		WASHINGTON	HON	
	MASS	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007	ITY REPORT - YEAR 2007	
	MCImetro Acc	MCImetro Access Transmission Services LLC d/b/a Verizon Access Trans	ola Verizon Access Transmission Services	ices
		WAC 480-120-439 Service Quality Performance Reports	ity Performance Reports	
		(3) Missed Appointment Report - Installations	Report - Installations	
Month, Year	Total Number of Installation Appointments Made	Total Number of Installation Appointments Missed	Percentage of Installation Appointments MET	Total Number of Installation Appointments that are allowed to be excluded
November, 2007	CONFIDENTIAL	CONFIDENTIAL	100.0%	Service is provided by the Underlying LEC
December, 2007	Information is not available yet	Information is not available yet	Information is not available yet	Service is provided by the Underlying LEC
Rule:				
(3) Missed Appointment	Report - Installations			
(3) Missed Appointment Report - Installations	Report - Installations			
This report must state the appointments and repair a	This report must state the number of appointments missed, total nur appointments and repair appointments must be reported separately.	otal number of appointments made (arately.	(scheduled), and the number of appoint	This report must state the number of appointments missed, total number of appointments made (scheduled), and the number of appointments that are allowed to be excluded. Installation appointments and repair appointments must be reported separately.
Notes:				
Because these services ar	e provided by an underlying LEC f	or MCImetro, MCImetro considers t	hese missed appointments to be beyor	Because these services are provided by an underlying LEC for MCImetro, MCImetro considers these missed appointments to be beyond its control under WAC 480-129-439(3)(d).
Confidential Information per WAC 480-07-160	per WAC 480-07-160			

	MASS	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007	Y REPORT - YEAR 2007	
	MCImetro Acces	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	Verizon Access Transmission Servi	Ces
		WAC 480-120-439 Service Quality Performance Reports	Performance Reports	
		(3) Missed Appointment Report - Repair	eport - Repair	
Month, Year	Total Number of Repair Appointments Made	Total Number of Repair Appointments Missed	Percentage of Repair Appointments MET	Total Number of Installation Appointments that are allowed to be excluded
November, 2007	CONFIDENTIAL	CONFIDENTIAL	84.07%	Service is provided by the Underlying LEC
December, 2007	Information is not available yet	Information is not available yet	Information is not available yet	Service is provided by the Underlying LEC
Rule:				
(3) Missed Appointment Report - Repair	t Report - Repair			
This report must state the appointments and repair a	This report must state the number of appointments missed, total nur appointments and repair appointments must be reported separately.	I number of appointments made (sch	eduled), and the number of appoint	This report must state the number of appointments missed, total number of appointments made (scheduled), and the number of appointments that are allowed to be excluded. Installation appointments and repair appointments must be reported separately.
Notes:				
Because these services ar	e provided by an underlying LEC for	MCImetro, MCImetro considers these	e missed appointments to be beyon	are provided by an underlying LEC for MCImetro, MCImetro considers these missed appointments to be beyond its control under WAC 480-129-439(3)(d).
Confidential Information per WAC 480-07-160	per WAC 480-07-160			

		Confidential Information per WAC 480-07-160	Confidential In
		Service is provided by the underlying LEC.	Service is provid
	5 access lines.	Therefore, we have included all orders even if they have more than 5 access lines	Therefore, we h
	5 access lines or more than 5 access lines.	We are unable to distinguish between orders that are for the initial 5 access lines or more than 5 access lines	We are unable t
		Information is not available by Central Office.	Information is no
			NOTES:
ss lines as required by WAC 480-120-105 (Company days as requested by a customer. The installation or ne company was unable to complete within five business	The report must state the total number of orders taken, by central office, in each month for all orders of up to the initial five access lines as required by WAC 480-120-105 (Company performance standards for installation or activation of access lines). The report must include orders with due dates later than five days as requested by a customer. The installation or activation of basic service report must state, by central office, of the total orders taken for the month, the number of orders that the company was unable to complete within five business days after the order date or by a later date as requested by the customer.	The report must state the total number of orders taken, by central office, i performance standards for installation or activation of access lines). The i activation of basic service report must state, by central office, of the total days after the order date or by a later date as requested by the customer.	The report must performance state activation of based ays after the or
		(4) Installation or Activation of Basic Service Report	(4) Installation
			Rule:
58.49%	CONFIDENTIAL		
Percentage Completed in 5 Bus Days:	Number Completed in 5 Bus days:		
41.51%	CONFIDENTIAL)7 CONFIDENTIAL	December, 2007
ithin 5 Business Days After Order Date or After Customer	Total Number and Percentage of Orders Not Completed Within 5 Business Days After Order Date or After Customer Desired Due Date	ear Total Number Of Orders Per Month	Month, Year
	(4) Installation or Activation of Basic Service Report - 5 Day Rule	(4) Instr	
	WAC 480-120-439 Service Quality Performance Reports	WA	
n Services	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	MCImetro Access T	
)07	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007	MASS MA	
	WASHINGTON		

		WASHINGTON	
	MASS MARKETS	RKETS SERVICE QUALITY REPORT - YEAR 2007	007
	MCImetro Access Tr	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	on Services
	WAC	WAC 480-120-439 Service Quality Performance Reports	
	(4) Install	(4) Installation or Activation of Basic Service Report - 90 Day Rule	•
Month, Year	Total Number Of Orders Per Month	Total Number and Percentage of Orders Completed After 90 Business Days After Order Date or After Customer Desired Due Date	ted After 90 Business Days After Order Date or After Customer esired Due Date
December, 2007	CONFIDENTIAL	Number	Percentage
	·	CONFIDENTIAL	0.00%
Rule:			
(4) Installation or Activ	(4) Installation or Activation of Basic Service Report		
The report must state the performance standards for activation of basic service days after the order date	The report must state the total number of orders taken, by central office, i performance standards for installation or activation of access lines). The ractivation of basic service report must state, by central office, of the total days after the order date or by a later date as requested by the customer.	n each month for all orders of up to the initial fiveport must include orders with due dates later orders taken for the month, the number of orde	re access lines as required by WAC 480-120-105 (Company than five days as requested by a customer. The installation or rs that the company was unable to complete within five business
NOTES:			
Information is not available by Central Office	e by Central Office.		
We are unable to distingu	We are unable to distinguish between orders that are for the initial 5 access lines or more than 5 access lines. Therefore, we have included all orders even if they have more than 5 access lines.	access lines or more than 5 access lines.	
Service is provided by the underlying LEC	underlying LEC.		
Confidential Information per WAC 480-07-160	n per WAC 480-07-160		

		Confidential Information per WAC 480-07-160	Confidential Inf
		Service is provided by the underlying LEC.	Service is provid
	15 access lines.	Therefore, we have included all orders even if they have more than 5 access lines	Therefore, we ha
	5 access lines or more than 5 access lines.	We are unable to distinguish between orders that are for the initial 5 access lines or more than 5 access lines	We are unable to
		Information is not available by Central Office.	Information is no
			NOTES:
ss lines as required by WAC 480-120-105 (Company e days as requested by a customer. The installation or he company was unable to complete within five business	The report must state the total number of orders taken, by central office, in each month for all orders of up to the initial five access lines as required by WAC 480-120-105 (Company performance standards for installation or activation of access lines). The report must include orders with due dates later than five days as requested by a customer. The installation or activation of basic service report must state, by central office, of the total orders taken for the month, the number of orders that the company was unable to complete within five business days after the order date or by a later date as requested by the customer.	The report must state the total number of orders taken, by central office, i performance standards for installation or activation of access lines). The activation of basic service report must state, by central office, of the total days after the order date or by a later date as requested by the customer.	The report must performance star activation of basidays after the order.
		4) Installation or Activation of Basic Service Report	(4) Installation
			Rule:
			2
0.00%	CONFIDENTIAL		
Percentage	Number)7 CONFIDENTIAL	December, 2007
r 180 Business Days After Order Date or After Customer Jue Date	Total Number and Percentage of Orders Completed After 180 Business Days After Order Date or After Customer Desired Due Date	ear Total Number Of Orders Per Month	Month, Year
ile	4) Installation or Activation of Basic Service Report - 180 Day Rule	(4) install	
	WAC 480-120-439 Service Quality Performance Reports	WA	
on Services	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	MCImetro Access T	
)07	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007	MASS MA	
	WASHINGTON		

		WASHINGTON	
	MASS MARKETS S	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007	
	MCImetro Access Transmission	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	Services
	WAC 480-120-	WAC 480-120-439 Service Quality Performance Reports	
	(6	6) Summary Trouble Report	
Month, Year	Total Number of Trouble Report (State Level)	Total Number of Access Lines as of Month End (State Level)	Total Number of Trouble Reports as a Ratio per 100 Access Line Counts (Standard: Max 4)
December, 2007	CONFIDENTIAL	CONFIDENTIAL	0.83
Rule:			
(6) Summary Trouble	le Report		
Each month companic by central office and the quality standard estab customer-provided equality standard equality	Each month companies must submit a report reflecting the standard established in WAC 480-120-438 (Trouble report standard). The report must include the number of reports by central office and the number of lines served by the central office. In addition, the report must include an explanation of causes for each central office that exceeds the service quality standard established in WAC 480-120-438. The reports, including repeated reports, must be presented as a ratio per one hundred lines in service. The reports caused by customer-provided equipment, inside wiring, force majeure, or outages of service caused by persons or entities other than the local exchange company should not be included in this report.	blished in WAC 480-120-438 (Trouble report stand dition, the report must include an explanation of cau repeated reports, must be presented as a ratio peservice caused by persons or entities other than the	lard). The report must include the number of report lard). The report must include the number of report uses for each central office that exceeds the service one hundred lines in service. The reports caused local exchange company should not be included in
State rules require tha	State rules require that the number of trouble reports not exceed four per hundred access lines for: (a) two consecutive months, or (b) four months in any 12-month period. A	hundred access lines for: (a) two consecutive more	ths, or (b) four months in any 12-month period. A
"trouble report" is a report by a custome to extraordinary or abnormal conditions	"trouble report" is a report by a customer that a line is out of service or not working properly. This standard does not apply to trouble reports relating to customers' equipment or to extraordinary or abnormal conditions.	t working properly. This standard does not apply to	trouble reports relating to customers' equipment of
Notes:			
Information is not ava	Information is not available on a central office level.		
Confidential Informa	Confidential Information per WAC 480-07-160		

			WASHINGTON		
		MASS MARKETS S	MASS MARKETS SERVICE QUALITY REPORT - YEAR	R 2007	
		MCImetro Access Transmission 9	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	ssion Services	
		WAC 480-120-4	WAC 480-120-439 Service Quality Performance Reports		
		(9)	9) Repair Report - 48 Hour Rule		
		Service I	Service Interruption Repairs (Out of Service Trouble Tickets, OOS)	Tickets, OOS)	
Month, Year	Total Number of OOS Tickets per Month	Total Number of OOS Tickets Repaired within 48 Hours	Percentage of OOS Tickets Repaired within 48 Hours (Standard 100%)	Total Number of OOS Tickets Repaired in Longer Than 48 Hours	Total Number of OOS Tickets Exempt from 48-Hour Interval Rule
December, 2007	CONFIDENTIAL	CONFIDENTIAL	72.73%	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report, 48-Hour Rule	3-Hour Rule				
(a) For service-interrup number of service inter the number of interrupt	tion repairs subject to the requiruptions reported each month, ions that are exempt from the r	(a) For service-interruption repairs subject to the requirements of WAC 480-120-440 (Repair standards for service number of service interruptions reported each month, the number repaired within forty-eight hours, and the number the number of interruptions that are exempt from the repair interval standard as provided for in WAC 480-120-440.	(a) For service-interruption repairs subject to the requirements of WAC 480-120-440 (Repair standards for service interruptions and impairments, excluding major outages), each company must report the number of service interruptions reported each month, the number repaired within forty-eight hours, and the number repaired more than forty-eight hours after the initial report. In addition, a company must report the number of interruptions that are exempt from the repair interval standard as provided for in WAC 480-120-440.	irments, excluding major outages), each orty-eight hours after the initial report. In	n company must report the addition, a company must report
NOTES:					
N/A = Not Available					
Because these service	s are provided by an underlying	Because these services are provided by an underlying LEC, MCI considers these missed repairs to be beyond its control.	airs to be beyond its control.		
Confidential Informat	Confidential Information per WAC 480-07-160				

MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007	Month, Year Month, Year Wecember, 2007 Wecember, 2007 Welle: Well State of the poort, 72-Hc on hours, and the number rovided for in WAC 480-1 OTES: OTES: I/A = Not Available Recause these services are reconsideratial information.	Total Number of Service Impairments per Month CONFIDENTIAL CONFIDENTIAL repairs subject to the require repaired more than sevent 20-440. The provided by an underlying reprivace 480-07-160	MCImetro Access Transmission Service Impairments (9) Rel Total Number of Service Impairments Repaired within 72 Hours CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL LEC, MCI considers these missed repair	Service Quality Performance Reports pair Report - 72 Hour Rule Service Impairments (All Trouble Tickets) Percentage of Service Impairments Repaired within 72 Hours (Standard 100%) 86.84% 86.84% s to be beyond its control.	Total Number of Service Impairments Repaired in Longer Than 72 Hours CONFIDENTIAL CONFIDENTIAL impairments reported each month, the nurinpairments that are exempt from the	Total Number of Service Impairments Exempt from 72-Hour Interval Rule CONFIDENTIAL mber repaired within seventy-repair interval standard as
			MASS MARKETS SER	VICE QUALITY REPORT - YEAR	2007	
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007			MCImetro Access Transmission Sen	ices LLC d/b/a Verizon Access Transmiss	on Services	
			WAC 480-120-439 S	Service Quality Performance Reports		
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports			(9)Re	pair Report - 72 Hour Rule		
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule				Service Impairments (All Trouble Tickets)		
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments (All Trouble Tickets)		Total Number of Service Impairments per Month	Total Number of Service Impairments Repaired within 72 Hours	Percentage of Service Impairments Repaired within 72 Hours (Standard 100%)	Total Number of Service Impairments Repaired in Longer Than 72 Hours	Total Number of Service Impairments Exempt from Hour Interval Rule
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments (All Trouble Tickets) Service Impairments (All Trouble Tickets) Total Number of Service Impairments Repaired within 72 Hours (Standard Than 72 Hours Total Number of Service Impairments Repaired within 72 Hours (Standard Than 72 Hours	ecember, 2007	CONFIDENTIAL	CONFIDENTIAL	86.84%	CONFIDENTIAL	CONFIDENTIAL
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments (All Trouble Tickets) Service Impairments (Standard Inpairments Repaired within 72 Hours (Standard Inpairments Repaired in Longer Than 72 Hours CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL MCImetro Access Transmission Services WAC 480-120-439 Service Quality Performance Reports Service Provices (Standard Inpairments Inpairments Inpairments Repaired in Longer Than 72 Hours CONFIDENTIAL CONFIDENTIAL						
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments (All Trouble Tickets) Service Impairments (All Trouble Tickets) Total Number of Service Impairments Repaired within 72 Hours (Standard 100%) CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL MCImetro Access Transmission Services Quality Performance Reports Service Impairments (All Trouble Tickets) Forcentage of Service Impairments Inpairments Percentage of Service Impairments Repaired in Longer Than 72 Hours CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL	ule:					
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MCImetro Access Transmission Services LLC dlb/a Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments (All Trouble Tickets) Service Impairments (All Trouble Tickets) Total Number of Service Impairments Repaired within 72 Hours (Standard Tounger Tou	9) Repair Report, 72-Ho	our Rule				
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MCImetro Access Transmission Services LLC dibla Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments (All Trouble Tickets) Service Impairments (All Trouble Tickets) Total Number of Service Impairments Repaired within 72 Hours Total Number of Service Impairments Repaired within 72 Hours (Standard 100%) Than 72 Hours CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL Eagair Report, 72-Hour Rule	o) For service-impairment vo hours, and the number rovided for in WAC 480-1	repairs subject to the requir repaired more than sevent 20-440.	rements of WAC 480-120-440, each compy- y-two hours after the initial report. In addit	pany must report the number of service import, a company must report the number of	nairments reported each month, the nur impairments that are exempt from the i	mber repaired within seventy- repair interval standard as
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MICImetro Access Transmission Services LLC dib/a Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments (All Trouble Tickets) Percentage of Service Impairments (Standard 100%) Total Number of Service Repaired within 72 Hours (Standard 100%) Total Number of Service Impairments Repaired in Longer Than 72 Hours (Standard 100%) Total Number of Service Impairments Repaired in Longer Than 72 Hours (Standard Than 72 Hours Service Impairments Repaired in Longer Than 72 Hours Service Impairments Repaired in Longer Than 72 Hours (Standard Than 72 Hours Service Impairments Repaired in Longer Than 72 Hours Service Impairments Report Than 72 Hours Service Impairments Service Impairments Report Than 72 Hours Service Impairments Service Impairments Service Impairments Service Impairments February Service Impairments Service Impairments Service Impairmen	OTES:					
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MOlmetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments (All Trouble Tickets) Percentage of Service Impairments (Repaired within 72 Hours (Standard 100%)) Percentage of Service Impairments (Standard 100%) Total Number of Service Impairments (Repaired within 72 Hours (Standard 100%)) CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL 86.84% CONFIDENTIAL 86.84% CONFIDENTIAL 67.120-440, each company must report the number of service impairments that are exempt from the regular ments for WAC 480-120-440, each company must report the number of impairments that are exempt from the regular ments in the regular ments in the regular ments from	NOC A REGISCOPO					
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2007 MCImetro Access Transmission Services LLC dbia Verizon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments (All Trouble Tickets) Total Number of Service Impairments (Standard 100%) Total Number of Service Impairments Repaired within 72 Hours (Standard 100%) Total Number of Service Impairments Repaired within 72 Hours (Standard 100%) CONFIDENTIAL CONFI	lecause these services ar	e provided by an underlying	LEC, MCI considers these missed repair	s to be beyond its control.		
MASS MARKETS SERVICE QUALITY REPORT YEAR 2007 MCImetro Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (9) Repair Report - 72 Hour Rule Service Impairments Impairments Impairments Impairments Impairments per Month Impairments per Month Repaired within 72 Hours Total Number of Service Impairments Repaired in Longer Than 72 Hours Total Number of Service Impairments India Repaired in Longer Than 72 Hours CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL Service Impairments (Standard Than 72 Hours (Standard Than 72 Hours Standard Than	Confidential Information per WAC 480-07-160	per WAC 480-07-160				