	2515	2583	2247
# Non-OOS Trouble Rpts Cleared In 72 Hours	2688	2412	2568	2825	2557	3280	2506	2501	2194	2497	2868	2218
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	25	28	42	47	26	223	14	14	17	18	15	29
% Non-OOS Trouble Cleared In 72 Hours	99.09%	98.85%	98.39%	98.36%	98.99%	93.63%	99.44%	99.44%	99.23%	99.28%	99.42%	98.71%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

**Reported To Commission Quarterly - 1Mthly Results**

**INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)**

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
Total # Installation Orders Completed	14566	13251	12166	10663	9521	9154	9085	9745	8675	9884	10323	8628
# Cr Installation Orders Not Completed In 90 Days	20	22	19	18	13	12	15	12	17	14	19	15
% Orders Completed In 90 Days	99%	99.86%	99.84%	99.83%	99.86%	99.87%	99.83%	99.88%	99.80%	99.86%	99.82%	99.82%

**Reported To Commission Quarterly:**

**INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)**

	AUG 05	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06
Total # Installation Orders Completed	40163	40163	40163	40163	40163	40163	40163	40163	40163	40163	40163	40163
# Cr Installation Orders Not Completed In 90 Days	60	60	60	60	60	60	60	60	60	60	60	60
% Orders Completed In 90 Days	99%	99.85%	99.85%	99.85%	99.85%	99.85%	99.85%	99.86%	99.86%	99.86%	99.86%	99.86%



8/21/2006

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLKABH	%BLKPEAK	PBH	Action Taken
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	6.50	17.66	11:00	08/04/2006 Telwest to submit augment of +24.

Trunk Group Detail WAC 480-120-401 (5)

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLKABH	%BLKPEAK	PBH
GW054963	MTRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	3.99	12.74	14:00

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

Central Office	CO Code	Jul-06	Jul-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**

Central Office	CO Code	Jul-06	Jul-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	NW1HTN		
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 Aug-05 Sep-05 Oct-05 Nov-05 Dec-05 Jan-06 Feb-06 Mar-06 Apr-06 May-06 Jun-06 Jul-06

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





**WASHINGTON STATE SWITCHED ACCESS LINES**

**Central Office      Aug-05   Sep-05   Oct-05   Nov-05   Dec-05   Jan-06   Feb-06   Mar-06   Apr-06   May-06   Jun-06   Jul-06**

ACME  
ALGER  
ANACORTES  
ARLINGTON  
BENTON CITY  
BIG LAKE  
BIRCH BAY  
BLAINE  
BOTHELL  
BREWSTER  
BRIDGEPORT  
BURLINGTON  
CAMANO  
CAMAS  
CASHMERE  
CHELAN  
CLEARVIEW  
CONCRETE  
CONWAY  
COUPEVILLE  
CURLEW  
CUSTER  
DARRINGTON  
DEMING  
DUVALL 1  
EAST WENATCHEE  
EDISON  
ENTIAT  
EVERETT CASINO  
EVERETT MAIN  
EVERSON  
FAIRFIELD  
FARMINGTON  
FERNDALE  
GARFIELD  
GEORGE  
GRANITE FALLS  
GRAYLAND  
HALLS LAKE  
JUANITA  
KENNEWICK MAIN  
KENNEWICK MEADOW  
S  
KENNEWICK-  
HIGHLAND  
KIRKLAND  
LA CONNER  
LAKE GOODWIN  
LAKE STEVENS  
LAKE WENATCHEE  
LATAH  
LAUREL

REDACTED

LEAVENWORTH  
LOOMIS  
LYMAN  
LYNDEN  
MALDEN  
MANOR WAY  
MANSFIELD  
MANSON  
MAPLE FALLS  
MARBLEMOUNT  
MARYSVILLE  
MOLSON-CHESAW  
MONROE  
MOSCOW  
MOUNT VERNON  
NACHES  
NEWPORT  
NILE  
NORTH RICHLAND  
OAK HARBOR  
OAKSDALE  
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

REDACTED