

September-08

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

Verizon New Hampshire
Performance Assurance Plan Report

UNE LOOP

September-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	CLEC					
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		100.00				0	5	0.000
PO-1-01-6020	Customer Service Record - EDI	0.07	3.43	213		3.37	0	2	0.000
PO-1-03-6020	Address Validation -EDI	2.72	4.96	716		2.24	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	0.07	1.46	65		1.39	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.72	2.13	1,495		-0.59	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	0.07	0.73	5,961		0.66	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.72	2.19	2,452		-0.53	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000
OR Ordering									
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs	99.32		14,862			0	10	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	98.53		1,765			0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03		9,759			0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.07		9,759			0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.38		9,759			0	2	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	98.23		849			0	5	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00		704			0	5	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	99.64		555			0	5	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	97.73		44			0	2	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	97.87		141			0	2	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	100.00		8			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	3.64	7.00	134	2	7.38	5.26	SS	0
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New *	6.46	0.00	1,889	115		2.36	5.0000	0
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	1.11	0.00	1,889	115		1.01	5.0000	0
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.11	0.00	1,889	115		0.31	5.0000	0
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	7.28	7.46	2,677	295		1.59	-0.0178	0
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		191				0
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		64				0
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	4.98	2.90		1,077		-2.09	0	2
							Stat. Score		
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop *	13.95	8.26	4,923	242		2.28	2.7642	0
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	24.07	15.66	4,923	242	24.63	1.62	5.0000	0
MR-4-07-3112	% Out of Service > 12 Hours - Loop *	67.54	46.74	3,709	184		3.54	5.0000	0
MR-4-08-3112	% Out of Service > 24 Hours - Loop *	36.64	13.04	3,709	184		3.64	5.0000	0
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop *	14.44	16.14	5,105	254		2.26	-0.6725	0
MR-3-02-3112	% Missed Repair Appointments - CO - Loop *	6.25	11.11	80	9		8.51	-0.0429	0
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop *	6.91	20.22	80	9	10.52	3.70	-2.2426	-2
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Sn							Totals	-2	186
								-0.054	

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

September-08

PO	Pre-Ordering	Performance VZ	CLEC	Observations VZ	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score		
PO-1-01-6020	Customer Service Record - EDI	0.07	3.43		213		3.37	0	2	0.000	
PO-1-03-6020	Address Validation -EDI	2.72	4.96		716		2.24	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	0.07	0.73		5,961		0.66	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	2.72	2.19		2,452		-0.53	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	99.40			166			0	10	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	98.59			71			0	5	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.03			9,759			0	5	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	99.07			9,759			0	5	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.38			9,759			0	5	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS	97.11			173			0	10	0.000	
OR-6-03-2000	% Accuracy - LSRC	0.00			59			0	10	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	97.06			34			0	5	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			7			0	2	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			13			0	2	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			5			0	2	0.000	
		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 *	80.52	95.89	4,235	73		4.68	4.0497	0	5	0.000
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS *	0.11	0.00	10,438	88		0.36	5.0000	0	20	0.000
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS *	6.46	0.00	1,889	38		4.03	5.0000	0	10	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	3.64	NA	134		7.38				15	
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	1.11	0.00	1,889	38		1.72	5.0000	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.11	0.00	1,889	38		0.53	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	5.54	2.76	9,503	217		1.57	2.0864	0	15	0.000
MR Maintenance & Repair											
Diff.											
MR-1-01-6050	Average Response Time - Create Trouble	4.98	2.90		1,077			-2.09	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	63.04	55.69		2,603			-7.35	0	2	0.000
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. *	26.07	25.71	702	35		7.60	0.2158	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	23.53	50.00	51	2		30.58	SS		0	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.13	14.71	702	35	22.88	3.96	0.1070	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	11.75	10.62	51	2	25.86	18.64	SS		0	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus *	68.94	82.86	573	35		8.06	-1.5924	-1	5	-0.021
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus. *	40.84	51.43	573	35		8.56	-1.0573	-1	5	-0.021
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus. *	11.87	17.14	573	35		5.63	-0.6943	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res. *	11.89	12.50	4,214	8		11.45	0.3507	0	10	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	7.81	0.00	128	1		26.94	SS		0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	25.46	22.58	4,214	8	24.24	8.58	0.3355	0	5	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	8.42	7.00	128	1	15.54	15.60	SS		0	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res. *	87.78	83.33	3,183	6		13.38	0.9925	0	5	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res. *	71.79	50.00	3,183	6		18.39	1.5780	0	5	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res. *	40.78	33.33	3,183	6		20.08	0.7677	0	5	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS *	14.44	15.22	5,105	46		5.21	0.0106	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.23		501,223				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				-2	233	-0.043	

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator

"UD" - under development

"SS" - Small Sample Totals

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Verizon New Hampshire Performance Assurance Plan Report

DSL

September-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	11.33	4.52		15	-6.81	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	11.33	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	11.33	2.98		661	-8.35	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		12		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			2		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			3		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	100.00			1		0	5	0.000
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops	100.00			1		0	5	0.000
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		NA					0	
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		NA					0	
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	0.03		9,759			0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.07		9,759			0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.38		9,759			0	2	0.000
PR Provisioning									
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	2	0.00			2	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	20.00	0.00	5	4	26.83	SS	0	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	14.29	NA	7				0	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	7.28	0.00	2,677	7	9.84	5.0000	0	2
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	0.00	0.00	12	4	0.00	SS	0	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		57			0	10
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	11.22	NA	9	9.65			0	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		64			0	10
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	7.28	3.53	2,677	85	2.86	1.6517	0	15
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	1.35	23	74	0.00	0.7156	0	5
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00		19			0	10
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *	99.36	100.00	780	19	1.85	5.0000		
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	5.12	NA	34	17.77				10
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	3.03	NA	628					0
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split *	0.80	0.00	1,497	19	2.06	5.0000	0	10
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	3.85	5.26	1,924	19	4.43	0.0711	0	15
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split *	0.09	0.00	2,129	19	0.70	5.0000	0	5
MR Maintenance & Repair									
MR-1-01-6050	Average Response Time - Create Trouble	4.98	2.90		1,077	-2.09	0	2	0.000
Stat. Score									
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	14.04	40.00	4,928	5	15.55	SS	0	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	14.59	NA	185				0	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	24.08	16.79	4,928	5	24.62	11.02	SS	0
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	11.24	NA	185		24.04			0
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	60.88	80.00	5,113	5	21.84	SS	0	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	67.08	33.33	3,764	3	27.14	SS	0	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	14.41	0.00	5,113	5	15.72	SS	0	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops *	14.04	7.14	4,928	28	6.58	1.3998	0	5
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	8.54	0.00	82	1	28.11	SS	0	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	24.08	13.82	4,928	28	24.62	4.67	2.1972	0
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.99	0.27	82	1	10.41	10.47	SS	0
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *	60.46	86.21	5,010	29	9.11	3.2521	0	5
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops *	67.50	60.87	3,711	23	9.80	0.9050	0	10
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops *	14.41	0.00	5,113	29	6.54	5.0000	0	10
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	4.55	0.00	264	2	14.78	SS	0	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	6.67	NA	30					0
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	11.77	47.79	264	2	34.53	24.51	SS	0
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	9.75	NA	30		9.46			0
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	89.80	50.00	294	2	21.48	SS	0	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	12.41	NA	290					0
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	21.77	0.00	294	2	29.28	SS	0	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Totals									
							0	172	0.000

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Verizon New Hampshire
Performance Assurance Plan Report

TRUNKS

September-08

OR		Ordering		Performance	Observations						
		CLEC	VZ	CLEC					Perf. Score	Wgt.	Wgtd. 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		1					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		NA								0	

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Verizon New Hampshire										September-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	
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	\$0	\$0	\$0	\$0		\$0	
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)		-		-						
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 -DS0 -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	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			-							
PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut			-							
PR-6-02	% Installatn 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		\$17,406	\$0	\$0	\$0	\$0	\$0		\$17,406	
MR-3-01	% Missed Repair Appointments - Loop - Bus.		17,406			-					
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			\$17,406	\$0	\$0	\$0	\$0	\$0	\$0	\$17,406	

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	100.00	8	0	20
NP-2-07/8	Average Delay Days - Total	NA			10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	100.00	26	0	5
OR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	100.00	26	0	2
BI-3-04-1000 % CLEC Billing Claims Acknwldgd w/ 2 Bus Days	100.00	34	0	2
BI-3-05-1000 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	29	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	97.18	71	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	3	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	31	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	39.13	0.00	23	1	49.85	SS	0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale *	40.74	10.53	27	38	12.37	3.1637	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	10.05	4.25	20	4	9.69	5.31	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale *	8.16	2.13	49	47	5.59	1.8635	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale *	4.08	2.13	49	47	4.04	1.1314	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale *	13.21	5.88	53	51	6.64	1.6192	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale *	0.00	0.00	51	39	0.00	5.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL *	40.74	0.00	27	9	18.91	5.0000	0
PR-4-02-3510	Average Delay Days - Total - EEL	9.09	NA	11		10.08		0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL *	0.00	0.00	27	9	0.00	5.0000	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	0.00	0.00	1	4	0.00	SS	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA					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	13.83	6.74	72	5	14.76	6.82	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	11.64	6.52	85	65	16.53	2.72	1.8794
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	81.94	60.00	72	5		17.79	SS
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	16.67	0.00	72	5		17.24	SS
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	79.76	61.54	84	65		6.64	2.6324
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	4.76	1.54	84	65		3.52	1.6074
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale *	21.02	18.57	157	70		5.86	0.5930

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Size Total 127

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

September-08

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.67	599	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	98.46	65	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	98.16	163	\$ -
OR-2-06-3320	% OT LSR/ASRC Rej. - Facility Check - POTS	100.00	11	\$ -

Total Market Adj*	\$ -
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* 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	
Jul-08	89.77	968	869		Jul-08	98.64	881	869	
Aug-08	90.20	898	810		Aug-08	98.54	822	810	
Sep-08	92.77	816	757		Sep-08	98.95	765	757	
Overall	90.83	2,682	2,436		Overall	98.70	2,468	2,436	

Market Adjustment *	\$ -
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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	
Jul-08	86.54	1,003	868		Jul-08	98.41	882	868	
Aug-08	84.73	838	710		Aug-08	97.93	725	710	
Sep-08	83.32	1,001	834		Sep-08	98.23	849	834	
Overall	84.87	2,842	2,412		Overall	98.21	2,456	2,412	

Market Adjustment *	\$ -
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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	
Jul-08	96.37	11,923	11,490		Jul-08	98.32	11,686	11,490	
Aug-08	97.52	19,386	18,905		Aug-08	98.75	19,145	18,905	
Sep-08	96.97	14,544	14,103		Sep-08	98.77	14,279	14,103	
Overall	97.04	45,853	44,498		Overall	98.64	45,110	44,498	

Market Adjustment *	\$ -
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* 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	64	100.00	95
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	0.00	191	0.79	254
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 Durn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		12.12	2
PR-9-08-3533	Avg Durn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	18.68	164	25.52	174
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durn HC Install Trbl-UNE POTS Loop Ttl HC	14.91		18.71	1.0069
		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

September-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		\$ -
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		% 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		\$ -
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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

September-08

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.220	-	
Unbundled Network Elements - Loop	-0.054	-	
Resale	-0.043	-	
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		-	
4 % On Time Performance - LNP		-	
5 Hot Cut Performance		-	
6 Maintenance Performance		\$ 17,406	
7 Final Trunk Groups Blocked		-	
8 Collocation		-	
9 Resolution Processes		-	
Critical Measure Total			\$ 17,406
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		-	
UNE Flow Through		-	
UNE Hot Cut Loop		-	
Special Provision Total			-
CHANGE CONTROL			-
Grand Total			<u>\$ 17,406</u>

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