

Kim A. Douglass  
Senior Staff Consultant  
Northwest Region

RECEIVED

2008 NOV 12 AM 10:30

IDAHO PUBLIC  
UTILITIES COMMISSION



November 11, 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

VZN-T-07-03

**Subject: VERIZON NORTHWEST INC. SERVICE QUALITY REPORT – September 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 Company also notified you on October 10, 2008 that we had met the metric for the month of August 2008 with 97% of the out of service tickets cleared on time. The purpose of this letter is to notify you that Verizon has met the metric with 93% for the month of September 2008.

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

Sincerely,

A handwritten signature in cursive script that reads "Kim Douglass".

Kim Douglass  
Public Affairs, Policy & Communication