

Service Quality Performance Data	Standard	Average 2006	Average 2007	Average 2008
<b>Verizon: Washington</b>				
<b>MISSED APPOINTMENTS--WAC 480-120-439(3)</b>		(Begin Confidential)		
Total # Fielded Service Orders				
# Of Service Orders With Appointments				
# Of Service Order Appointments Missed				
Percent Appointments Missed				
# Of Excluded Appointments				
Total # Dispatched Trouble Tickets				
# Of Trouble Tickets With 4 Hour Appointments				
# Of Trouble Ticket Appointments Missed				
Percent Trouble Repair Appointments Missed				
# Of Excluded Appointments				
<b>INSTALL OF BASIC SERVICE--WAC 480-120-439(4)</b>				
# Due Dated Installation Service Orders				
# Due Dated Serv Orders Not Completed In 5 Days				
Percentage of Service Orders Not Completed 5 Days				
# Customer Requested Service Orders Completed				
# C R Service Order Due Dates Missed				
% Installation Commitments Met	90%			
<b>SUMMARY TROUBLE REPORTS--WAC 480-120-439(6)</b>				
Network Trouble per 100 Access Lines	4 per 100			
#COs missing obj 2 consecutive mos or 4 in last 12	0			
<b>SWITCHING REPORT--WAC 480-120-439(7)</b>				
Inter Office Call Completions	98%			
Intra Office Call Completions	99%			
Dial Tone W/I 3 Seconds	98%			
<b>TRUNK BLOCKING REPORT--WAC 480-120-439(8)</b>				
% Trunk Groups Meeting Defined Blocking Criteria	99%			
# IXC Direct Trunk Grps Exceeding 2% Blocking	0			
<b>REPAIR REPORT--WAC 480-120-439(9)</b>				
# Of Out Of Service Trouble Reports				
# OOS Trouble Reports Cleared In 48 Hours				
# OOS Trouble Reports Not Cleared In 48 Hours	0			
% OOS Trouble Cleared In 48 Hours	100%			
# OOS Trouble Exempted				
# Of Non-Out Of Service Trouble Reports				
# Non-OOS Trouble Rpts Cleared In 72 Hours				
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0			
% Non-OOS Trouble Cleared In 72 Hours	100%			
# OOS Trouble Exempted				
<b>INSTALLATION OF BASIC SERVICE--WAC 480-120-439(4)(a)</b>				
Total # Installation Orders Completed				
# Of Installation Orders Not Completed In 90 Days				
% Orders Completed In 90 Days	99%			
<b>INSTALLATION OF BASIC SERVICE--WAC 480-120-439(4)(b)</b>				
Total # Installation Orders Completed				
# Of Inst Orders Not Completed In 180 Days	0			
% Orders Completed In 180 Days	100%			
<b>CALL CENTER PERFORMANCE</b>				
Business Office Average Speed of Answer (seconds)	60 seconds			
Repair Center Average Speed of Answer (seconds)	60 Seconds			

(End Confidential)