

Verizon New Hampshire Performance Assurance Plan Report

UNE Platform

March-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC				
PO-1-01-6020	Customer Service Record - EDI	0.14	3.68		171	3.54	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.67	4.75		730	2.08	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.14	0.84		59	0.70	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.67	2.15		789	-0.52	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.14	1.18		3,678	1.04	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.67	2.23		2,965	-0.43	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR Ordering

OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs	99.90		985		0	10	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform	100.00		155		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.01		9,018		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.50		8,955		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.06		9,018		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	98.50		1,002		0	5	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform	0.00		116		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform	100.00		60		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform	100.00		40		0	2	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform	97.06		34		0	2	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform	100.00		4		0	2	0.000

PR Provisioning

PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	81.15	89.05	4,535	201	2.82	3.0882	0	5	0.000	
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform *	0.05	0.18	8,754	546	0.09	-0.6400	0	20	0.000	
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform *	9.07	5.33	1,455	75	3.40	1.3718	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.75	1.33	136	6	5.47	2.28	0.6210	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform *	1.37	0.00	1,455	75	1.38	5.0000	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform *	0.41	0.00	1,455	75	0.76	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	4.65	2.42	8,724	1,032	0.69	3.6369	0	10	0.000	

MR Maintenance & Repair

MR	Maintenance & Repair	Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC						
MR-1-01-6050	Average Response Time - Create Trouble	8.35	3.83		1,015			-4.51	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	67.13	54.47		2,664			-12.66	0	2	0.000

	Stat. Score									
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus *	22.26	29.29	584	99		4.52	-1.3890	-1	10	-0.044
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus	23.08	20.00	39	5		20.01	SS		0	
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus	13.57	14.67	584	99	16.55	1.80	-0.6113	0	5	0.000
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus	8.30	2.88	39	5	8.93	4.24	SS		0	
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus *	68.44	70.00	450	80		5.64	-0.1343	0	5	0.000
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus *	44.22	48.75	450	80		6.03	-0.6297	0	5	0.000
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus *	9.33	11.25	450	80		3.53	-0.3641	0	5	0.000
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res *	12.84	10.38	3,575	106		3.30	0.8899	0	10	0.000
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res	9.45	0.00	127	2		20.84	SS		0	
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res	26.21	22.64	3,575	106	27.30	2.69	1.3260	0	5	0.000
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res	11.71	3.98	127	2	15.33	10.92	SS		0	
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res *	86.86	82.93	2,762	82		3.79	1.1874	0	5	0.000
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res *	72.74	70.73	2,762	82		4.99	0.5400	0	5	0.000
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res *	36.57	32.93	2,762	82		5.40	0.7874	0	5	0.000
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform *	16.66	11.32	4,328	212		2.62	2.2275	0	10	0.000

BI Billing

BI-1-02-1000 % DUF in 4 Business Days		99.98		623,766			0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator	"UD" - under development	"SS" - Small San	Totals				-1	227	-0.044

Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance

* Stat and Performance score determined through permutation test

Verizon New Hampshire Performance Assurance Plan Report

UNE LOOP

March-08

PO	Pre-Ordering	Performance VZ	CLEC	Observations CLEC	Diff.	Perf. Score	Wgt.	Wgtd Score
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		100.00			0	5	0.000
PO-1-01-6020	Customer Service Record - EDI	0.14	3.68	171	3.54	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.67	4.75	730	2.08	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00			0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.14	0.84	59	0.70	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.67	2.15	789	-0.52	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00			0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.14	1.18	3,678	1.04	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.67	2.23	2,965	-0.43	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00			0	5	0.000

OR	Ordering	VZ	CLEC	Observations	Diff.	Perf. Score	Wgt.	Wgtd Score
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs	99.84		11,169		0	10	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	100.00		3,250		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.01		9,018		0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.50		8,955		0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.06		9,018		0	2	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	97.93		725		0	5	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00		611		0	5	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	99.62		523		0	5	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	100.00		25		0	2	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	100.00		116		0	2	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	100.00		14		0	2	0.000

PR	Provisioning	VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score			
PR-4-02-3100	Average Delay Days - Total - POTS	2.75	1.33	136	6	5.47	2.28	0.6210	0	5	0.000
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New *	9.07	0.81	1,455	123		2.70	4.2155	0	20	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	1.37	0.00	1,455	123		1.09	5.0000	0	5	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.41	0.00	1,455	123		0.60	5.0000	0	5	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	6.24	6.57	2,195	289		1.51	-0.1190	0	10	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		1.10		273				0	10	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA							0	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA							0	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		106				0	10	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA							0	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA							0	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA							0	

MR Maintenance & Repair							Diff.				
MR-1-01-6050 Average Response Time - Create Trouble	8.35	3.83		1,015			-4.51	0	2	0.000	
Stat. Score											
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop *	14.15	5.37	4,162	335		1.98	5.0000	0	10	0.000	
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop	24.44	9.90	4,162	335	26.42	1.50	5.0000	0	5	0.000	
MR-4-07-3112 % Out of Service > 12 Hours - Loop *	69.22	35.41	3,161	305		2.77	5.0000	0	5	0.000	
MR-4-08-3112 % Out of Service > 24 Hours - Loop *	33.12	4.26	3,161	305		2.82	5.0000	0	5	0.000	
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop *	16.66	11.27	4,328	346		2.08	2.7966	0	10	0.000	
MR-3-02-3112 % Missed Repair Appointments - CO - Loop *	6.85	0.00	73	11		8.17	5.0000	0	10	0.000	
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop	11.36	5.61	73	11	11.67	3.77	1.5234	0	5	0.000	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator			"UD" - under development			"SS" - Smε		Totals	0	191	0.000

Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance

* Stat and Performance score determined through permutation test

**Verizon New Hampshire
Performance Assurance Plan Report**

RESALE

March-08

PO Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtl. Score		
		VZ	CLEC	VZ	CLEC						
PO-1-01-6020	Customer Service Record - EDI	0.14	3.68		171		3.54	0	2	0.000	
PO-1-03-6020	Address Validation -EDI	2.67	4.75		730		2.08	0	2	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	0.14	1.18		3,678		1.04	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	2.67	2.23		2,965		-0.43	0	2	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	
OR Ordering											
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	100.00			96			0	10	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			102			0	5	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.01			9,018			0	5	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	99.50			8,955			0	5	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.06			9,018			0	5	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS	97.03			101			0	10	0.000	
OR-6-03-2000	% Accuracy - LSRC	0.00			81			0	10	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			43			0	5	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			8			0	2	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			40			0	2	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			2			0	2	0.000	
PR Provisioning											
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score			
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total *	81.15	69.57	4,535	23		8.18	-1.1382	-1	5	-0.027
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS *	0.05	0.00	8,754	65		0.26	5.0000	0	20	0.000
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS *	9.07	13.33	1,455	30		5.30	-0.5457	0	10	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.75	4.25	136	4	5.47	2.77	SS		0	
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	1.37	10.00	1,455	30		2.15	-2.3250	-2	5	-0.053
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.41	0.00	1,455	30		1.18	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	4.65	2.29	8,724	218		1.44	1.9594	0	15	0.000
MR Maintenance & Repair											
								Diff			
MR-1-01-6050	Average Response Time - Create Trouble	8.35	3.83		1,015			-4.51	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	67.13	54.47		2,664			-12.66	0	2	0.000
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. *	22.26	20.59	584	34		7.34	0.4102	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	23.08	50.00	39	2		30.55	SS		0	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.57	12.60	584	34	16.55	2.92	0.3311	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.30	6.78	39	2	8.93	6.47	SS		0	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus *	68.44	60.61	450	33		8.38	1.1204	0	5	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus. *	44.22	33.33	450	33		8.96	1.4097	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus. *	9.33	9.09	450	33		5.25	0.2866	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	12.84	0.00	3,575	2		23.66	SS		0	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.45	NA	127						0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	26.21	23.13	3,575	2	27.30	19.31	SS		0	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	11.71	NA	127		15.33				0	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	86.86	100.00	2,762	1		33.79	SS		0	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	72.74	100.00	2,762	1		44.54	SS		0	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	36.57	0.00	2,762	1		48.17	SS		0	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS *	16.66	18.42	4,328	38		6.07	-0.1197	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.98		623,766				0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Totals									-3	188	-0.080

Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance

* Stat and Performance score determined through permutation test

Verizon New Hampshire Performance Assurance Plan Report

DSL

March-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score
		VZ	CLEC	VZ	CLEC				
PO-1-06-6020	Mechanized Loop Qualification - EDI	12.25	5.19		10	-7.06	0	5	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-06-6030	Mechanized Loop Qualification - CORBA	12.25	NA					0	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	2	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	12.25	3.57		509	-8.68	0	5	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		13		0	2	0.000
PO-8-02-6000	% On Time - Engineering Record Request		NA					0	
OR Ordering									
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	100.00			7		0	2	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA					0	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	100.00			9		0	2	0.000
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA					0	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		NA					0	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA					0	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA					0	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA					0	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split	100.00			1		0	5	0.000
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA					0	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split	100.00			1		0	2	0.000
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA					0	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.01		9,018		0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.50		8,955		0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time		99.06		9,018		0	2	0.000
PR Provisioning									
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	1		0.00		2	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	0.00	2	6	40.82	SS	0	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	5	2	0.00	SS	0	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	6.24	10.00	2,195	10	7.67	-0.0584	0	2 0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	0.00	7	8	0.00	SS	0	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		98.63		73			0	10 0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10.20	2.00	5	1	10.89	11.93	SS	0
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		85			0	10 0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	6.24	7.89	2,195	114	2.32	-0.5480	0	15 0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	0.96	19	104	0.00	1.0174	0	5 0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00		13			0	10 0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *	99.87	100.00	790	13	1.00	5.0000		
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	1.94	NA	52		2.01			10
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	5.42	0.00	646	1	22.65	SS		0
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split *	0.74	0.00	1,355	17	2.09	5.0000	0	10 0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	3.31	0.00	2,024	23	3.75	5.0000	0	15 0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split *	0.10	0.00	2,008	18	0.74	5.0000	0	5 0.000
MR Maintenance & Repair									
MR-1-01-6050	Average Response Time - Create Trouble	8.35	3.83		1,015		-4.51	0	2 0.000
Stat. Score									
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *	14.20	10.00	4,170	10	11.05	0.7852	0	2 0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	12.50	NA	168					0
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	24.42	15.43	4,170	10	26.40	8.36	1.0757	0 2 0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	10.80	NA	168		14.09			0
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale *	66.07	100.00	4,338	10	14.99	5.0000	0	2 0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale *	68.69	71.43	3,223	7	17.55	0.2988	0	2 0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale *	16.67	0.00	4,338	10	11.80	5.0000	0	2 0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops *	14.20	0.00	4,170	34	6.01	5.0000	0	5 0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.76	50.00	74	2	17.99	SS		0
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	24.42	14.45	4,170	34	26.40	4.55	2.1930	0 5 0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	11.22	33.76	74	2	11.65	8.35	SS	0
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *	65.55	80.56	4,244	36	7.95	2.1522	0	5 0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops *	69.16	51.61	3,168	31	8.34	2.2269	0	10 0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops *	16.67	11.11	4,338	36	6.24	1.1353	0	10 0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	3.80	NA	184					0
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	11.11	NA	9					0
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	9.65	NA	184		22.94			0
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	25.23	NA	9		57.00			0
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	92.75	NA	193					0
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	10.36	NA	193					0
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	22.28	NA	193					0
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Totals								0	179 0.000

Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance

* Stat and Performance score determined through permutation test

Verizon New Hampshire
Performance Assurance Plan Report

TRUNKS

March-08

OR		Ordering		Performance	Observations				Perf.	Wgt.	Wgtd.
		CLEC	VZ	CLEC					Score		Score
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00		1					0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	100.00		8					0	10	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	NA								0	
OR-2-12-5020	% On TimeTrunk ASR Reject	100.00		3					0	5	0.000
					VZ						
					Standard						
					Deviation						
PR		Provisioning		VZ	CLEC	VZ	CLEC				
PR-4-07-3540	% On Time Performance - LNP only		99.96		2,801				0	20	0.000
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		1,660				0	20	0.000
PR-5-01-5000	% Missed Appointment - Facilities *	0.00	0.00	532	1,612		0.00	5.0000	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days *	0.00	0.00	532	1,612		0.00	5.0000	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days *	0.00	0.00	532	1,660		0.00	5.0000	0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days *	25.00	0.00	8	19		18.25	5.0000	0	5	0.000
MR		Maintenance & Repair									
MR-4-01-5000	Mean Time to Repair - Total	NA	NA							0	
MR-4-05-5000	% Out of Service >2 Hours	NA	NA							0	
MR-4-06-5000	% Out of Service >4 Hours	NA	NA							0	
MR-4-07-5000	% Out of Service >12 Hours	NA	NA							0	
MR-4-08-5000	% Out of Service >24 Hours	NA	NA							0	
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA							0	
NP		Network Performance									
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0						0	5	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0						0	10	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator		"UD" - under development		"SS" - Small Totals					0	100	0.000

Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance

* Stat and Performance score determined through permutation test

Verizon New Hampshire				March-08					
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	\$0	\$0	\$0	\$0				\$0
	PO-1-06 Mechanized Loop Qualification - EDI								
	PO-1-06 Mechanized Loop Qualification - CORBA								
	PO-1-06 Mechanized Loop Qualification - Web GUI								
	PO-2-02 OSS Interface Availability - Prime - WPTS								
	PO-2-02 OSS Interface Availability - Prime - EDI								
	PO-2-02 OSS Interface Availability - Prime - CORBA								
	PO-2-02 OSS Interface Availability - Prime - Web GUI								
ORDERING									
2	% On Time Ordering Notification	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	OR-1-02 % On Time LSRC - Flow Through								
	OR-1-04 % On Time LSRC - No Facility Check - 2W Digital -UNE/Resale								
	OR-1-04 % On Time LSRC - No Facility Check - 2W xDSL Loops								
	OR-1-04 % OT LSRC - No Facility Check - Line Share/Split								
	OR-1-12 % OT Firm Order Confirmations (<=192 Forecasted Trunks)								
	OR-1-13 % On Time Design Layout Record								
	OR-1-19 % On Time Response - Request for Inbound Augment (<=192)								
	OR-2-04 % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale								
	OR-2-04 % OT LSR Rej - No Facility Check - 2W xDSL Loops								
	OR-2-04 % OT LSR Rej - No Facility Check - Line Share/Split								
	OR-4-16 % On Time PCN - 1 Business Day								
	OR-1-04 % OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale								
	OR-1-06 % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale								
	OR-2-04 % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale								
	OR-2-06 % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale								
PROVISIONING									
3	Installation Performance	\$0	\$0	\$1,855	\$0	\$0	\$0		\$1,855
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)			1,855					
	PR-4-02 Average Delay Days - Total								
	PR-4-02 Average Delay Days -Total -2W Digital -UNE/Resale								
	PR-4-02 Average Delay Days -Total -2W xDSL Loops								
	PR-4-02 Average Delay Days -Total -Line Share/Split								
	PR-4-04 % Missed Appointments -Dispatch								
	PR-4-04 % Missed Appointment -Dispatch -2W Digital -UNE/Resale								
	PR-4-04 % Missed Appointment -Dispatch -Line Share/Split								
	PR-4-05 % Missed Appointments - No Dispatch								
	PR-4-05 % Missed Appointment -No Dispatch -2W Digital -UNE/Resale								
	PR-4-05 % Missed Appointment -No Dispatch -Line Share/Split								
	PR-4-14 % Completed On Time -2W xDSL Loops								
	PR-4-15 % On Time Provisioning - Trunks								
	PR-6-01 % Installation Troubles w/in 30 Days								
	PR-6-01 % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale								
	PR-6-01 % Installation Troubles w/in 30 Days -2W xDSL Loops								
	PR-6-01 % Installation Troubles w/in 30 Days -Line Share/Split								
	PR-4-01 % Missed Appointment -VZ -DSO -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -DS1 -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -DS3 -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -Other -UNE/Resale								
	PR-4-02 Average Delay Days - Total -UNE/Resale								
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale								
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale								
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale								
	PR-8-01 % Open Orders in a Hold Status > 30 Days -UNE/Resale								
	PR-4-01 % Missed Appointment - VZ - Total - EEL								
	PR-4-02 Average Delay Days - Total - EEL								
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL								
	PR-4-01 % Missed Appointment - VZ - Total - IOF								
	PR-4-02 Average Delay Days - IOF								
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF								
4	PR-4-07 % On Time Performance - LNP only					\$0			\$0
5	Hot Cut Performance		\$0						\$0
	PR-6-02 % Installtn Trbls w/in 7 days-Loop-Basic Hot Cut								
	PR-6-02 % Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut								
	PR-6-02 % Installtn Trbls w/in 7 days-Loop-Batch Hot Cut								
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut								
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut								
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut								
MAINTENANCE									
6	Maintenance Performance	\$13,925	\$0	\$0	\$0	\$0	\$0		\$13,925
	MR-3-01 % Missed Repair Appointments - Loop - Bus.	13,925							
	MR-3-01 % Missed Repair Appointments - Loop - Res.								
	MR-3-01 % Missed Repair Appointments - Loop								
	MR-3-01 % Missed Repair Appt -Loop -2W Digital -UNE/Resale								
	MR-3-01 % Missed Repair Appt -Loop -2W xDSL Loops								
	MR-3-01 % Missed Repair Appointment -Loop -Line Share/Split								
	MR-3-02 % Missed Repair Appointment -CO -2W xDSL Loops								
	MR-4-03 Mean Time To Repair -CO -2W xDSL Loops								
	MR-4-04 % Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops								
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -Line Share/Split								
	MR-4-08 % Out of Service >24Hrs. - Bus.								
	MR-4-08 % Out of Service >24Hrs. - Res.								
	MR-4-08 % Out of Service >24Hrs. - Total								
	MR-5-01 % Repeat Reports within 30 Days								
	MR-5-01 % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 Days -2W xDSL Loops								
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Split								
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale								
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 days -UNE/Resale								
NETWORK PERFORMANCE									
7	NP-1-04 # of Final Trunk Groups Blocked 3 months					\$0			\$0
8	Collocation							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total								
	NP-2-05/6 % On Time - Physical Collocation - Total								
	NP-2-07/8 Average Delay Days - Total								
RESOLUTION PROCESS									
9	Resolution Process							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days								
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack								
Total		\$13,925	\$0	\$1,855	\$0	\$0	\$0	\$0	\$15,780

Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.00	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	NA		0	0
NP-2-07/8	Average Delay Days - Total	NA		0	0
					5

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	100.00	23	0	5
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	100.00	23	0	2
BI-3-04-1000 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	100.00	80	0	2
BI-3-05-1000 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	18	0	20
				29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	100.00	3	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	99.38	161	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	2	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	53	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	26.32	0.00	19	2	32.73	SS	0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale *	22.22	19.35	27	62	9.59	0.6101	0
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	0.00	NA	1				0
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale	NA	NA					0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale *	7.91	8.92	11	12	9.43	3.94	-0.1797
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale *	8.33	2.63	36	76	5.59	1.7968	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale *	0.00	0.00	36	76	0.00	5.0000	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale *	0.00	2.33	81	86	0.00	-0.6320	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale *	0.00	0.00	47	64	0.00	5.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL *	22.22	0.00	27	13	14.03	5.0000	0
PR-4-02-3510	Average Delay Days - Total - EEL	6.00	NA	6		8.56		0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL *	0.00	0.00	27	13	0.00	5.0000	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	0.00	25.00	1	4	0.00	SS	0
PR-4-02-3530	Average Delay Days - IOF	NA	5.00		1			0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	0.00	1	4	0.00	SS	0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	4.96	2.91	42	3	3.11	1.86	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.69	4.83	36	59	4.60	0.97	-0.1396
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	33.33	38	3		29.99	SS
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	38	3		0.00	SS
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	44.12	39.66	34	58		10.72	0.6404
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	2.94	0.00	34	58		3.65	5.0000
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale *	23.08	19.35	78	62		7.17	0.7377

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Size Total 132

Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance

* Stat and Performance score determined through permutation test

Special Provision - UNE Ordering

March-08

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.66	583	\$
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	65	\$
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	99.33	150	\$
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	18	\$

Total Market Adj*	\$
--------------------------	-----------

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation	40.00%	\$
UNE Loop allocation	60.00%	\$

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform					OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform				
Month	%	Observations			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
Jan-08	89.88	939	844		Jan-08	98.25	859	844	
Feb-08	86.77	839	728		Feb-08	98.11	742	728	
Mar-08	90.22	1,094	987		Mar-08	98.50	1,002	987	
Overall	89.10	2,872	2,559		Overall	98.31	2,603	2,559	

Market Adjustment *	\$
---------------------	----

OR-5-01-3112 % Flow-Through Total-UNE POTS Loop					OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop				
Month	%	Observations			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
Jan-08	81.01	1,006	815		Jan-08	96.91	841	815	
Feb-08	82.45	980	808		Feb-08	97.94	825	808	
Mar-08	76.92	923	710		Mar-08	97.93	725	710	
Overall	80.20	2,909	2,333		Overall	97.57	2,391	2,333	

Market Adjustment *	\$ -
---------------------	------

OR-5-01-3121 % Flow-Through Total-UNE Other					OR-5-03-3121 % Flow-Through Achieved-UNE Other				
Month	%	Observations			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
Jan-08	96.79	11,303	10,940		Jan-08	98.16	11,145	10,940	
Feb-08	96.26	11,016	10,604		Feb-08	98.28	10,790	10,604	
Mar-08	96.91	10,893	10,556		Mar-08	98.33	10,735	10,556	
Overall	96.65	33,212	32,100		Overall	98.26	32,670	32,100	

Market Adjustment *	\$
---------------------	----

* For allocation, UNE-P and Other will be included with any UNE-P MOE market adjustment allocation and UNE-L with any UNE-L MOE market adjustment allocation

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	106	100.00	119
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	1.10	273	0.44	226
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	9.74	3	18.17	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	20.83	118	29.04	118
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	19.10	0.9927	23.45	0.4618
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$	-	\$	-
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$	-	\$	-
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$	-	\$	-
	Market Adjustment for PR-9-08-3533	\$	-	\$	-

* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation

Verizon New Hampshire

Change Control Assurance Plan

March-08

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	NA	NA	\$ -

* Cumulative number of delay days greater than 8 standard Delay Days*

PO-4-03-6600	Change Management Notice Delay 8 plus Days (type 1-5)	NA		\$
--------------	---	----	--	----

		% Test Deck Wgt. Failure	Test Deck Wgt.		
PO-6-01-6000	% Software Validation	R3	R3	\$	-

* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$	-
--------------	--	----	--	----	---

Total Market Adjustment		\$
UNE Platform allocation	31.43%	\$
UNE Loop allocation	47.14%	\$
Resale allocation	7.14%	\$
DSL allocation	14.29%	\$

Verizon New Hampshire

PAP/CCAP Market Adjustment Summary

March-08

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.044		
Unbundled Network Elements - Loop	0.000	-	
Resale	-0.080	-	
Digital Subscriber Lines	0.000	-	
Trunks	0.000		
Mode of Entry Total			
# CRITICAL MEASURES			
1	OSS Interface	-	
2	% On Time Ordering Notification	-	
3	Installation Performance	\$ 1,855	
4	% On Time Performance - LNP	-	
5	Hot Cut Performance	-	
6	Maintenance Performance	\$ 13,925	
7	Final Trunk Groups Blocked	-	
8	Collocation	-	
9	Resolution Processes	-	
Critical Measure Total			\$ 15,780
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering			
UNE Flow Through			
UNE Hot Cut Loop			
Special Provision Total			
CHANGE CONTROL			
Grand Total			\$ 15,780

Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance