

WASHINGTON

MASS MARKETS SERVICE QUALITY REPORT - YEAR 2009

MClmetro Access Transmission Services LLC, d/b/a Verizon Access Transmission Services

WAC 480-120-439 Service Quality Performance Reports

(9) Repair Report - 48 Hour Rule

Service Interruption Repairs (Out of Service Trouble 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 |
|--|---------------------------------------|--|--|--|---|
| January, 2009 | CONFIDENTIAL | CONFIDENTIAL | 63.79% | CONFIDENTIAL | CONFIDENTIAL |
| Rule: | | | | | |
| (9) Repair Report, 48-Hour Rule | | | | | |

(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.

NOTES:

N/A = Not Available

Because these services are provided by an underlying LEC, MCI considers these missed repairs to be beyond its control.

Confidential Information per WAC 480-07-160