



Verizon Northwest Inc.

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December 26, 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: **November 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

RECEIVED
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06 DEC 27 AM 9:17
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

**NORTHWEST DIVISION
2006 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

	DEC 05	JAN 06	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06
Total # Fielded Service Orders	3413	3442	3167	3832	3501	3834	3875	3107	4023	3532	3903	3200
# Of Service Orders With Appointments	913	840	797	992	904	963	996	874	1144	1003	1148	928
# Of Service Order Appointments Missed	171	138	121	96	109	116	161	170	183	173	188	263
# 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	5300	6796	5154	4420	4003	4700	4926	4564	4746	4465	4296	7180
# Of Trouble Ticket Appointments Missed	428	514	410	450	388	440	442	384	449	412	392	537
# Of Excluded Appointments	28	38	26	22	19	29	34	57	43	32	36	90
	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	6085	6211	5954	5964	5154	5993	6123	5451	6730	5471	6005	5096
# Due Dated Serv Orders Not Completed In 5 Days	537	451	358	273	266	183	253	299	336	277	572	533
# Customer Requested Service Orders Completed	3436	2943	3131	3781	3521	3991	4200	3377	3414	3080	2887	2280
# C R Service Order Due Dates Missed	93	105	50	63	79	76	97	97	74	67	69	106
% Installation Commitments Met	93.38%	93.93%	95.51%	96.55%	96.02%	97.41%	96.61%	95.51%	95.96%	95.98%	92.79%	91.34%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	1.00	1.23	0.96	0.91	0.80	0.94	1.03	0.97	0.97	0.91	0.88	1.50
# Of CO's Missing Objective	0	0	0	0	0	1	0	2	2	2	3	8

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions	99.98	99.97	100	99.99	99.99	99.98	99.96	99.99	99	99.92	99.94	99.95
Intra Office Call Completions	100	100	99.99	100	99.99	100	100	100	100	99.96	100	99.98
Dial Tone W/I 3 Seconds	99.94	99.95	99.90	99.95	99.96	99.95	99.93	99.87	99.95	99.96	99.96	99.99

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99.03	99.52	99.51	99.26	99.51	99.75	99.01	99.75	99.51	99.27	99.02	97.8
# IXC Direct Trunk Grps Exceeding 2% Blocking	9	11	4	4	4	6	5	1	2	5	2	7

REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	4521	5355	4463	3874	3334	3931	4289	4024	4045	3741	3269	6820
# OOS Trouble Reports Cleared In 48 Hours	4357	5030	4432	3813	3298	3881	4226	3969	4003	3692	3226	6103
# OOS Trouble Reports Not Cleared In 48 Hours	164	325	31	61	36	50	63	55	42	49	43	717
% OOS Trouble Cleared In 48 Hours	96.37%	93.93%	99.31%	98.43%	98.92%	98.73%	98.53%	98.63%	98.96%	98.69%	98.68%	89.49%
# 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	2583	3503	2520	2515	2211	2515	2583	2247	2408	2245	2385	2948
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2557	3280	2506	2501	2194	2497	2568	2218	2379	2224	2361	2711
% Non-OOS Trouble Cleared In 72 Hours	26	223	14	14	17	18	15	29	29	21	24	237
# Non-OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

12/19/2006

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

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW061879	EVRTWAXA03T	TKWLWALZDS0	77	AFDT	144	3.25	85.10	19:00	November blocking due to national SS7 problem - resolved 11/7.
GW071543	CAMSWAXXDS1	PTLDOR13C9T	77	AFDT	264	0.86	23.11	14:00	+72=336 Due 12/21/06
GW073981	MTVRWAXX05T	STTNWAHODS9	77	AFDT	336	5.00	100.00	2:00	November blocking due to national SS7 problem - resolved 11/7.
GW074019	KNWCWAXA01T	KNWCWAXA4MD	77	AFDT	120	4.00	100.00	12:00	November blocking due to national SS7 problem - resolved 11/7.
GW074455	MTVRWAXX05T	TKWLWALZDS0	77	DFDT	24	1.28	25.68	11:00	Blocking on 11/30 due to severe weather.
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	2.56	7.29	11:00	Under trunked-CLEC doing system work-won't augment.
GW080695	STTNWAHODS9	WNTCWAXX01T	77	AFDT	24	5.00	100.00	13:00	November blocking due to national SS7 problem - resolved 11/7.
GW083579	KNWCWAXA01T	STTNWAHOGOC	77	DFDT	96	0.53	100.00	12:00	November blocking due to span trouble - fixed 11/8/06.
GW084490	EVRTWAASPS1	MTVRWAXX05T	77	DFDT	168	10.00	100.00	11:00	+144=168 Completed 11/30/06

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	3.36	11.79	10:00
GW071961	KNWCWAXA01T	KNWCWAAAG7MD	7-	DFTF	144	29.46	59.94	19:00
GW075205	MTVRWAXX05T	STTLWACA3MD	77	AFTD	96	5.00	100.00	5:00
GW078991	MTVRWAXFP5A	STTLWA023MD	M-	DFFD	6	4.06	81.29	16:00

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

		Nov-06	Nov-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		

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

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

WASHINGTON STATE SWITCHED ACCESS LINES

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