



Verizon Northwest Inc.

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September 28, 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: August 2006 Service Quality Report

Dear Ms. Washburn:

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

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,

Richard E. Potter
Director
Public Affairs, Policy & Communications

Enclosures

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COMMUNICATIONS SECTION

NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE

WASHINGTON
 (New Rule Reporting July 2003)

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

	SEP 05	OCT 05	NOV 05	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06	AUG 06
Total # Fielded Service Orders	4346	3991	3733	3413	3442	3167	3832	3501	3834	3875	3107	4023
# Of Service Orders With Appointments	1219	1098	989	913	840	797	992	904	963	996	874	1144
# Of Service Order Appointments Missed	332	282	199	171	138	121	96	109	116	161	170	183
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

Total # Dispatched Trouble Tickets

# Of Trouble Tickets With 4 Hour Appointments	4637	4973	5180	5300	6796	5154	4420	4003	4700	4926	4564	4746
# Of Trouble Ticket Appointments Missed	374	395	477	428	514	410	450	388	440	442	384	449
# Of Excluded Appointments	19	30	50	28	38	26	22	19	29	34	57	43
# 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	8403	7771	6934	6065	6211	5954	5964	5154	5953	6123	5451	6730
# Due Dated Serv Orders Not Completed In 5 Days	597	568	528	537	451	358	273	266	183	253	299	336
# Customer Requested Service Orders Completed	4848	4385	3729	3438	2943	3131	3781	3521	3991	4200	3377	3414
# C R Service Order Due Dates Missed	111	126	124	93	105	50	63	79	76	97	97	74
% Installation Commitments Met	94.66%	94.29%	93.89%	93.38%	93.93%	95.51%	96.55%	96.02%	97.41%	96.61%	95.51%	95.96%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	4.00	0.91	1.00	1.00	1.23	0.96	0.91	0.80	0.94	1.03	0.97	0.97
# Of CO's Missing Objective	0	0	0	0	0	0	0	0	1	0	2	2

SWITCHING REPORT (WAC 439 sub 7)

Intra-Office Call Completions	100	99.99	99.96	99.98	99.97	100	99.99	99.99	99.98	99.96	99.99	99
Intra-Office Call Completions	100	100	100	100	100	99.99	100	99.99	100	100	100	100
Dial Tone W/ 3 Seconds	99.98	99.96	99.95	99.94	99.95	99.90	99.95	99.96	99.95	99.93	99.87	99.95

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99%	98.79	98.79	99.03	98.52	99.51	99.26	99.51	99.75	99.01	98.75	99.51
# IXC Direct Trunk Grps Exceeding 2% Blocking	4	6	9	9	11	4	4	4	6	5	1	2

REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	4020	4048	4360	4521	5355	4463	3874	3334	3931	4289	4024	4045
# OOS Trouble Reports Cleared In 48 Hours	3985	3989	4281	4357	5030	4432	3813	3298	3881	4226	3969	4003
# OOS Trouble Reports Not Cleared In 48 Hours	25	59	79	164	325	31	61	36	50	63	55	42
% OOS Trouble Cleared In 48 Hours	99.38%	98.54%	98.19%	96.37%	93.93%	99.31%	98.43%	98.92%	98.73%	98.53%	98.63%	98.96%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

Of Non-Out Of Service Trouble Reports

# Non-OOS Trouble Rpts Cleared In 72 Hours	2440	2810	2872	2583	3503	2520	2515	2211	2515	2583	2247	2408
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2412	2568	2825	2557	3280	2506	2501	2194	2497	2568	2218	2379
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	28	42	47	26	223	14	14	17	18	15	29	29
% Non-OOS Trouble Cleared In 72 Hours	98.85%	98.39%	98.36%	98.99%	93.63%	99.44%	99.44%	99.23%	99.28%	99.42%	98.71%	98.80%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

9/20/2006

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	5.63	15.27	10:00	09/07/06 Telwest doing a system conversion that should cease blocking by 09/10/06
GW063921	EVRTWAXA03T	GRFLWAAU030	77	DFDT	12	1.97	18.42	16:00	09/07/06 New trunk group - test and turn up issues.

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH
GW054963	MTVRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	4.76	13.13	15:00
GW078991	MTVRWAXFPSA	STTLWA023MD	M-	DDEF	7	7.34	80.84	10:00

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-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	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-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													
4													

Each CO is not to exceed 4 tpls per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office Sep-05 Oct-05 Nov-05 Dec-05 Jan-06 Feb-06 Mar-06 Apr-06 May-06 Jun-06 Jul-06 Aug-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
 LEAVENWORTH
 LOOMIS
 LYMAN
 LYNDEN
 MALDEN
 MANOR WAY
 MANSFIELD
 MANSON
 MAPLE FALLS
 MARBLEMOUNT
 MARYSVILLE
 MOLSON-CHESAW
 MONROE
 MOSCOW
 MOUNT VERNON

WASHINGTON STATE SWITCHED ACCESS LINES

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

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

		Aug-06	Aug-06
Central Office	CO Code	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	Aug-06	Aug-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	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	NW1WDLD		
Washington State:			