

WASHINGTON

MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008

MCI/metro 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

Month, Year	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
July, 2008	CONFIDENTIAL	CONFIDENTIAL	83.87%	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report, 48-Hour Rule					
<p>(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.</p>					
NOTES:					
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					

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MASS MARKETS SERVICE QUALITY REPORT - YEAR 2008

MClmetro 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)					
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
July, 2008	CONFIDENTIAL	CONFIDENTIAL	78.26%	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report, 72-Hour Rule					
(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.					
NOTES:					
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					