

WASHINGTON

MASS MARKETS SERVICE QUALITY REPORT - YEAR 2010

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

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
December, 2009	CONFIDENTIAL	CONFIDENTIAL	100.00%	Service is provided by the Underlying LEC
January, 2010	CONFIDENTIAL	CONFIDENTIAL	83.33%	Service is provided by the Underlying LEC
February, 2010	CONFIDENTIAL	CONFIDENTIAL	100.00%	Service is provided by the Underlying LEC
March, 2010	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 - 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. Installation appointments 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 480-129-439(3)(d).

Confidential Information per WAC 480-07-160

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WAC 480-120-439 Service Quality Performance Reports

(3) Missed Appointment 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
December, 2009	CONFIDENTIAL	CONFIDENTIAL	82.93%	Service is provided by the Underlying LEC
January, 2010	CONFIDENTIAL	CONFIDENTIAL	86.57%	Service is provided by the Underlying LEC
February, 2010	CONFIDENTIAL	CONFIDENTIAL	80.95%	Service is provided by the Underlying LEC
March, 2010	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				
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 these missed appointments to be beyond its control under WAC 480-129-439(3)(d).				
Confidential Information per WAC 480-07-160				

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WAC 480-120-439 Service Quality Performance Reports

(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 (Standard is 10%)	
January, 2010	CONFIDENTIAL	CONFIDENTIAL	55.56%
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:
		CONFIDENTIAL	44.44%
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%)	
February, 2010	CONFIDENTIAL	CONFIDENTIAL	36.36%
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:
		CONFIDENTIAL	63.64%
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%)	
March, 2010	CONFIDENTIAL	CONFIDENTIAL	24.00%
		Number Completed in 5 Bus days:	Percentage Completed in 5 Bus Days:
		CONFIDENTIAL	76.00%
Rule:			
(4) Installation or Activation of Basic Service Report			
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.			
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.			
Confidential Information per WAC 480-07-160			

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MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services

WAC 480-120-439 Service Quality Performance Reports

(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	
October, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
November, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
December, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
Rule:			
(4) Installation or Activation of Basic Service Report			
<p>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.</p>			
NOTES:			
Information is not available by Central Office.			
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.			
Confidential Information per WAC 480-07-160			

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MCI/metro Access Transmission Services LLC d/b/a Verizon Access Transmission Services

WAC 480-120-439 Service Quality Performance Reports

(4) Installation or Activation of Basic Service Report - 180 Day Rule

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	
July, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
August, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
September, 2009	CONFIDENTIAL	Number	Percentage
		CONFIDENTIAL	0.00%
Rule:			
(4) Installation or Activation of Basic Service Report			
<p>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.</p>			
NOTES:			
Information is not available by Central Office.			
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.			
Confidential Information per WAC 480-07-160			

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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)
January, 2010	CONFIDENTIAL	CONFIDENTIAL	1.17
February, 2010	CONFIDENTIAL	CONFIDENTIAL	0.87
March, 2010	CONFIDENTIAL	CONFIDENTIAL	0.99

Rule:

(6) Summary Trouble 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.

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.

Notes:

Information is not available on a central office level.

Confidential Information per WAC 480-07-160

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WAC 480-120-439 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
January, 2010	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
February, 2010	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
March, 2010	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.			

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WAC 480-120-439 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?
January, 2010	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
February, 2010	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
March, 2010	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC	Service is provided by the Underlying LEC
Rule:			
(8) Interoffice, Intercompany and Interexchange Trunk Blocking Report			
<p>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.</p>			
Notes:			
Service is provided by the underlying LEC, no information is available for this measure.			

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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
January, 2010	CONFIDENTIAL	CONFIDENTIAL	77.78%	CONFIDENTIAL	CONFIDENTIAL
February, 2010	CONFIDENTIAL	CONFIDENTIAL	96.30%	CONFIDENTIAL	CONFIDENTIAL
March, 2010	CONFIDENTIAL	CONFIDENTIAL	96.88%	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 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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MCI metro 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

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
January, 2010	CONFIDENTIAL	CONFIDENTIAL	86.96%	CONFIDENTIAL	CONFIDENTIAL
February, 2010	CONFIDENTIAL	CONFIDENTIAL	86.36%	CONFIDENTIAL	CONFIDENTIAL
March, 2010	CONFIDENTIAL	CONFIDENTIAL	91.30%	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					