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Northwest Region



December 11, 2008

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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 – October 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 and again on November 11, 2008 that we had met the metric for the months of August 2008 and September 2008. The purpose of this letter is to notify you that Verizon has met the metric for the third month in a row with 97% for the month of October 2008. Any further reporting of this metric will be done pursuant to the requirement in Telephone Customer Relations Rule 503, IDAPA 31.41.01.503.03.

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

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass" with a long horizontal flourish extending to the right.

Kim Douglass
Public Affairs, Policy & Communication