



VIA OVERNIGHT MAIL

Litigation and Regulatory
201 Spear Street, 9th Fl.
San Francisco, CA 94105

September 1, 2010

Mr. David Danner, Executive Director and Secretary
ATTN: Kristen Russell
Washington Utilities and Transportation Commission
Chandler Plaza Building
1300 S. Evergreen Park Drive S.W.
P.O. Box 47250
Olympia, WA 98504-7250

2010 SEP -3 AM 9:17
RECEIVED
COMMUNICATIONS SECTION

Re: Washington Service Quality Report, Docket No. 060502

- **Mass Markets Service Quality Report for 2nd Quarter 2010:**

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

Dear Mr. Danner:

Enclosed please find the completed **"Missed Appointment Report-Installations and Repair"** pages, for the second quarter 2010, as the final quarterly service quality report for MCImetro Access Transmission. Confidential pages are marked accordingly and are placed inside a sealed envelope.

Please feel free to contact senior counsel, Thomas Dixon at (303) 390-6206 should you have any questions regarding these reports. Thank you.

Sincerely,

Haleh Davary
Regulatory Compliance Analyst
Verizon Business

CC: Thomas Dixon
Joe Dunbar

Enclosure

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
April, 2010	CONFIDENTIAL	CONFIDENTIAL	92.31%	Service is provided by the Underlying LEC
May, 2010	CONFIDENTIAL	CONFIDENTIAL	100.00%	Service is provided by the Underlying LEC
June, 2010	CONFIDENTIAL	CONFIDENTIAL	100.00%	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				

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 - 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
April, 2010	CONFIDENTIAL	CONFIDENTIAL	75.86%	Service is provided by the Underlying LEC
May, 2010	CONFIDENTIAL	CONFIDENTIAL	78.79%	Service is provided by the Underlying LEC
June, 2010	CONFIDENTIAL	CONFIDENTIAL	94.74%	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				