	WASHINGTON	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	MCImetro Access Transmission Services I I C d/h/a Verizon Access Transmission Services	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	WAC 480-120-439 Service Quality Performance Reports	(3) Missed Appointment Report - Installations		Total Number of Installation Total Number of Installation Percentage of Installation Appointments Made Appointments Missed Appointments MET	CONFIDENTIAL CONFIDENTIAL 89.29%	Information is not available yet		Rule:	(3) Missed Appointment Report - Installations	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. Install appointments and repair appointments must be reported separately.	Notes:	Because these services are provided by an underlying LEC for MClimetro, MClimetro considers these missed appointments to be beyond its control under WAC 480-129-439(3)(d).
Confidential illoritiation bei #MC 400-07-100	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 (3) Missed Appointment Report - Installation Appointments Made August, 2008 CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL September, 2008 Information is not available yet Information is not available yet (3) Missed Appointments made (scheduled), and the number of appointments that are allowed to be excappointments and repair appointments must be reported separately. Notes: Note: MCT 480-120-439 Service Quality Performance Report - Installation Appointments MET Total Number of Installation Appointment MET Appointment Report - Installations Service is provided by the U Service is provided by the U Service is provided by the U CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL Service is provided by the U CONFIDENTIAL Service is provided by the U CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL Service Services Se	MCImetro Access Transmission Services LLC db/a Venzon Access Transmission Services WAC 480-120-439 Service Quality Performance Reports (3) Missed Appointment Report - Installation Appointments Mede August, 2008 CONFIDENTIAL September, 2008 Information is not available yet Information is not available yet (3) Missed Appointments missed the number of appointments missed, total number of appointments made (scheduled), and the number of appointments that are allowed to be excepted by an underlying LEC for MCImetro, MCImetro, Considers these missed appointments to be beyond its control under WAC 480-12. Because these services are provided by an underlying LEC for MCImetro, MCImetro considers these missed appointments to be beyond its control under WAC 480-12.	MAC 480-120-439 Service Quality Performance Reports (3) Missed Appointment Report - Installation Appointments Made August, 2008 CONFIDENTIAL September, 2008 Information is not available yet Confidence of appointments must be reported separately. Notes: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to be beyond its control under WAC 480-12: Confidence of Appointments to the Appointment to the Appointments to the Appointments to the Appointment to the Appoint	Month, Year Confidential Information is not available yet Information appointment Report - Installations Confidence: Confidence C	Month, Year Total Number of Installation Appointments Made CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL September, 2008 Information is not available yet Information is not available yet Information is not available yet Confidency Confidency Con	Month, Year Total Number of Installation Appointments Made Appointments Missed September, 2008 Information is not available yet Information is not available yet Information is not available yet appointment Report - Installations Total Number of Installation Appointments Missed Appointments missed, total number of appointments made (scheduled), and the number of appointments that are allowed to be excappointments and repair appointments must be reported separately. Notes: Because these services are provided by an underlying LEC for McImetro, McImetro considers these missed appointments to be beyond its control under WAC 480-120 page 1.15 to more than 1.5 to 1.5 t	Month, Year Total Number of Installation Appointments Made CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL September, 2008 Information is not available yet Information	August, 2008	September, 2008 Information is not available yet Information is no	Rule: (3) Missed Appointment Report - Installations 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 excappointments and repair appointments must be reported separately. Notes: Because these services are provided by an underlying LEC for MCImetro, MCImetro considers these missed appointments to be beyond its control under WAC 480-120	(3) Missed Appointment Report - Installations 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 excappointments and repair appointments must be reported separately. Notes: Because these services are provided by an underlying LEC for MCImetro, MCImetro considers these missed appointments to be beyond its control under WAC 480-120	(3) Missed Appointment Report - Installations 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 excappointments and repair appointments must be reported separately. Notes: 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.	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 excappointments and repair appointments must be reported separately. Notes: 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.	rlying LEC for MCImetro, MCImetro considers these missed appointments	rlying LEC for MCImetro, MCImetro considers these missed appointments	Collingential information per MAC 400-07-100

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	MASS	MASS MARKETS SERVICE QUALITY REPORT	Y REPORT - YEAR 2008	
	MCImetro Acces	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
August, 2008	CONFIDENTIAL	CONFIDENTIAL	86.36%	Service is provided by the Underlying LEC
September, 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	Report - Repair		And the second s	
This report must state the appointments and repair appointments	This report must state the number of appointments missed, total nun appointments and repair appointments must be reported separately.	l number of appointments made (sch યtely.	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	Because these services are provided by an underlying LEC for MCImetro, MCImetro considers these missed appointmen	MCImetro, MCImetro considers thes	e missed appointments to be beyor	nts 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 MARKETS	RKETS SERVICE QUALITY REPORT - YEAR 2008)08
	MCImetro Access T	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	on 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
September, 2008	CONFIDENTIAL	CONFIDENTIAL	52.54%
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:
		CONFIDENTIAL	47.46%
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 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.	n each month for all orders of up to the initial five report must include orders with due dates later the orders taken for the month, the number of orders	access lines as required by WAC 480-120-105 (Company an five days as requested by a customer. The installation or that the company was unable to complete within five business
NOTES:			
Information is not available by Central Office	le 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.	
Therefore, we have inclu We will report data for 90	Therefore, we have included all orders even if they have more than 5 access lines. We will report data for 90-day rule and 180-day rule once those milestones are reached	5 access lines. stones are reached.	
Service is provided by the underlying LEC	e underlying LEC.		
Confidential Information per WAC 480-07-160	n per WAC 480-07-160		

		Confidential Information per WAC 480-07-160	Confidential Info
		Service is provided by the underlying LEC.	Service is provide
	5 access lines.	Therefore, we have included all orders even if they have more than 5 access lines	Therefore, we have
	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 not
			NOTES:
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 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, is 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 s performance stan activation of basic days after the ord
		(4) Installation or Activation of Basic Service Report	(4) Installation
The second secon			
			Rule:
0.00%	CONFIDENTIAL		
Percentage	Number	3 CONFIDENTIAL	September, 2008
r 90 Business Days After Order Date or After Customer)ue Date	Total Number and Percentage of Orders Completed After 90 Business Days After Order Date or After Customer Desired Due Date	ar Total Number Of Orders Per Month	Month, Year
(b)	4) Installation or Activation of Basic Service Report - 90 Day Rule	(4) Insta	
	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	
)08	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	MASS MA	
	WASHINGTON		

		Confidential Information per WAC 480-07-160	Confidential Informati
		provided by the underlying LEC.	Service is provided by
	5 access lines.	Therefore, we have included all orders even if they have more than 5 access lines.	Therefore, we have inc
	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 distin
		able by Central Office.	Information is not available by Central Office
			NOTES:
ss lines as required by WAC 480-120-105 (Company adays as requested by a customer. The installation or re 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, 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 performance standards activation of basic services after the order date.
		4) Installation or Activation of Basic Service Report	(4) Installation or Act
			Rule:
0.00%	CONFIDENTIAL		
Percentage	Number	CONFIDENTIAL	September, 2008
ำ180 Business Days After Order Date or After Customer านe Date	Total Number and Percentage of Orders Completed After 180 Business Days After Order Date or After Customer Desired Due Date	Total Number Of Orders Per Month	Month, Year
le le	4) Installation or Activation of Basic Service Report - 180 Day Rule	(4) install	
	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 Ti	
)08	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	MASS MA	
	WASHINGTON		

		WASHINGTON	
	MASS MARKETS	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	
	MCImetro Access Transmissio	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)
September, 2008	CONFIDENTIAL	CONFIDENTIAL	0.62
Rule:			
	the street of th		
(6) Summary Trouble Report	le Report		
Each month compani by central office and to quality standard estate customer-provided eq	Each month companies must submit a report reflecting the standard established in WAC 480-120-438 (Trouble re by central office and the number of lines served by the central office. In addition, the report must include an explana quality standard established in WAC 480-120-438. The reports, including repeated reports, must be presented as customer-provided equipment, inside wiring, force majeure, or outages of service caused by persons or entities other this report.	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 to 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.	port standard). The report must include the number of reports tion of causes for each central office that exceeds the service a ratio 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 of tr "trouble report" is a report by a custome to extraordinary or abnormal conditions	at the number of trouble reports not exceed four perport by a customer that a line is out of service or number 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 of extraordinary or abnormal conditions.	nths, or (b) four months in any 12-month period. A trouble reports relating to customers' equipment or
Notes:			
Information is not ava	Information is not available on a central office level.		
Confidential Informa	Confidential Information per WAC 480-07-160		

Notes: Service is provided by th	Companies must meet the (Interoffice facilities) and performance standards, peak blockage occurs, a any trunk groups that do	(8) Interoffice, Interco	Rule:	September, 2008	Month, Year						
Notes: Service is provided by the underlying LEC, no information is available for this measure.	Companies must meet the above mentioned standards during average busy-hour. Each company that experiences (Interoffice facilities) and (5) (Service to interexchange companies) must report each trunk group that does not meet performance standards, the report must include the peak percent blocking level experienced during the preceding neak blockage occurs, and whether the problem concerns a standard in VVAC 480-120-401 (3) or (5). The report many trunk groups that do not meet the standard for two consecutive months.	(8) Interoffice, Intercompany and Interexchange Trunk Blocking Report		Service is provided by the Underlying LEC	Percentage of trunk groups experience less than 1/2 of 1% of blocking for inter-toll & inter-tandem (Standard 99%)	(8) Interoffice, Inter-	WAC 480-12	MCImetro Access Transmissi	MASS MARKETS		
s measure.	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.			Service is provided by the Underlying LEC	Percentage of trunk groups must experience less than 1% blocking for local & EAS inter-office trunk facilities (Standard 99%)	8) Interoffice, Inter-company and Inter-exchange Trunk Blocking Report	WAC 480-120-439 Service Quality Performance Reports	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	SERVICE QUALITY REPORT - YEAR 2008	WASHINGTON	
	trunk blocking in excess of the standard in WAC 480-120-401 (3) the performance standards. For each trunk group not meeting thronth, the number of trunks in the trunk group, the busy hour when stringly an explanation of steps being taken to relieve blockage.			Service is provided by the Underlying LEC	Did 100% of trunk groups experience less than 1% blocking for E-911?			vices			

			WASHINGTON		
		MASS MARKETS	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	YEAR 2008	
		MCImetro Access Transmiss	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	ransmission Services	
		WAC 480-12	WAC 480-120-439 Service Quality Performance Reports	ports	
			9) Repair Report - 48 Hour Rule		
		Service	Service Interruption Repairs (Out of Service Trouble Tickets, OOS)	uble 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
September, 2008	CONFIDENTIAL	CONFIDENTIAL	100.00%	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report, 48-Hour Rule	t, 48-Hour Rule				
(a) For service-inte report the number company must rep	erruption repairs subject to the service interruptions report the number of interruptions.	ne requirements of WAC 480-120-4 rted each month, the number repair ns that are exempt from the repair in	(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.	tions and impairments, excluding majorer repaired more than forty-eight hour 480-120-440.	r outages), each company must s after the initial report. In addition, a
NOTES:					
N/A = Not Available	8		expension and an in the second and t		and the second s
Because these ser	vices are provided by an un	derlying LEC, MCI considers these	Because these services are provided by an underlying LEC, MCI considers these missed repairs to be beyond its control.		
Confidential Infor	Confidential Information per WAC 480-07-160	60			

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		MASS MARKETS SE	MASS MARKETS SERVICE QUALITY REPORT - YEAR	AR 2008	
		MCImetro Access Transmission	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	smission Services	
		WAC 480-120-4:	WAC 480-120-439 Service Quality Performance Reports	\$	
		(9)	9) Repair Report - 72 Hour Rule		
			Service Impairments (All Trouble Tickets)	ets)	
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
September, 2008	CONFIDENTIAL	CONFIDENTIAL	95.83%	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report, 72-Hour Rule	72-Hour Rule				
(b) For service-impair within seventy-two ho repair interval standa	(b) For service-impairment repairs subject to the requirement within seventy-two hours, and the number repaired more than repair interval standard as provided for in WAC 480-120-440.	requirements of WAC 480-120-440, and more than seventy-two hours afte 80-120-440.	(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.	of service impairments reported each	month, the number repaired nts that are exempt from the
NOTES:					
N/A = Not Available					
Because these service	es are provided by an unde	rlying LEC, MCI considers these mis	Because these services are provided by an underlying LEC, MCI considers these missed repairs to be beyond its control.		
Confidential Informa	Confidential Information per WAC 480-07-160				

			Confidential Information per WAC 480-07-160	Confidential Information
to be beyond its control under WAC 480-129-439(3)(d).	ers these missed appointments to be be	are provided by an underlying LEC for MCImetro, MCImetro considers these missed appointments	es are provided by an underlying L	Because these services
				Notes:
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.	ade (scheduled), and the number of app	ed, total number of appointments me 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 Appointr
				Rule:
Service is provided by the Underlying LEC	Information is not available yet	Information is not available yet	Information is not available yet	September, 2008
Service is provided by the Underlying LEC	89.29%	CONFIDENTIAL	CONFIDENTIAL	August, 2008
Service is provided by the Underlying LEC	100.00%	CONFIDENTIAL	CONFIDENTIAL	July, 2008
Service is provided by the Underlying LEC	100.00%	CONFIDENTIAL	CONFIDENTIAL	June, 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 Report		
rices	/b/a Verizon Access Transmission Services	MCImetro Access Transmission Services LLC d/b/a Verizon Access Trans	MCImetro A	
	LITY REPORT - YEAR 2008	MASS MARKETS SERVICE QUALITY REPORT - YEA	MA	
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	MASS	MASS MARKETS SERVICE QUALITY REPORT - YE	TY REPORT - YEAR 2008	
	MCImetro Acc	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	a Verizon Access Transmission Ser	vices
		WAC 480-120-439 Service Quality Performance Reports	y Performance Reports	
		(3) Missed Appointment Report - Repair	Report - 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
June, 2007	CONFIDENTIAL	CONFIDENTIAL	91.38%	Service is provided by the Underlying LEC
July, 2008	CONFIDENTIAL	CONFIDENTIAL	91.23%	Service is provided by the Underlying LEC
August, 2008	CONFIDENTIAL	CONFIDENTIAL	86.36%	Service is provided by the Underlying LEC
September, 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 Appoint	3) Missed Appointment Report - Repair			
This report must state Installation appointme	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.	, total number of appointments made reported separately.		number of appointments that are allowed to be excluded.
Notes:				
Because these service	Because these services are provided by an underlying LEC for MCImetro, MCImetro considers these missed appoin	C for MCImetro, MCImetro considers	these missed appointments to be	tments to be beyond its control under WAC 480-129-439(3)(d).
Confidential Informa	Confidential Information per WAC 480-07-160			

Confidential Information per WAC 480-07-160

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	MA	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	YEAR 2008
	MCImetro A	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services	ansmission Services
		WAC 480-120-439 Service Quality Performance Reports	orts
		4) Installation or Activation of Basic Service Report - 5 Day Rule	Day Rule
Month Year	Total Number Of Orders Per Month	Total Number and Percentage of Orders Not Completed V	Total Number and Percentage of Orders Not Completed Within 5 Business Days After Order Date or After Customer Desired Due Date
			(Standard is 10%)
July, 2008	CONFIDENTIAL	CONFIDENTIAL	44.29%
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:
		CONFIDENTIAL	55.71%
Month, Year	Total Number Of Orders Per Month	Total Number and Percentage of Orders Not Completed V	Total Number and Percentage of Orders Not Completed Within 5 Business Days After Order Date or After Customer Desired Due Date (Standard is 10%)
August, 2008	CONFIDENTIAL	CONFIDENTIAL	50.98%
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:
		CONFIDENTIAL	49.02%
Month, Year	Total Number Of Orders Per Month	Total Number and Percentage of Orders Not Completed V	Total Number and Percentage of Orders Not Completed Within 5 Business Days After Order Date or After Customer Desired Due Date (Standard is 10%)
September, 2008	CONFIDENTIAL	CONFIDENTIAL	52.54%
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:
		CONFIDENTIAL	47.46%
Rule:			
(4) Installation or Activ	4) Installation or Activation of Basic Service Report		
The report must state the installation or activation o office, of the total orders	total number of orders taken, by central office total number of orders taken, by central office of access lines). The report must include order taken for the month, the number of orders that	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 480-1 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 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	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.
NOTES:			
Information is not available by Central Office	le by Central Office.		
We are unable to distinguing therefore, we have inclu-	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.	ccess lines or more than 5 access lines.	
Service is provided by the	a underlying I EC		
Service is provided by the underlying LEC.	e undenying LEC.		

Service is provided by the underlying LEC.

Confidential Information per WAC 480-07-160

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.

Information is not available by Central Office.

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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) 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 Afte	90 Business Days After Order Date or After Customer ue Date
July, 2008	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
August, 2008	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
September, 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	total number of orders taken, by central of rinstallation or activation of access lines).	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	s lines as required by WAC 480-120-105 (Company ays as requested by a customer. The installation or
activation of basic service business days after the or	activation of basic service report must state, by central office, of the total orders tak business days after the order date or by a later date as requested by the customer.	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.	ne company was unable to complete within five
NOTES:			

		ble by Central Office.	Information is not available by Central Office
			NOTES:
	ט נופ נעזאטוופו.	pusitiess days after the older date of by a later date as requested by the custoffier.	pusifiess days after the
the company was unable to complete within five	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 business down affect the order data as he calculated by the customer.	e report must state, by central office, of the	activation of basic servic
e days as requested by a customer. The installation or	performance standards for installation or activation of access lines). The report must include orders with due dates later than five days as requested by	or installation or activation of access lines)	performance standards t
ss lines as required by WAC 480-120-105 (Company	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	total number of orders taken, by central c	The report must state the
		(4) Installation or Activation of Basic Service Report	(4) Installation or Acti
			Rule:
0.00%	CONFIDENTIAL		
Percentage	Number	CONFIDENTIAL	September, 2008
0.00%	CONFIDENTIAL		
Percentage	Number	CONFIDENTIAL	August, 2008
0.00%	CONFIDENTIAL		
Percentage	Number	CONFIDENTIAL	July, 2008
180 Business Days After Order Date or Afte r Customer	Total Number and Percentage of Orders Completed After 180 Business Days After Order Date or Afte r Customer Desired Due Date	Total Number Of Orders Per Month	Month, Year
e	4) Installation or Activation of Basic Service Report - 180 Day Rule	(4) install	
	WAC 480-120-439 Service Quality Performance Reports	WAI	
- Cal Airea	MCIIIIGUO ACCESS II GIISIIIISSIDII GEI VICES EEC GIDIA VEI IZUI ACCESS II GIISIIIISSIDII GEI VICES	MCIIIedo Access II	
Person	ansmission Carriogs 10 d/h/a Verizon Access Transmission	MC metro Access Tr	
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	MASS MARKETS SERVICE	SERVICE QUALITY REPORT - YEAR 2008	08
	MCImetro Access Transmission	MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission	ssion 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)
July, 2008	CONFIDENTIAL	CONFIDENTIAL	0.66
August, 2008	CONFIDENTIAL	CONFIDENTIAL	1.02
September, 2008	CONFIDENTIAL	CONFIDENTIAL	0.62
Rule:			
(6) Summary Trouble Report	e Report		
Each month companies must submi reports by central office and the nun the service quality standard establis reports caused by customer-provide should not be included in this report	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.	iblished in WAC 480-120-438 (Trouble report standiblished in WAC 480-120-438 (Trouble report standice. In addition, the report must include an explanate, including repeated reports, must be presented a jeure, or outages of service caused by persons or of the property of	dard). The report must include the number of dard). The report must include the number of ation of causes for each central office that exceeds as a ratio per one hundred lines in service. The entities other than the local exchange company
State rules require that the number of trou "trouble report" is a report by a customer t or to extraordinary or abnormal 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.	thundred access lines for: (a) two consecutive more than dread the standard does not apply to the working properly. This standard does not apply to	e months, or (b) four months in any 12-month period. A pply to trouble reports relating to customers' equipment
Notes:			
Information is not avai	Information is not available on a central office level.		
Confidential Informa	Confidential Information per WAC 480-07-160		

	measure.	Service is provided by the underlying LEC, no information is available for this measure.	Service is provided by
			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	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 meet the above mentioned standards during average busy-hour. Each company that experiences trunk (Interoffice facilities) and (5) (Service to interexchange companies) must report each trunk group that does not meet the performance standards, the report must include the peak percent blocking level experienced during the preceding month, peak blockage occurs, and whether the problem concerns a standard in VVAC 480-120-401 (3) or (5). The report must include trunk groups that do not meet the standard for two consecutive months.	Companies must mee (Interoffice facilities) a performance standard peak blockage occurs any trunk groups that
		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	September, 2008
Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	August, 2008
Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	July, 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 Transmissio	
	MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008	MASS MARKETS	
	WASHINGTON		

Rule: July, 2008 (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 Because these services are provided by an underlying LEC, MCI considers these missed repairs to be beyond its control the number of interruptions that are exempt from the repair interval standard as provided for in WAC 480-120-440. September, 2008 August, 2008 Confidential Information per WAC 480-07-160 NOTES: (9) Repair Report, 48-Hour Rule Month, Year Total Number of OOS Tickets per Month CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL Total Number of OOS Tickets Repaired within 48 Hours MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008 WAC 480-120-439 Service Quality Performance Reports Service Interruption Repairs (Out of Service Trouble Tickets, OOS) (9) Repair Report - 48 Hour Rule WASHINGTON Percentage of OOS Tickets Repaired within 48 Hours (Standard 100%) 84.62% 83.87% 100.00% Total Number of OOS Tickets Repaired in Longer Than 48 Hours CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL Total Number of OOS Tickets Exempt from 48-Hour Interval Rule CONFIDENTIAL CONFIDENTIAL CONFIDENTIAL