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UTILITIES COMMISSION



September 12, 2008

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**VIA ELECTRONIC MAIL & DHL**

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

V2N-T-07-03

**Subject: VERIZON NORTHWEST INC. SERVICE QUALITY REPORT – May - July 08.**

Dear Ms. Hall:

Pursuant to Telephone Customer Relations Rule 503, IDAPA 31.41.01.503.03, Verizon Northwest Inc. hereby notifies the Commission that it has not met the metric of 90% cleared for out of service trouble reports for the months of May 2008 (88%), June 2008 (84%) and July 2008 (84%).

The missed metrics were caused by seasonally higher than expected volumes of tickets which affected the Company's ability to respond. For May, there were over 815 out of service tickets with 714 cleared on time. For June, there were over 830 out of service tickets with 694 cleared on time. For July, there were over 1208 out of service tickets with 1010 cleared on time.

Verizon has focused additional resources to address the tickets which are out of service related. These resources include hiring additional part-time employees. In addition, the dispatch process has been reviewed and employees have been coached to ensure that out of service tickets are given the highest priority in the dispatch queue and that tickets are properly coded when the call is taken from the customer. As a result of these additional resources and refinement of the dispatch process, the preliminary results for August are at 97%. Verizon will continue to focus on the results to ensure that the metric is achieved.

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

Sincerely,

Kim Douglass  
Public Affairs, Policy & Communication