		WASHIN	GTON			
	MA	SS MARKETS SERVICE QUA	ALITY REPORT - YEAR 2009			
	MCImetro A	ccess Transmission Services LLC c	d/b/a Verizon Access Transmission Se	rvices		
		WAC 480-120-439 Service Qu	ality Performance Reports			
		( 3 ) Missed Appointmen	t Report - Installations			
Month, Year	Month, Year Total Number of Installation Appointments Made Total Number of Installation Appointments Missed Appointments MET Total Number of Installation Appointments MET Total Number of Installation Appointments MET are allowed to be ex					
June, 2009	une, 2009 CONFIDENTIAL CONFIDENTIAL 90.48% Service is provided by the U					
July, 2009	CONFIDENTIAL	CONFIDENTIAL	92.31%	Service is provided by the Underlying LEC		
August, 2009	CONFIDENTIAL	CONFIDENTIAL	100.00%	Service is provided by the Underlying LEC		
September, 2009	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 Appoin	tment Report - Installations					
	te the number of appointments miss nents and repair appointments must		nade (scheduled), and the number of a	ppointments that are allowed to be excluded.		
Notes:						
Because these servi	ces are provided by an underlying L	EC for MCImetro, MCImetro consid	ders these missed appointments to be	beyond its control under WAC 480-129-439(3)(d).		
Confidential Inform	nation per WAC 480-07-160					

		WASHING	TON			
	MASS	S MARKETS SERVICE QUAL	ITY REPORT - YEAR 2009			
	MCImetro Acc	ess Transmission Services LLC d/b/	a Verizon Access Transmission Se	rvices		
		WAC 480-120-439 Service Quali	ty Performance Reports			
		( 3 ) Missed Appointmen	t Report - Repair			
Month, Year Total Number of Repair Total Number of Repair Appointments Made Total Number of Repair Appointments Missed Appointments MET Total Number of Installation Appointments Met are allowed to be excluded						
June, 2009	CONFIDENTIAL CONFIDENTIAL 91.89% Service is provided by the Under					
July, 2009	CONFIDENTIAL CONFIDENTIAL 92.45% Service is provided by the Underly					
August, 2009	CONFIDENTIAL	CONFIDENTIAL	92.16%	Service is provided by the Underlying LEC		
September, 2009	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	ment Report - Repair					
	the number of appointments missed ents and repair appointments must be		e (scheduled), and the number of a	l appointments that are allowed to be excluded.		
Notes:	Notes:					
Because these service	ees are provided by an underlying LEG	C for MCImetro, MCImetro considers	s these missed appointments to be	beyond its control under WAC 480-129-439(3)(d).		
Confidential Informa	ation per WAC 480-07-160					

WASHINGTON					
	MA	SS MARKETS SERVICE QUALITY REPORT - 1	YEAR 2009		
	MCImetro A	Access Transmission Services LLC d/b/a Venzon Access Tr	ansmission Services		
		WAC 480-120-439 Service Quality Performance Rep	orts		
		4 ) Installation or Activation of Basic Service Report - 5	Day Rule		
Month, Year	Month, Year Total Number Of Orders Per Month  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 (Standard is 10%)				
July, 2009	CONFIDENTIAL	CONFIDENTIAL	10.96%		
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:		
		CONFIDENTIAL	89.04%		
Month, Year	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 Da (Standard is 10%)				
August, 2009	CONFIDENTIAL	CONFIDENTIAL	36.11%		
		Number Completed in 5 Bus days;	Percentage Completed in 5 Bus Days:		
		CONFIDENTIAL	63.89%		
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 (Standard is 10%)		
September, 2009	CONFIDENTIAL	CONFIDENTIAL	39.39%		
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:		
		CONFIDENTIAL	60.61%		
Rule:					
(4) Installation or Activ	vation of Basic Service Report				
installation or activation of	of access lines). The report must include order	rs with due dates later than five days as requested by a cust	s lines as required by WAC 480-120-105 (Company performance standards for omer. The installation or activation of basic service report must state, by central a days after the order date or by a later date as requested by the customer.		
NOTES:					
Information is not availab	ole by Central Office.				
	uish between orders that are for the initial 5 a				
Therefore, we have inclu	ided all orders even if they have more than 5	access lines.			
Service is provided by th	e underlying LEC.				
Confidential Informatio	n per WAC 480-07-160				

		WASHINGTON	
	MA SS AM		2000
	WASS WIF	ARKETS SERVICE QUALITY REPORT - YEAR	2009
	MCImetro Access Tra	ansmission Services LLC d/b/a Verizon Access Transmissio	n Services
	WAG	2 480-120-439 Service Quality Performance Reports	
	(4) Instal	lation or Activation of Basic Service Report - 90 Day Rul	e
Month, Year	Total Number Of Orders Per Month	Total Number and Percentage of Orders Completed After Desired I	r 90 Business Days After Order Date or After Customer Due Date
April, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
May, 2009 CONFIDENTIAL Number Percent			
		CONFIDENTIAL	0.00%
June, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
Rule:			
( 4 ) Installation or Act	livation of Basic Service Report		
The report must state the performance standards activation of basic services.	ne total number of orders taken, by central or for installation or activation of access lines).	ffice, in each month for all orders of up to the initial five acce The report must include orders with due dates later than fiv total orders taken for the month, the number of orders that y the customer.	e days as requested by a customer. The installation or
NOTES:			
Information is not availa	able by Central Office.		
	guish between orders that are for the initial 5 uded all orders even if they have more than		
Service is provided by the	he underlying LEC.		
Confidential Information	on per WAC 480-07-160		

		WASHINGTON	
	MASS MA	ARKETS SERVICE QUALITY REPORT - YEAR	2009
	MCImetro Access Tr	ansmission Services LLC d/b/a Verizon Access Transmissio	n Services
		C 480-120-439 Service Quality Performance Reports	11 001 11003
		ation or Activation of Basic Service Report - 180 Day Ru	ile
Month, Year	Total Number Of Orders Per Month		180 Business Days After Order Date or Afte r Customer Due Date
January, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
February, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
March, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
Rule:			
( 4 ) Installation or Acti	vation of Basic Service Report		
performance standards f activation of basic servic	for installation or activation of access lines).	ffice, in each month for all orders of up to the initial five acce. The report must include orders with due dates later than five total orders taken for the month, the number of orders that by the customer.	e days as requested by a customer. The installation or
NOTES:			
Information is not availab	ble by Central Office.		
	uish between orders that are for the initial 5 ided all orders even if they have more than		
Service is provided by th	underlying LEC.		
Confidential Informatio	on per WAC 480-07-160		

		WASHINGTON				
	MASS MARKETS	SERVICE QUALITY REPORT - YEAR 200	9			
	MCImetro Access Transmissio	n Services LLC d/b/a Verizon Access Transmission	Services			
	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 (State Level)  100 Access Line Counts (Standard: Max 4)						
July, 2009	CONFIDENTIAL	CONFIDENTIAL	0.77			
August, 2009	August, 2009 CONFIDENTIAL CONFIDENTIAL 0.60					
September, 2009	CONFIDENTIAL	CONFIDENTIAL	0.75			
Rule:						
( 6 ) Summary Troul	ole Report					
central office and the quality standard estal customer-provided ed this report	es must submit a report reflecting the standard estab number of lines served by the central office. In additiblished in WAC 480-120-438. The reports, including requipment, inside wiring, force majeure, or outages of	ion, the report must include an explanation of causes repeated reports, must be presented as a ratio per o service caused by persons or entities other than the	s for each central office that exceeds the service ne hundred lines in service. The reports caused by local exchange company should not be included in			
State rules require the "trouble report" is a re extraordinary or abno	at the number of trouble reports not exceed four per heport by a customer that a line is out of service or not ormal conditions.	hundred access lines for: (a) two consecutive month working properly. This standard does not apply to tr	s, or (b) four months in any 12-month period. A rouble reports relating to customers' equipment or to			
Notes:						
Information is not ava	allable on a central office level.					
Confidential Informa	ation per WAC 480-07-160					

		WASHINGTON	
	MASS MARKET	S SERVICE QUALITY REPORT - YEAR 2009	
	MCImetro Access Transmiss	sion Services LLC d/b/a Verizon Access Transmission Se	ervices
	WAC 480-1	20-439 Service Quality Performance Reports	
		(7) Switching Report	
Month, Year	Percentage of calls that received Dial Tone Within 3 Seconds (Standard 98%)	Percentage of Placed Calls that Did Not Encounter an Intra-switch Blocking Condition (Standard 98%)	Notes re. Any Other Type of Switching Problem
July, 2009	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
August, 2009	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
September, 2009	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
Rule:			
(7) Switching Rep	ort		
Any company exper minimum standards	iencing switching problems in excess of the standard [V during the switch's average busy-hour of the average b	VAC 480-120-401] must report the problems to the Commustors season.	nission. For each switch, companies must meet the
Notes:			
Service is provided	by the underlying LEC, no information is available for th	is measure.	

		WASHINGTON	
<u>.                                    </u>	MASS MARKETS	SERVICE QUALITY REPORT - YEAR 2009	
·	MCImetro Access Transmissi	on Services LLC d/b/a Verizon Access Transmission Serv	vices
	WAC 480-12	0-439 Service Quality Performance Reports	
	( 8 ) Interoffice, Inter-	company and Inter-exchange Trunk Blocking Report	
Month, Year	Percentage of trunk groups experience less than 1/2 of 1% of blocking for inter-toll & inter-tandem (Standard 99%)	Percentage of trunk groups must experience less than 1% blocking for local & EAS inter-office trunk facilities (Standard 99%)	Did 100% of trunk groups experience less than 1% blocking for E-911?
July, 2009	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
August, 2009	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
September, 2009	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
Rule:		-	
(8) Interoffice, Inte	rcompany and Interexchange Trunk Blocking Repor	<del>-</del>	
(Interoffice facilities) performance standar peak blockage occur any trunk groups tha	and (5) (Service to interexchange companies) must reports, the report must include the peak percent blocking le	hour. Each company that experiences trunk blocking in each trunk group that does not meet the performance vel experienced during the preceding month, the number C 480-120-401 (3) or (5). The report must include an expl	standards. For each trunk group not meeting the of trunks in the trunk group, the busy hour when
Notes:			
Service is provided b	y the underlying LEC, no information is available for this	measure.	

	WASHINGTON					
		MASS MARKETS	SERVICE QUALITY REPORT - Y	EAR 2009		
		MCImetro Access Transmiss	ion Services LLC d/b/a Verizon Access Tra	ansmission Services		
		WAC 480-12	0-439 Service Quality Performance Rep	orts		
		(	9 ) Repair Report - 48 Hour Rule			
Month, Year		Service	e Interruption Repairs (Out of Service Trou	ble 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, 2009	CONFIDENTIAL	CONFIDENTIAL CONFIDENTIAL 71.79% CONFIDENTIAL CONFIDENTIAL				
August, 2009	CONFIDENTIAL	CONFIDENTIAL	74.07%	CONFIDENTIAL	CONFIDENTIAL	
September, 2009	CONFIDENTIAL	CONFIDENTIAL	85.00%	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:						
Because these serv	ices are provided by an unde	rlying LEC, MCI considers these n	nissed repairs to be beyond its control.			
Confidential Inform	nation per WAC 480-07-160					

			WASHINGTON		
		MASS MARKETS SE	RVICE QUALITY REPORT - YEAR	2009	
		MCImetro Access Transmission S	Services LLC d/b/a Verizon Access Transm	nission Services	
		WAC 480-120-43	9 Service Quality Performance Reports		
		(9)F	Repair Report - 72 Hour Rule		
Month, Year			Service Impairments (All Trouble Ticket	is)	
	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, 2009	CONFIDENTIAL	CONFIDENTIAL	84.21%	CONFIDENTIAL	CONFIDENTIAL
August, 2009	CONFIDENTIAL	CONFIDENTIAL	93.75%	CONFIDENTIAL	CONFIDENTIAL
September, 2009	CONFIDENTIAL	CONFIDENTIAL	90.91%	CONFIDENTIAL	CONFIDENTIAL
Rule:					
(9) Repair Report,	72-Hour Rule				
seventy-two hours, a			ch company must report the number of ser al report. In addition, a company must repo		
NOTES:					
Recause these servi	ces are provided by an underly	l ving LEC. MCI considers these misse	d repairs to be beyond its control.		

		WASHING	STON	
	MAS	S MARKETS SERVICE QUAI	LITY REPORT - YEAR 2009	
	MCImetro Acc	ess Transmission Services LLC d/	b/a Verizon Access Transmission Serv	ices
		WAC 480-120-439 Service Qua	lity Performance Reports	
		(3) Missed Appointment F	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
August, 2009	CONFIDENTIAL	CONFIDENTIAL	100.00%	Service is provided by the Underlying LEC
September, 2009	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 Appointmen	t Report - Installations			
	number of appointments missed, to		(scheduled), and the number of appoin	tments that are allowed to be excluded. Installation
Notes:				
Because these services a	re provided by an underlying LEC for	or MCImetro, MCImetro considers t	hese missed appointments to be beyor	nd its control under WAC 480-129-439(3)(d).
Confidential Information	per WAC 480-07-160			

		WASHINGT	ON	
	MASS	MARKETS SERVICE QUALIT	Y REPORT - YEAR 2009	
	MCImetro Acces	ss Transmission Services LLC d/b/a	Verizon Access Transmission Serv	ices
		WAC 480-120-439 Service Quality	Performance Reports	
		( 3 ) Missed Appointment F	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
August, 2009	CONFIDENTIAL	CONFIDENTIAL	92.16%	Service is provided by the Underlying LEC
September, 2009	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 Appointmer	nt Report - Repair			
This report must state the appointments and repair a	number of appointments missed, tota appointments must be reported separa	I number of appointments made (sch tely.	neduled), and the number of appoin	tments that are allowed to be excluded. Installation
Notes:				
Because these services a	re provided by an underlying LEC for	MCImetro, MCImetro considers thes	e missed appointments to be beyor	nd its control under WAC 480-129-439(3)(d).
Confidential Information	per WAC 480-07-160			

		WASHINGTON			
	MASS MA	RKETS SERVICE QUALITY REPORT - YEAR 2	009		
	MCImetro Access T	ransmission Services LLC d/b/a Verizon Access Transmiss	on Services		
	WA	C 480-120-439 Service Quality Performance Reports			
		allation or Activation of Basic Service Report - 5 Day Ru	le		
Month, Year	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 Custo Desired Due Date				
September, 2009	CONFIDENTIAL	CONFIDENTIAL	39.39%		
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:		
		CONFIDENTIAL	60.61%		
Rule:					
ruic.					
(4) Installation or Acti	vation of Basic Service Report				
performance standards factivation of basic service	or installation or activation of access lines).	ffice, in each month for all orders of up to the initial five acce . The report must include orders with due dates later than five total orders taken for the month, the number of orders that tomer.	e days as requested by a customer. The installation or		
NOTES:					
Information is not availab	ble by Central Office.				
We are unable to disting	uish between orders that are for the initial 5	access lines or more than 5 access lines.			
Therefore, we have inclu	ded all orders even if they have more than	5 access lines.			
Service is provided by th	e underlying LEC.				
Confidential Informatio	n per WAC 480-07-160				

		WASHINGTON				
	MASS MA	RKETS SERVICE QUALITY REPORT - YEAR 2	009			
	MCImetro Access Tr	ransmission Services LLC d/b/a Verizon Access Transmissi	on Services			
		C 480-120-439 Service Quality Performance Reports				
	(4) Instal	llation or Activation of Basic Service Report - 90 Day Ru	le			
Month, Year	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					
June, 2009	CONFIDENTIAL	Percentage				
		CONFIDENTIAL	0.00%			
		1.000				
Rule:						
( 4 ) Installation or Activ	vation of Basic Service Report					
performance standards for activation of basic services	or installation or activation of access lines).	ffice, in each month for all orders of up to the initial five acce The report must include orders with due dates later than fiv total orders taken for the month, the number of orders that tomer.	e days as requested by a customer. The installation or			
NOTES:						
Information is not availab	le by Central Office.					
	uish between orders that are for the initial 5 ded all orders even if they have more than					
Service is provided by the	e underlying LEC.					
Confidential Information	n per WAC 480-07-160					

	WASHINGTON					
	MASS MA	RKETS SERVICE QUALITY REPORT - YEAR 2	009			
	MCIncates A T	ransmission Services LLC d/b/a Verizon Access Transmissi	on Continue			
	MCImetro Access 1	ransmission Services LLC d/d/a verizon Access Transmissi	UII DEI VICES			
	WA	C 480-120-439 Service Quality Performance Reports				
	( 4 ) instal	ation or Activation of Basic Service Report - 180 Day R	ule			
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				
March, 2009	CONFIDENTIAL	ONFIDENTIAL Number Percentage				
		CONFIDENTIAL	0.00%			
Dules						
Rule:						
(4) Installation or Acti	vation of Basic Service Report					
performance standards factivation of basic service	or installation or activation of access lines)	 ffice, in each month for all orders of up to the initial five acce . The report must include orders with due dates later than five total orders taken for the month, the number of orders that tomer.	re days as requested by a customer. The installation or			
NOTES:						
Information is not availab	ble by Central Office.					
We are unable to disting	uish between orders that are for the initial 5	access lines or more than 5 access lines.				
Therefore, we have inclu	ided all orders even if they have more than	5 access lines.				
Service is provided by the	le underlying LEC.					
Confidential Information	on per WAC 480-07-160					

WASHINGTON						
	MASS MARKETS	SERVICE QUALITY REPORT - YEAR 2009				
	MCImetro Access Transmission	n Services LLC d/b/a Verizon Access Transmission	Services			
	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, 2009	CONFIDENTIAL	CONFIDENTIAL	0.75			
Rule:						
( 6 ) Summary Trou	ble Report					
by central office and quality standard esta customer-provided ed this report	ies must submit a report reflecting the standard estathe number of lines served by the central office. In adultished in WAC 480-120-438. The reports, including quipment, inside wiring, force majeure, or outages of	didition, the report must include an explanation of cauge repeated reports, must be presented as a ratio pe service caused by persons or entities other than the	uses for each central office that exceeds the service r one hundred lines in service. The reports caused local exchange company should not be included in			
State rules require the "trouble report" is a ruto extraordinary or all	nat the number of trouble reports not exceed four pereport by a customer that a line is out of service or not be bounded and conditions.	r hundred access lines for: (a) two consecutive more tworking properly. This standard does not apply to	nths, or (b) four months in any 12-month period. A be trouble reports relating to customers' equipment o			
Notes:						
Information is not ava	ailable on a central office level.					
Confidential Inform	ation per WAC 480-07-160					

		WASHINGTON	
	MASS MARKETS	SERVICE QUALITY REPORT - YEAR 2009	
	MCImetro Access Transmission	on Services LLC d/b/a Verizon Access Transmission Serv	ices
	WAC 480-120	0-439 Service Quality Performance Reports	
		(7) Switching Report	
Month, Year	Percentage of calls that received Dial Tone Within 3 Seconds (Standard 98%)	Percentage of Placed Calls that Did Not Encounter an Intra-switch Blocking Condition (Standard 98%)	Notes re. Any Other Type of Switching Problem
September, 2009	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
Rule:			
(7) Switching Rep	ort		
Any company experi minimum standards	lencing switching problems in excess of the standard [WA during the switch's average busy-hour of the average busy-hour o	AC 480-120-401] must report the problems to the Commiss sy season.	sion. For each switch, companies must meet the
Notes:			
Service is provided b	by the underlying LEC, no information is available for this	measure.	

		WASHINGTON	
	MASS MARKETS	SERVICE QUALITY REPORT - YEAR 2009	
	MCImetro Access Transmissi	on Services LLC d/b/a Verizon Access Transmission Sen	vices
	WAC 480-12	0-439 Service Quality Performance Reports	
	( 8 ) Interoffice, Inter-	company and Inter-exchange Trunk Blocking Report	
Month, Year	Percentage of trunk groups experience less than 1/2 of 1% of blocking for inter-toll & inter-tandem (Standard 99%)	Percentage of trunk groups must experience less than 1% blocking for local & EAS inter-office trunk facilities (Standard 99%)	Did 100% of trunk groups experience less than 1% blocking for E-911?
September, 2009	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
Rule:			
(8) Interoffice, Inte	rcompany and Interexchange Trunk Blocking Repor	t	
(Interoffice facilities) performance standar peak blockage occur	and (5) (Service to interexchange companies) must reported, the report must include the peak percent blocking le	hour. Each company that experiences trunk blocking in each trunk group that does not meet the performance well experienced during the preceding month, the number C 480-120-401 (3) or (5). The report must include an expl	standards. For each trunk group not meeting the of trunks in the trunk group, the busy hour when
Service is provided b		s measure.	

			WASHINGTON			
		MASS MARKET	S SERVICE QUALITY REPORT - Y	EAR 2009		
		MCImetro Access Transmis	sion Services LLC d/b/a Verizon Access T	ransmission Services		
		WAC 480-1	20-439 Service Quality Performance Re	ports		
			(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	
September, 2009	CONFIDENTIAL	CONFIDENTIAL	85.00%	CONFIDENTIAL	CONFIDENTIAL	
Rule:						
( 9 ) Repair Report	, 48-Hour Rule					
the number of servi	ce interruptions reported ea	ach month, the number repaired with	 40 (Repair standards for service interruptio hin forty-eight hours, and the number repail andard as provided for in WAC 480-120-44	red more than forty-eight hours after th		
NOTES:						
N/A = Not Available						
Because these serv	l vices are provided by an un	derlying LEC, MCI considers these	missed repairs to be beyond its control.			

WASHINGTON						
		MASS MARKETS	SERVICE QUALITY REPORT - YE	EAR 2009		
		MCImetro Access Transmission	on Services LLC d/b/a Verizon Access Trai	nsmission Services		
		WAC 480-120	-439 Service Quality Performance Repo	orts		
		( 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	
September, 2009	CONFIDENTIAL	CONFIDENTIAL	90.91%	CONFIDENTIAL	CONFIDENTIAL	
Rule:						
(9) Repair Repor	t, 72-Hour Rule					
seventy-two hours,	airment repairs subject to th , and the number repaired m s provided for in WAC 480-1	ore than seventy-two hours after the	0, each company must report the number initial report. In addition, a company must	of service impairments reported each treport the number of impairments tha	 month, the number repaired withi it are exempt from the repair	
NOTES: N/A = Not Available	2					
		derlying LEC, MCI considers these n	nissed repairs to be beyond its control.			
Confidential Infor	mation per WAC 480-07-16	60				