

Kim A. Douglass  
Senior Staff Consultant  
Northwest Region

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IDAHO PUBLIC  
UTILITIES COMMISSION



October 10, 2008

HQE02F60  
600 Hidden Ridge  
Irving, Texas 75038

Phone 972-718-3418  
Fax 972-719-7948

**VIA ELECTRONIC & OVERNIGHT MAIL**

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 – August 08.**

Dear Ms. Hall:

Verizon Northwest Inc. notified the Commission on September 12, 2008 that it had 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 purpose of this letter is to notify you that the Company has met the metric for the month of August 2008 with 97% of the out of service tickets cleared on time. Verizon continues to focus on the results to ensure that the metric is achieved going forward.

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

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass". The signature is written in a cursive, flowing style.

Kim Douglass  
Public Affairs, Policy & Communication