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	MASS	MASS MARKETS SERVICE QUALITY REPORT - YEAR	ITY REPORT - YEAR 2008	
	MCImetro Acc	ess Transmission Services LLC d/k	MCImetro Access Transmission Services LLC d/b/a 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
Мау, 2008	CONFIDENTIAL	CONFIDENTIAL	100.0%	Service is provided by the Underlying LEC
June, 2008	Information is not available yet	Information is not available yet	Information is not available yet	Service is provided by the Underlying LEC
Dilb:				
(3) Missed Appointment Report - Installations	Report - Installations			
This report must state the r	number of appointments missed, to	tal number of appointments made (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
		, cooj.		
Notes:				
Because these services are	e provided by an underlying LEC for	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			

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	MASS	MASS MARKETS SERVICE QUALITY REPORT - Y	Y REPORT - YEAR 2008	
	MCImetro Acce	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	Verizon Access Transmission Servi	ices
		WAC 480-120-439 Service Quality Performance Reports	Performance Reports	
		(3) Missed Appointment Report - Repair	teport - 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
May, 2008	CONFIDENTIAL	CONFIDENTIAL	93.22%	Service is provided by the Underlying LEC
June, 2008	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	nt Report - Repair			
This report must state the appointments and repair	This report must state the number of appointments missed, total nur appointments and repair appointments must be reported separately.	al number of appointments made (schately.	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	are provided by an underlying LEC for	MCImetro, MCImetro considers thes	e 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	n per WAC 480-07-160			

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	MASS MA	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	08
	MCImetro Access Tr	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	n Services
	WA	WAC 480-120-439 Service Quality Performance Reports	
	(4) Insta	(4) Installation or Activation of Basic Service Report - 5 Day Rule	
Month, Year	Total Number Of Orders Per Month	Total Number and Percentage of Orders Not Completed Within 5 Business Days After Order Date or After Customer Desired Due Date	ithin 5 Business Days After Order Date or After Customer ue Date
June, 2008	CONFIDENTIAL	CONFIDENTIAL	21.43%
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:
		CONFIDENTIAL	78.57%
Rule:			
(4) Installation or Activ	4) Installation or Activation of Basic Service Report		
The report must state the performance standards fo activation of basic service days after the order date	The report must state the total number of orders taken, by central office, in performance standards for installation or activation of access lines). The reactivation 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 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.	is lines as required by WAC 480-120-105 (Company days as requested by a customer. The installation or e 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 Therefore, we have include	We are unable to distinguish between orders that are for the initial 5 access lines or more than 5 access lines.	access lines or more than 5 access lines. 5 access lines.	
Service is provided by the underlying LEC	underlying LEC.		
Confidential Information per WAC 480-07-160	per WAC 480-07-160		

		WASHINGTON	
	MASS MAI	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	108
	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	C
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	r 90 Business Days After Order Date or After Customer Jue Date
June, 2008	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 fo 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.	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.	ss lines as required by WAC 480-120-105 (Company days as requested by a customer. The installation or he 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.	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		

		WASHINGTON	
	MASS MAI	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	08
	MCImetro Access Tr	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	n Services
	WAC	WAC 480-120-439 Service Quality Performance Reports	
	(4) Instali	4) Installation or Activation of Basic Service Report - 180 Day Rule	(T)
Month, Year	Total Number Of Orders Per Month	Total Number and Percentage of Orders Completed After 180 Business Days After Order Date or After Customer Desired Due Date	180 Business Days After Order Date or After Customer ue Date
June, 2008	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 fo activation of basic service days after the order date	The report must state the total number of orders taken, by central office, in performance standards for installation or activation of access lines). The report must state, by central office, of the total 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 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.	is 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
NOTES:			
Information is not available by Central Office	e by Central Office.		
We are unable to distingu Therefore, we have include	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 Informa
		Information is not available on a central office level.	Information is not ava
			Notes:
ths, or (b) four months in any 12-month period. trouble reports relating to customers' equipme	hundred access lines for: (a) two consecutive more tworking properly. This standard does not apply to	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 "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 of extraordinary or abnormal conditions.	State rules require that the number of tr "trouble report" is a report by a custome to extraordinary or abnormal conditions
ard). The report must include the number of repses for each central office that exceeds the servone hundred lines in service. The reports caus local exchange company should not be included	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 pe service caused by persons or entities other than the	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.	Each month compani by central office and the quality standard estal customer-provided equality renort
		le Report	(6) Summary Trouble Report
			Rule:
0.72	CONFIDENTIAL	CONFIDENTIAL	June, 2008
Total Number of Trouble Reports as a Ratio per 100 Access Line Counts (Standard: Max 4)	Total Number of Access Lines as of Month End (State Level)	Total Number of Trouble Report (State Level)	Month, Year
	6) Summary Trouble Report		
	WAC 480-120-439 Service Quality Performance Reports	WAC 480-120-	
Services	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	MCImetro Access Transmission	
	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	MASS MARKETS S	
	WASHINGTON		

	neasure.	Service is provided by the underlying LEC, no information is available for this measure.	Service is provided by
			Notes:
to the Commission. For each switch, companies must meet the		Any company experiencing switching problems in excess of the standard [WAC 480-120-401] must report the problems minimum standards during the switch's average busy-hour of the average busy season.	Any company experie minimum standards d
		7	(7) Switching Report
			Rule:
Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	June, 2008
Notes re. Any Other Type of Switching Problem	Percentage of Placed Calls that Did Not Encounter an Intra-switch Blocking Condition (Standard 98%)	Percentage of calls that received Dial Tone Within 3 Seconds (Standard 98%)	Month, Year
	(7) Switching Report		
	WAC 480-120-439 Service Quality Performance Reports	WAC 480-120	
Ces	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	MCImetro Access Transmissio	
	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	MASS MARKETS:	
	WASHINGTON		

			Notes:
	-	any trunk groups that do not meet the standard for two consecutive months.	any trunk groups that
anation of steps being taken to relieve blockage on	performance standards, the report must include the peak percent blocking level experienced during the preceding month, the number of trunks in the trunk group, the busy nour when peak blockage occurs, and whether the problem concerns a standard in WAC 480-120-401 (3) or (5). The report must include an explanation of steps being taken to relieve blockage on	 as, the report must include the peak percent blocking levels, and whether the problem concerns a standard in WAC 	performance standard
erformance standards. For each trunk group not meeting the	Companies must meet the above mentioned standards during average busy-hour. Each company that experiences trunk plocking in excess of the standard in VAC 480-120-401 (3) (Interoffice facilities) and (5) (Service to interexchange companies) must report each trunk group that does not meet the performance standards. For each trunk group not meeting the	Companies must meet the above mentioned standards during average busy-nour. Each company that experiences trunk (Interoffice facilities) and (5) (Service to interexchange companies) must report each trunk group that does not meet the professional standards of the companies of t	(Interoffice facilities)
		8) Interoffice, Intercompany and Interexchange Trunk Blocking Report	(8) Interoffice, Inter
			Rule:
Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	June, 2008
Did 100% of trunk groups experience less than 1% blocking for E-911?	Percentage of trunk groups must experience less than 1% blocking for local & EAS inter-office trunk facilities (Standard 99%)	Percentage of trunk groups experience less than 1/2 of 1% of blocking for inter-toll & inter-tandem (Standard 99%)	Month, Year
	8) Interoffice, Inter-company and Inter-exchange Trunk Blocking Report	(8) Interoffice, Inter-c	
	WAC 480-120-439 Service Quality Performance Reports	WAC 480-120	
ices	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	MCImetro Access Transmission	
	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	MASS MARKETS	
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		MASS MARKETS SE	MASS MARKETS SERVICE QUALITY REPORT - YEAR	R 2008	
		MCImetro Access Transmission S	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmiss	sion Services	
		WAC 480-120-43	WAC 480-120-439 Service Quality Performance Reports		
		(9)F	9) Repair Report - 48 Hour Rule		
		Service In	Service Interruption Repairs (Out of Service Trouble Ti	rickets, OOS)	
Month, Year Total	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
June, 2008 CO	CONFIDENTIAL	CONFIDENTIAL	Pending	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report, 48-Hour Rule	ule				
(a) For service-interruption repainumber of service interruptions rethe number of interruptions that	irs subject to the require reported each month, the reported each month, the re	(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 he 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.	ments, excluding major outages), each ty-eight hours after the initial report. In	ocompany must report the addition, a company must report
NOTES:					
N/A = Not Available					
Because these services are prov	vided by an underlying	Because these services are provided by an underlying LEC, MCI considers these missed repairs to be beyond its control	irs to be beyond its control.		
Confidential Information per WAC 480-07-160	VAC 480-07-160				

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		MASS MARKETS SER	MASS MARKETS SERVICE QUALITY REPORT - YEAR	2008	
		MCImetro Access Transmission Sen	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmissi	on Services	
		WAC 480-120-439	WAC 480-120-439 Service Quality Performance Reports		
		(9)Re	9) Repair Report - 72 Hour Rule		
			Service Impairments (All Trouble Tickets)		
Month, Year	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 72- Hour Interval Rule
June, 2008	CONFIDENTIAL	CONFIDENTIAL	97.44%	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report, 72-Hour Rule	Hour Rule				
(b) For service-impairment repairs two hours, and the number repairs provided for in WAC 480-120-440	ent repairs subject to the requi ber repaired more than sevent 0-120-440.	rements of WAC 480-120-440, each comyy-two hours after the initial report. In addit	(b) For service-impairment repairs subject to the requirements of WAC 480-120-440, each company must report the number of service impairments reported each month, the number repaired within seventy-two hours, and the number repaired more than seventy-two hours after the initial report. In addition, a company must report the number of impairments that are exempt from the repair interval standard as provided for in WAC 480-120-440.	pairments reported each month, the number repaired within sever impairments that are exempt from the repair interval standard as	nber repaired within seventy- repair interval standard as
NOTES:					
Donates those springs	or provided by an indestring	TO MO CONTRACT TO STATE OF THE	5 b b b b b b b b b b b b b b b b b b b		
		in an order of the property of	o w be belond to control.		
Confidential Informati	Confidential Information per WAC 480-07-160				

			Confidential Information per WAC 480-07-160	Confidential Informa
nents to be beyond its control under WAC 480-129-439(3)(d).	ers these missed appointments to be be	Because these services are provided by an underlying LEC for MCImetro, MCImetro considers these missed appointn	es are provided by an underlying L	Because these service
				Notes:
number of appointments that are allowed to be excluded.		This report must state the number of appointments missed, total number of appointments made (scheduled), and the installation appointments and repair appointments must be reported separately.	This report must state the number of appointments missed, total number of appinstallation appointments and repair appointments must be reported separately.	This report must state Installation appointme
			3) Missed Appointment Report - Installations	(3) Missed Appoint
				Rule:
Service is provided by the Underlying LEC	Information is not available yet	Information is not available yet	Information is not available yet	June, 2008
Service is provided by the Underlying LEC	100.00%	CONFIDENTIAL	CONFIDENTIAL	May, 2008
Service is provided by the Underlying LEC	100.00%	CONFIDENTIAL	CONFIDENTIAL	April, 2008
Service is provided by the Underlying LEC	100.00%	CONFIDENTIAL	CONFIDENTIAL	March, 2007
Total Number of Installation Appointments that are allowed to be excluded	Percentage of Installation Appointments MET	Total Number of Installation Appointments Missed	Total Number of Installation Appointments Made	Month, Year
	Report - Installations	(3) Missed Appointment Report - Installations		
	ality Performance Reports	WAC 480-120-439 Service Quality Performance Reports		
vices	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	ccess Transmission Services LLC d	MCImetro A	
	LITY REPORT - YEAR 2008	MASS MARKETS SERVICE QUALITY REPORT - YEA	MA	
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			Confidential Information per WAC 480-07-160	Confidential Informa
ments to be beyond its control under WAC 480-129-439(3)(d).	these missed appointments to be	C for MCImetro, MCImetro considers	Because these services are provided by an underlying LEC for MCImetro, MCImetro considers these missed appoint	Because these service
				Notes:
number of appointments that are allowed to be excluded.		, total number of appointments made reported separately.	This report must state the number of appointments missed, total number of appointments made (scheduled), and the installation appointments and repair appointments must be reported separately.	This report must state Installation appointme
			3) Missed Appointment Report - Repair	(3) Missed Appointr
				Rule:
Service is provided by the Underlying LEC	Information is not available yet	Information is not available yet	Information is not available yet	June, 2008
Service is provided by the Underlying LEC	93.22%	CONFIDENTIAL	CONFIDENTIAL	May, 2008
Service is provided by the Underlying LEC	96.43%	CONFIDENTIAL	CONFIDENTIAL	April, 2008
Service is provided by the Underlying LEC	95.56%	CONFIDENTIAL	CONFIDENTIAL	March, 2007
Total Number of Installation Appointments that are allowed to be excluded	Percentage of Repair Appointments MET	Total Number of Repair Appointments Missed	Total Number of Repair Appointments Made	Month, Year
	Report - Repair	(3) Missed Appointment Report - Repair		
	y Performance Reports	WAC 480-120-439 Service Quality Performance Repo		
vices	Verizon Access Transmission Ser	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	MCImetro Acc	
	TY REPORT - YEAR 2008	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	MAS	
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	MASS MA	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	.008
	MCImetro Access Tra	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	Services
	WAC	WAC 480-120-439 Service Quality Performance Reports	
	(4) İnstall	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	90 Business Days After Order Date or After Customer ue Date
April, 2008	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
June, 2008	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
Rule:			
(4) Installation or Activa	(4) Installation or Activation of Basic Service Report		
The report must state the tre performance standards for performance standards for activation of basic service restricts and activation and says after the ord	The report must state the total number of orders taken, by central office, in each maperformance standards for installation or activation of access lines). The report must activation of basic service report must state, by central office, of the total orders take 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, 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 of 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.	ss lines as required by WAC 480-120-105 (Company states as requested by a customer. The installation or the company was unable to complete within five
NOTES:			
Information is not available by Central Office	by Central Office.		
We are unable to distinguis Therefore, we have include	We are unable to distinguish between orders that are for the initial 5 access lines or Therefore, we have included all orders even if they have 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. Therefore, we have included all orders even if they have more than 5 access lines.	
Service is provided by the underlying LEC.	underlying LEC.		
Confidential Information per WAC 480-07-160	per WAC 480-07-160		

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	MASS MA	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	2008
	MCImetro Access Tra	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	1 Services
	WAC	WAC 480-120-439 Service Quality Performance Reports	
	(4) Installa	4) Installation or Activation of Basic Service Report - 180 Day Rule	le le
Month, Year	Total Number Of Orders Per Month	Total Number and Percentage of Orders Completed After 180 Business Days After Desired Due Date	180 Business Days After Order Date or Afte r Customer Due Date
April, 2008	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
May, 2008	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
June, 2008	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
Rule:			
(4) Installation or Activa	(4) Installation or Activation of Basic Service Report		
The report must state the t performance standards for activation of basic service business days after the orc	The report must state the total number of orders taken, by central office, in each merformance standards for installation or activation of access lines). The report must activation of basic service report must state, by central office, of the total orders take 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, 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.	ss lines as required by WAC 480-120-105 (Company adays as requested by a customer. The installation or he company was unable to complete within five
NOTES:			
Information is not available by Central Office	by Central Office.		
We are unable to distinguis Therefore, we have include	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	per WAC 480-07-160		

		WASHINGTON	
	MASS MARKETS	SERVICE QUALITY REPORT - YEAR 2008	8
	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) 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)
April, 2008	CONFIDENTIAL	CONFIDENTIAL	0.61
May, 2008	CONFIDENTIAL	CONFIDENTIAL	0.62
June, 2008	CONFIDENTIAL	CONFIDENTIAL	0.72
Rule:			
(6) Summary Trouble Report	e Report		
Each month companie central office and the r quality standard establ customer-provided equality report.	Each month companies must submit a report reflecting the standard established in WAC 480-120-438 (Trouble report central office and the number of lines served by the central office. In addition, the report must include an explanation of quality standard established in WAC 480-120-438. The reports, including repeated reports, must be presented as a rate customer-provided equipment, inside wiring, force majeure, or outages of service caused by persons or entities other this report.		standard). The report must include the number of reports by frequency from the service that exceeds the service thouses for each central office that exceeds the service to per one hundred lines in service. The reports caused by than the local exchange company should not be included in
State rules require that the number o "trouble report" is a report by a custo extraordinary or abnormal conditions	t the number of trouble reports not exceed four per hoort by a customer that a line is out of service or not mal conditions.	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 "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.	s, or (b) four months in any 12-month period. A ouble reports relating to customers' equipment or to
Notes:			
Information is not avail	Information is not available on a central office level.		
Confidential Informat	Confidential Information per WAC 480-07-160		

WASHINGTON
MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008
MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services
WAC 480-120-439 Service Quality Performance Reports
(7) Switching Report
Month, Year Percentage of calls that received Dial Tone Within 3 Percentage of Placed Calls that Did Not Encounter an Seconds (Standard 98%) Intra-switch Blocking Condition (Standard 98%) Notes re. Any Other Type of Switching Problem
April, 2008 Service is provided by the Underlying LEC Service is provided by the Underlying LEC Service is provided by the Underlying LEC
May, 2008 Service is provided by the Underlying LEC Service is provided by the Underlying LEC Service is provided by the Underlying LEC
June, 2008 Service is provided by the Underlying LEC Service is provided by the Underlying LEC Service is provided by the Underlying LEC
Rule:
(7) Switching Report
Any company experiencing switching problems in excess of the standard [WAC 480-120-401] must report the problems to the Commission. For each switch, companies must meet the minimum standards during the switch's average busy-hour of the average busy season.
Notes:
Service is provided by the underlying LEC, no information is available for this measure.

	measure.	Service is provided by the underlying LEC, no information is available for this measure.	Service is provided b
			Notes:
blocking in excess of the standard in WAC 480-120-401 (3) erformance standards. For each trunk group not meeting the the number of trunks in the trunk group, the busy hour when lude an explanation of steps being taken to relieve blockage on	hour. Each company that experiences trunk blocking in ex rt each trunk group that does not meet the performance sr rel experienced during the preceding month, the number of 480-120-401 (3) or (5). The report must include an expla	Companies must meet the above mentioned standards during average busy-hour. Each company that experiences trunk blocking in excess of the standard in WAC 480-120-401 (3) (Interoffice facilities) and (5) (Service to interexchange companies) must report each trunk group that does not meet the performance standards. For each trunk group not meeting the performance standards, the report must include the peak percent blocking level experienced during the preceding month, the number of trunks in the trunk group, the busy hour when peak blockage occurs, and whether the problem concerns a standard in WAC 480-120-401 (3) or (5). The report must include an explanation of steps being taken to relieve blockage on any trunk groups that do not meet the standard for two consecutive months.	Companies must me (Interoffice facilities) performance standar peak blockage occur any trunk groups tha
		8) Interoffice, Intercompany and Interexchange Trunk Blocking Report	(8) Interoffice, Inte
			Rule:
Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	June, 2008
Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	May, 2008
Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	April, 2008
Did 100% of trunk groups experience less than 1% blocking for E-911?	Percentage of trunk groups must experience less than 1% blocking for local & EAS inter-office trunk facilities (Standard 99%)	Percentage of trunk groups experience less than 1/2 of 1% of blocking for inter-toll & inter-tandem (Standard 99%)	Month, Year
	8) Interoffice, Inter-company and Inter-exchange Trunk Blocking Report	(8) Interoffice, Inter-c	
	WAC 480-120-439 Service Quality Performance Reports	WAC 480-120	
ices	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	MCImetro Access Transmission	
	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	MASS MARKETS	
	WASHINGTON		

			WASHINGTON		
		MASS MARKETS S	MASS MARKETS SERVICE QUALITY REPORT - YEA	AR 2008	
		MCImetro Access Transmission 9	MCImetro Access Transmission Services LLC d/b/a Venzon Access Transmission Services	ission Services	
		WAC 480-120-4	WAC 480-120-439 Service Quality Performance Reports		
		(9)	9) Repair Report - 48 Hour Rule		
Month, Year		Service I	Service Interruption Repairs (Out of Service Trouble	Tickets, OOS)	
	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
April, 2008	CONFIDENTIAL	CONFIDENTIAL	Pending	CONFIDENTIAL	CONFIDENTIAL
May, 2008	CONFIDENTIAL	CONFIDENTIAL	Pending	CONFIDENTIAL	CONFIDENTIAL
June, 2008	CONFIDENTIAL	CONFIDENTIAL	Pending	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report, 48-Hour Rule	8-Hour Rule				
(a) For service-interrupt number of service inte the number of interrup	ption repairs subject to the requirruptions reported each month, irruptions that are exempt from the	(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 numbe 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 impain number of service interruptions reported each month, the number repaired within forty-eight hours, and the number repaired more than for the number of interruptions that are exempt from the repair interval standard as provided for in WAC 480-120-440.	airments, excluding major outages), each company must report the orty-eight hours after the initial report. In addition, a company must report	h company must report the addition, a company must report
NOTES:					
Because these service	es are provided by an underlyin	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 Informa	Confidential Information per WAC 480-07-160				

			WASHINGTON		
		MASS MARKETS SEI	SERVICE QUALITY REPORT - YEAR	2008	
		MCImetro Access Transmission Ser	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	ion Services	
		WAC 480-120-439	WAC 480-120-439 Service Quality Performance Reports		
		(9)Re	9) Repair Report - 72 Hour Rule		
Month, Year			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 72- Hour Interval Rule
April, 2008	CONFIDENTIAL	CONFIDENTIAL	100.00%	CONFIDENTIAL	CONFIDENTIAL
May, 2008	CONFIDENTIAL	CONFIDENTIAL	100.00%	CONFIDENTIAL	CONFIDENTIAL
June, 2008	CONFIDENTIAL	CONFIDENTIAL	97.44%	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report, 72-Hour Rule	-Hour Rule				
(b) For service-impairment repairs two hours, and the number repairs provided for in WAC 480-120-440.	ent repairs subject to the requi- ber repaired more than sevent 0-120-440.	rements of WAC 480-120-440, each com y-two hours after the initial report. In addi	(b) For service-impairment repairs subject to the requirements of WAC 480-120-440, each company must report the number of service impairments reported each month, the number repaired within seventy-two hours, and the number repaired more than seventy-two hours after the initial report. In addition, a company must report the number of impairments that are exempt from the repair interval standard as provided for in WAC 480-120-440.	pairments reported each month, the number repaired within sever impairments that are exempt from the repair interval standard as	mber repaired within seventy- epair interval standard as
NOTES:					
Because these services	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	s to be beyond its control.		
Confidential Informati	Confidential Information per WAC 480-07-160				