



Verizon Northwest Inc.

1800 – 41st Street, WA0105RA
P. O. Box 1003
Everett, WA 98206-1003
Fax: 425-261-5262

May 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

RECEIVED
RECORDS MANAGEMENT
07 MAY 31 AM 9:44
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Subject: April 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.

Due to problems with the data system that provides updated line counts, our usual sheet that provides line counts and the trouble reports per one hundred lines information are not being provided at this time. The sheet that includes the raw number of trouble reports is provided. As soon as the system problems are resolved and the data becomes available, we will supplement the report.

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)

Reported To Commission Monthly:

MISSIONED APPOINTMENTS (WAC 439 sub 3)

	MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07
Total # Fielded Service Orders	3834	3875	3107	4023	3532	3903	3200	2971	4258	3494	3871	3441
# Of Service Orders With Appointments	963	996	874	1144	1003	1148	928	966	1131	327	123	194
# Of Service Order Appointments Missed	116	161	170	183	173	188	263	327	304	71	22	19
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4700	4926	4564	4746	4465	4296	7180	9069	7716	4197	4886	4055
# Of Trouble Tickets With 4 Hour Appointments	440	442	384	449	412	392	537	128	30	11	59	198
# Of Trouble Ticket Appointments Missed	29	34	57	43	32	36	90	26	5	0	6	15
# 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	5993	6123	5451	6730	5471	6005	5096	4464	5736	4777	4978	4301
# Due Dated Serv Orders Not Completed In 5 Days	183	253	299	336	277	572	533	612	779	356	387	314
# Customer Requested Service Orders Completed	3991	4200	3377	3414	3080	2887	2280	2071	2031	2119	2594	2316
# C R Service Order Due Dates Missed	76	97	97	74	67	69	106	153	116	64	65	62
% Installation Commitments Met	97.41%	96.61%	95.51%	95.96%	95.98%	92.79%	91.34%	88.29%	88.48%	93.91%	94.03%	94.32%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	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	1	0	2	2	2	3	8	1	5	1	1	

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions	99.98	99.96	99.99	99	99.92	99.94	99.95	99.92	99.79	100	99.97	99.98
Intra Office Call Completions	100	100	100	100	99.96	100	99.98	99.97	99.99	100	100	100
Dial Tone W/1 3 Seconds	99.95	99.93	99.87	99.95	99.96	99.96	99.99	99.87	99.93	99.96	99.96	99.97

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99.75	99.01	99.75	99.51	99.27	99.02	97.8	99.27	98.78	99.51	99.27	98.79
# IXC Direct Trunk Grps Exceeding 2% Blocking	6	5	1	2	5	2	7	2	5	3	4	5

REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	3931	4289	4024	4045	3741	3269	6820	8502	6552	3258	4167	3109
# OOS Trouble Reports Cleared In 48 Hours	3881	4226	3969	4003	3692	3226	6103	6809	5290	3136	3968	2946
# OOS Trouble Reports Not Cleared In 48 Hours	50	63	55	42	49	43	717	1693	1262	122	199	163
% OOS Trouble Cleared In 48 Hours	98.73%	98.53%	98.63%	98.96%	98.69%	98.66%	89.49%	80.09%	80.74%	96.26%	95.22%	94.76%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2515	2583	2247	2408	2245	2385	2948	3518	3440	2288	2323	2178
# Non-OOS Trouble Rpts Cleared In 72 Hours	2497	2568	2218	2379	2224	2361	2711	3138	3075	2232	2290	2126
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	18	15	29	29	21	24	237	380	365	56	33	52
% Non-OOS Trouble Cleared In 72 Hours	99.28%	99.42%	98.71%	98.80%	99.06%	98.99%	91.96%	89.20%	89.39%	97.55%	98.58%	97.61%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

**NORTHWEST DIVISION
2007 COMMISSION PERSPECTIVE**

WASHINGTON
(New Rule Reporting July 2003)

OBJ

MAY 06	JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Trunk Group Detail
April 2007

5/21/2007

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW065518	EVRTWAXA03T	TKWLWALZDS0	77	DFDT	48	0.83	13.91	4:00	Blocking due to peak traffic.	
GW071273	TNSKWAXADS0	YAKMWAWEC9T	77	AFDT	216	2.91	58.14	19:00	24 to 48 trunks OOS Apr 2-12, trouble ticket with Qwest resolved trouble.	
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	1.15	5.77	17:00	Blocking due to group being under trunked. CLEC doing conversion, won't augment yet.	
GW083921	EVRTWAXA03T	GRFLWAAUDS0	77	DFDT	16	1.24	27.27	16:00	Blocking due to T1 trouble at Beaver Creek, no trouble on VZ side.	
GW084573	EVRTWAXA03T	STTNWAHOG0C	77	DFDT	144	8.33	66.67	19:00	+48=144 Completed 04/30/07	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW040650	KNWCWAXA01T	YAKMWALB8MD	77	AFTD	26	5	100.00	16:00		
GW045649	KNWCWABB1MD	KNWCWAXA01T	77	DFTF	336	2.96	61.78	17:00		
GW054963	MTVRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	2.69	9.84	11:00		
GW056591	MYVRWAXX05T	BOTHWAAK1MD	7-	DFTF	144	3.85	31.62	17:00		
GW072185	MTVRWAXX05T	STTLWA0103Z	77	AFTD	24	6.15	38.55	09:00		

Washington State PUC Report
 mer Network Trouble Per 100 Switched Access Lines

		Apr-07	Apr-07	Apr-07
Central Office	CO Code	Sw Lns	Total Rpts	Trbl/ 100
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
 mer Network Trouble Per 100 Switched Access Lines

Apr-07 | Apr-07 | Apr-07

Central Office	CO Code	Sw Lns	Total Rpts	Trbl/ 100
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	NW1WDLN			
Washington State:				