



**Verizon Northwest Inc.**

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March 2, 2007

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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RECORDS MANAGEMENT  
07 MAR -5 AM 9:22  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

Subject: **January 2007 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.

Our small Rosalia Central Office had trouble report results above the Commission's standard for the second consecutive month. There was no single cause. Trouble report, installation and repair results for other locales continued to be impacted by severe winter weather, mainly falling tree and other wind damage. (Note that the data in the enclosed report has not backed out incidents that the Commission's rules allow to be excluded).

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

**NORTHWEST DIVISION  
2007 COMMISSION PERSPECTIVE**

**WASHINGTON**

(New Rule Reporting July 2003)

	FEB 06	MAR 06	APR 06	MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07
<b>Reported To Commission Monthly:</b>												
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>												
Total # Fielded Service Orders	3167	3832	3501	3834	3875	3107	4023	3532	3903	3200	2971	4258
# Of Service Orders With Appointments	797	992	904	963	996	874	1144	1003	1148	928	966	1131
# Of Service Order Appointments Missed	121	96	109	116	161	170	183	173	188	263	327	304
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	5154	4420	4003	4700	4926	4564	4746	4465	4296	7180	9069	7716
# Of Trouble Tickets With 4 Hour Appointments	410	450	388	440	442	384	449	412	392	537	128	30
# Of Trouble Ticket Appointments Missed	26	22	19	29	34	57	43	32	36	90	26	5
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
<b>INSTALL OF BASIC SERVICE (WAC 439 sub 4)</b>												
# Due Dated Installation Service Orders	5954	5964	5154	5993	6123	5451	6730	5471	6005	5096	4464	5736
# Due Dated Serv Orders Not Completed In 5 Days	358	273	266	183	253	299	336	277	572	533	612	779
# Customer Requested Service Orders Completed	3131	3781	3521	3991	4200	3377	3414	3080	2887	2280	2071	2031
# C R Service Order Due Dates Missed	50	63	79	76	97	97	74	67	69	106	153	116
% Installation Commitments Met	95.51%	96.55%	96.02%	97.41%	96.61%	95.51%	95.96%	95.98%	92.79%	91.34%	88.29%	88.48%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>												
Network Trouble per 100 Access Lines	0.96	0.91	0.80	0.94	1.03	0.97	0.97	0.91	0.88	1.50	1.85	1.57
# Of CO's Missing Objective	0	0	0	1	0	2	2	2	3	8	1	5
<b>SWITCHING REPORT (WAC 439 sub 7)</b>												
Inter Office Call Completions	100	99.99	99.99	99.98	99.96	99.99	99	99.92	99.94	99.95	99.92	99.79
Intra Office Call Completions	99.99	100	99.99	100	100	100	100	99.96	100	99.98	99.97	99.99
Dial Tone W/ 3 Seconds	99.90	99.95	99.96	99.95	99.93	99.87	99.95	99.96	99.96	99.99	99.87	99.93
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>												
% Trunk Groups Meeting Defined Blocking Criteria	99.51	99.26	99.51	99.75	99.01	99.75	99.51	99.27	99.02	97.8	99.27	98.78
# IXC Direct Trunk Grps Exceeding 2% Blocking	4	4	4	6	5	1	2	5	2	7	2	5
<b>REPAIR REPORT (WAC 439 sub 9)</b>												
# Of Out Of Service Trouble Reports	4463	3874	3334	3931	4289	4024	4045	3741	3269	6820	8502	6552
# OOS Trouble Reports Cleared In 48 Hours	4432	3813	3298	3881	4226	3969	4003	3692	3226	6103	6809	5290
# OOS Trouble Reports Not Cleared In 48 Hours	31	61	36	50	63	55	42	49	43	717	1693	1262
% OOS Trouble Cleared In 48 Hours	99.31%	98.43%	98.92%	98.73%	98.53%	98.63%	98.96%	98.69%	98.68%	89.49%	80.09%	80.74%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2520	2515	2211	2515	2583	2247	2408	2245	2385	2948	3518	3440
# Non-OOS Trouble Rpts Cleared In 72 Hours	2506	2501	2194	2497	2568	2218	2379	2224	2361	2711	3138	3075
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	14	14	17	18	15	29	29	21	24	237	380	365
% Non-OOS Trouble Cleared In 72 Hours	99.44%	99.44%	99.23%	99.28%	99.42%	98.71%	98.80%	99.06%	98.99%	91.96%	89.20%	89.39%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0



Trunk Group Detail  
January 2007

2/21/2007

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW012075	EVRTWAXA03T	SMSHWAXADS1	77	AFDT	528	4.70	33.53	17:00	Wind storms, power failures and peak calling.	
GW069856	WNTCWABADS0	WNTCWAXX01T	77	DFDT	168	0.75	15.32	09:00	+24 = 192 Due 02/05/07	
GW071543	CAMSWAXXDS1	PTLDOR13C9T	77	AFDT	336	1.47	31.33	09:00	Blocking due to ice/snow storm.	
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	0.90	6.58	20:00	Blocking due to group being under trunked. CLEC doing conversion, won't augment yet.	
GW083921	EVRTWAXA03T	GRFLWAAUDS0	77	DFDT	16	1.43	11.11	16:00	T1 trouble at carrier Beaver Creek.	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH		
GW040650	KNWCWAXA01T	YAKMVALB8MD	77	AFTD	26	5.00	100.00	15:00		
GW054963	MTRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	5.67	15.02	14:00		
GW078991	MTRWAXFP5A	STTLWA023MD	M-	DFFD	5	2.04	52.38	16:00		
GW079274	EVRTWAXA03T	RDMDWAJE1MD	77	AFTF	24	2.21	66.19	16:00		
GW084039	WNTCWAXX01T	YAKMWA017MD	77	AFTD	24	16.80	52.13	19:00		

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

CENTRAL OFF. LOCATION	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	
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 PUC REPORT**

**Customer Network Trouble Per 100 Switched Access Lines**

Threshold is less than = 4													
CENTRAL OFF. LOCATION	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	
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													NW1HTN
TONASKET													NW1TNSK
WASHOUGAL													NW1WSHG
WASHOUGAL RIVER													NW1WSHR
WATERVILLE													NW1WTVL
WENATCHEE													NW1WNTC
WEST RICHLAND													NW1WRLD
WESTPORT													NW1WSPT
WOODLAND													NW1WDL D
4													
Each CO is not to exceed 4 tbs per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.													

Washington State PUC Report  
 Network Trouble Per 100 Switched Access Lines

	Jan-07	Jan-07
Central Office	Sw Lns	Total Rpts
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		

**Washington State PUC Report  
 etwork Trouble Per 100 Switched Access Lines**

	Jan-07	Jan-07
	Sw Lns	Total Rpts
Central Office		
LYMAN		
LYNDEN		
MALDEN		
MANOR WAY		
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:		



WASHINGTON STATE SWITCHED ACCESS LINES

Central Office Feb-06 Mar-06 Apr-06 May-06 Jun-06 Jul-06 Aug-06 Sep-06 Oct-06 Nov-06 Dec-06 Jan-07

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

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office      Feb-06    Mar-06    Apr-06    May-06    Jun-06    Jul-06    Aug-06    Sep-06    Oct-06    Nov-06    Dec-06    Jan-07

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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

Total Lines

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