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Northwest Region

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IDAHO PUBLIC
UTILITIES COMMISSION



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February 11, 2008

VIA ELECTRONIC MAIL

Ms. Carolee Hall
Telecommunications Division
Idaho Public Utilities Commission
472 West Washington Street
Boise, ID 83720-0074

VZN-T-07-03

Subject: VERIZON NORTHWEST INC. SERVICE QUALITY REPORT – December 07.

Dear Ms. Hall:

Enclosed are the temporary Service Quality Measurements for Verizon Northwest Inc. for the month of December 2007 as required by Order No. 30483 in Case No. VZN-T-07-03. Per our previous conversation, the data for the previous calendar month is not available until the 10th business day of the current month which would not allow enough time for report preparation, so we are providing December 2007 data with our first report.

There were a total of 48 local service outages reported to the Company in the month of December 2007 in the exchanges of Orofino, Peck, Pierce and Weippe. One of these local service outages affected more than 10 customers. Details are attached. Three of the 48 local services outages were not restored within 24 hours. Therefore, 3 customers received a credit for their basic local exchange service for this month.

Please call me at (972) 718-3418 if you have any questions.

Sincerely,

Kim Douglass
Public Affairs, Policy & Communication

Verizon Northwest Inc.

Idaho PUC Service Quality Report (Per Order No. 30483, Case No. VZN-T-07-03)

Total Number of Local Service Outages Reported to Company*

Exchange	Dec-07
OROFINO	43
PECK	1
PIERCE	1
WEIPPE	3
Total	48

*Includes local service outages reported regardless of duration

% OOS Cleared - Objective 90%

Exchange	Dec-07
OROFINO	93.02%
PECK	100.00%
PIERCE	100.00%
WEIPPE	100.00%

Total Number of OOS Credits*

Exchange	Dec-07
OROFINO	3
PECK	0
PIERCE	0
WEIPPE	0

*Includes OOS credits given for time OOS over 24 hours

**Verizon Northwest Inc.
Idaho PUC Service Quality Report (Per Order No. 30483, Case No. VZN-T-07-03)**

Details for Local Service Outages affecting more than 10 customers

Month	Location	Cause	Corrective Action
Dec-07	Orofino - Remote switching unit at Eureka Ridge	Ring generator tripped	Technician was dispatched to reset and restore equipment back to normal