



Verizon Northwest Inc.

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

April 30, 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

Subject: March 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

**VERIZON NORTHWEST
2007 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

	APR 06	MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07
Total # Fielded Service Orders	3501	3834	3875	3107	4023	3532	3903	3200	2971	4258	3494	3871
# Of Service Orders With Appointments	904	963	996	874	1144	1003	1148	928	966	1131	327	123
# Of Service Order Appointments Missed	109	116	161	170	183	173	188	263	327	304	71	22
# 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	4003	4700	4926	4564	4746	4465	4296	7180	9069	7716	4197	4886
# Of Trouble Ticket Appointments Missed	388	440	442	384	449	412	392	537	128	30	11	59
# Of Excluded Appointments	19	29	34	57	43	32	36	90	26	5	0	6
	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	5154	5993	6123	5451	6730	5471	6005	5096	4464	5736	4777	4978
# Due Dated Serv Orders Not Completed In 5 Days	266	183	263	299	336	277	572	533	612	779	356	387
# Customer Requested Service Orders Completed	3521	3991	4200	3377	3414	3080	2887	2280	2071	2031	2119	2594
# C R Service Order Due Dates Missed	79	76	97	97	74	67	69	106	153	116	64	65
% Installation Commitments Met	96.02%	97.41%	96.61%	95.51%	95.96%	95.98%	92.79%	91.34%	88.29%	88.48%	93.91%	94.03%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	0.80	0.94	1.03	0.97	0.97	0.91	0.88	1.50	1.85	1.57	0.9	1.06
# Of CO's Missing Objective	0	1	0	2	2	2	3	8	1	5	1	1

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions	99.99	99.98	99.96	99.99	99	99.92	99.94	99.95	99.92	99.79	100	99.97
Intra Office Call Completions	99.99	100	100	100	100	99.96	100	99.98	99.97	99.99	100	100
Dial Tone W/I 3 Seconds	99.96	99.95	99.93	99.87	99.95	99.96	99.96	99.99	99.87	99.93	99.96	99.96

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99.51	99.75	99.01	99.75	99.51	99.27	99.02	97.8	99.27	98.78	99.51	99.27
# IXC Direct Trunk Grps Exceeding 2% Blocking	4	6	5	1	2	5	2	7	2	5	3	3

REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	3334	3931	4289	4024	4045	3741	3269	6820	8502	6552	3258	4167
# OOS Trouble Reports Cleared In 48 Hours	3298	3881	4226	3969	4003	3692	3226	6103	6809	5290	3136	3968
# OOS Trouble Reports Not Cleared In 48 Hours	36	50	63	55	42	49	43	717	1693	1262	122	199
% OOS Trouble Cleared In 48 Hours	98.92%	98.73%	98.53%	98.63%	98.96%	98.69%	98.68%	89.49%	80.09%	80.74%	96.26%	95.22%
# 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	2211	2515	2583	2247	2408	2245	2385	2948	3518	3440	2288	2323
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2194	2497	2568	2218	2379	2224	2361	2711	3138	3075	2232	2290
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	17	18	15	29	29	21	24	237	380	365	56	33
% Non-OOS Trouble Cleared In 72 Hours	99.23%	99.28%	99.42%	98.71%	98.80%	99.06%	98.99%	91.96%	89.20%	89.39%	97.55%	98.58%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

VERIZON NORTHWEST
2007 COMMISSION PERSPECTIVE

WASHINGTON
(New Rule Reporting July 2003)

Reported To Commission Quarterly: - Mthly Results

OBJ	APR 06	MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07
Total # Installation Orders Completed	8675	9984	10323	8828	10144	8551	8892	7376	6535	7767	6896	7572
# Of Installation Orders Not Completed In 90 Days	17	14	19	16	18	19	28	13	14	14	13	18
% Orders Completed In 90 Days	99.80%	99.86%	99.82%	99.82%	99.82%	99.78%	99.69%	99.82%	99.79%	99.82%	99.81%	99.76%

Reported To Commission Quarterly:

OBJ	APR 06	MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)	28982	28982	28982	28982	28982	28982	28982	28982	28982	28982	28982	28982
Total # Installation Orders Completed	50	50	50	50	50	53	53	55	55	55	55	45
# Of Installation Orders Not Completed In 90 Days	None	None	None	None	None	None	None	None	None	None	None	None
% Orders Completed In 90 Days	99%	99.83%	99.83%	99.83%	99.81%	99.81%	99.76%	99.76%	99.76%	99.76%	99.76%	99.80%

Verizon Northwest - Washington Trunk Group Performance Report												
Actual - Year 2007												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total # of Trunk Groups Reported WAC 480-120-401 (3)	410	412	413									
Total # of Trunk Groups that Exceeded defined Blocking Criteria ^{1,2}	5	2	3									
% of Trunk Groups meeting Defined Blocking Criteria	98.78%	99.51%	99.27%									
Number of IXC Direct Trunk Groups Exceeding 2% Blocking WAC 480-120-401 (5) 3	5	3	4									
1 - Blocking criteria for InterToll and InterTandem Trunk groups is B.005 .												
2 - Blocking criteria for local and EAS interoffice trunk groups is B.01.												
3 - Verizon provides all IXCs with their monthly performance.												

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

CENTRAL OFF. LOCATION	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-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	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-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													NW1SMISH
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

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Each CO is not to exceed 4 tbls 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

	Mar-07	Mar-07	Mar-07
	Sw Lns	Total Rpts	Trbl/ 100
Central Office			
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

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