



Verizon Northwest Inc.

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March 29, 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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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Subject: February 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.

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)

	OBJ	MAR 06	APR 06	MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders		3832	3501	3834	3875	3107	4023	3532	3903	3200	2971	4258	3494
# Of Service Orders With Appointments	None	992	904	963	996	874	1144	1003	1148	928	966	1131	327
# Of Service Order Appointments Missed	None	96	109	116	161	170	183	173	188	263	327	304	71
# Of Excluded Appointments	None	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets		4420	4003	4700	4926	4564	4746	4465	4296	7180	9069	7716	4197
# Of Trouble Tickets With 4 Hour Appointments		450	388	440	442	384	449	412	392	537	128	30	11
# Of Trouble Ticket Appointments Missed	None	22	19	29	34	57	43	32	36	90	26	5	0
# Of Excluded Appointments	None	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		5964	5154	5993	6123	5451	6730	5471	6005	5096	4464	5736	4777
# Due Dated Serv Orders Not Completed In 5 Days	None	273	266	183	253	299	336	277	572	533	612	779	356
# Customer Requested Service Orders Completed		3781	3521	3991	4200	3377	3414	3080	2887	2280	2071	2031	2119
# C R Service Order Due Dates Missed	None	63	79	76	97	97	74	67	69	106	153	116	64
% Installation Commitments Met	90%	96.55%	96.02%	97.41%	96.61%	95.51%	95.96%	95.98%	92.79%	91.34%	88.29%	88.48%	93.91%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4.00	0.91	0.80	0.94	1.03	0.97	0.97	0.91	0.88	1.50	1.85	1.57	0.9
# Of CO's Missing Objective	0	0	0	1	0	2	2	2	3	8	18	8	1
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.99	99.99	99.98	99.96	99.99	99	99.92	99.94	99.95	99.92	99.79	100
Intra Office Call Completions	99%	100	99.99	100	100	100	100	99.96	100	99.98	99.97	99.99	100
Dial Tone W/I 3 Seconds	98%	99.95	99.96	99.95	99.93	99.87	99.95	99.96	99.96	99.99	99.87	99.93	99.96
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.26	99.51	99.75	99.01	99.75	99.51	99.27	99.02	97.8	99.27	98.78	99.51
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	4	4	6	5	1	2	5	2	7	2	5	3
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		3874	3334	3931	4289	4024	4045	3741	3269	6820	8502	6552	3258
# OOS Trouble Reports Cleared In 48 Hours		3813	3298	3881	4226	3969	4003	3692	3226	6103	6809	5290	3136
# OOS Trouble Reports Not Cleared In 48 Hours	None	61	36	50	63	55	42	49	43	717	1693	1262	122
% OOS Trouble Cleared In 48 Hours	100%	98.43%	98.92%	98.73%	98.53%	98.63%	98.96%	98.69%	98.68%	89.49%	80.09%	80.74%	96.26%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		2515	2211	2515	2583	2247	2408	2245	2385	2948	3518	3440	2288
# Non-OOS Trouble Rpts Cleared In 72 Hours		2501	2194	2497	2568	2218	2379	2224	2361	2711	3138	3075	2292
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None	14	17	18	15	29	29	21	24	237	380	365	56
% Non-OOS Trouble Cleared In 72 Hours	100%	99.44%	99.23%	99.29%	99.42%	98.71%	98.80%	99.06%	98.99%	91.96%	89.20%	89.39%	97.55%
# OOS Trouble Exempted	None	0	0	0	0	0	0	0	0	0	0	0	0

Trunk Group Detail
February 2007

3/16/2007

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	0.76	5.00	18:00	Blocking due to group being under trunked. CLEC doing conversion, won't augment yet.	
GW083921	EVRTWAXA03T	GRFLWAAUDS0	77	DFDT	16	1.43	25.00	12:00	T1 trouble at carrier Beaver Creek weather related.	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW026162	EVRTWAXA03T	STTLWATW8MD	77	DFTD	48	5.00	100.00	11:00		
GW054963	MTVVRWAXX05T	BOTHWAAK1MD	7-	DFTF	72	5.26	15.54	15:00		
GW084039	WNTCWAXX01T	YAKMWA017MD	77	AFTD	24	42.05	72.87	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	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-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
FERDALE													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	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	
CENTRAL OFF. LOCATION													
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													NW1WDLN

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

	Feb-07	Feb-07	Feb-07
Central Office	Sw Lns	Total Rpts	Trbl/ 100
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
 Network Trouble Per 100 Switched Access Lines

	Feb-07	Feb-07	Feb-07
	Sw Lns	Total Rpts	Trbl/ 100
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	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-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 Mar-06 Apr-06 May-06 Jun-06 Jul-06 Aug-06 Sep-06 Oct-06 Nov-06 Dec-06 Jan-07 Feb-07

- 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
