

Verizon New Hampshire Performance Assurance Plan Report

UNE Platform

November-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Score		
		VZ	CLEC		CLEC						
PO-1-01-6020	Customer Service Record - EDI	0.06	4.08		77		4.02	-1	2	-0.009	
PO-1-03-6020	Address Validation - EDI	2.75	4.87		618		2.11	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	0.06	0.59		38		0.53	0	2	0.000	
PO-1-03-6030	Address Validation - CORBA	2.75	2.14		944		-0.62	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	0.06	0.92		4,117		0.86	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	2.75	2.15		1,748		-0.60	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	99.85		672				0	10	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform	100.00		107				0	5	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.02		8,003				0	5	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	99.45		8,003				0	5	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.74		8,003				0	5	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	99.12		678				0	5	0.000	
OR-6-03-3140	% Accuracy - LSRC - Platform	0.00		94				0	5	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform	98.15		54				0	5	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform	90.48		21				-1	2	-0.009	
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	88.89		9					0		
PR	Provisioning	VZ	CLEC	VZ	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	77.11	93.49	3,792	169		3.30	5.0000	0	5	0.000
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform *	0.14	0.00	11,077	457		0.18	5.0000	0	20	0.000
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform *	8.27	3.64	1,354	55		3.79	1.6153	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	3.54	1.00	128	2	5.84	4.16	SS		0	
PR-5-01-3140	% Missed Appointment - Facilities - Platform *	0.96	0.00	1,354	55		1.34	5.0000	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform *	0.15	0.00	1,354	55		0.53	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	4.69	1.26	8,515	951		0.72	5.0000	0	10	0.000
MR	Maintenance & Repair	Performance	Observations	VZ Std	Sampling	Diff.	Perf. Score	Wgt.	Wgtd. Score		
		VZ	CLEC	VZ	CLEC					Deviation	Error
MR-1-01-6050	Average Response Time - Create Trouble	4.85	3.08		761			-1.78	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	64.29	63.98		1,888			-0.31	0	2	0.000
								Stat. Score			
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus *	27.63	42.22	485	90		5.13	-2.5974	-2	10	-0.089
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus *	5.88	14.29	34	7		9.77	-0.1544	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	14.79	14.50	485	90	17.96	2.06	0.1380	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	4.67	4.51	34	7	6.76	2.81	0.0545	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus *	72.38	73.75	391	80		5.49	-0.0993	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus *	41.43	42.50	391	80		6.04	-0.0566	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus *	13.04	11.25	391	80		4.13	0.6027	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res *	9.14	9.33	3,577	75		3.36	0.0920	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.41	NA	78						0	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.15	20.90	3,577	75	24.73	2.88	1.1266	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	7.70	NA	78		13.03				0	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res *	87.56	91.80	2,734	61		4.27	-0.7813	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res *	70.85	70.49	2,734	61		5.88	0.2210	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res *	35.92	34.43	2,734	61		6.21	0.3642	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform *	14.70	13.37	4,176	172		2.76	0.5779	0	10	0.000
BI	Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.97		429,047				0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator		"UD" - under development		"SS" - Small Sa		Totals		-4	225	-0.107	

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

"UD" - under development

"SS" - Small Sa

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

November-08

PO		Pre-Ordering		Performance		Observations		Perf.		Wgt.	
		VZ	CLEC		CLEC			Diff.	Score		Score
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		100.00						0	5	0.000
PO-1-01-6020	Customer Service Record - EDI	0.06	4.08		77			4.02	-1	2	-0.012
PO-1-03-6020	Address Validation -EDI	2.75	4.87		618			2.11	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	0.06	0.59		38			0.53	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.75	2.14		944			-0.62	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	0.06	0.92		4,117			0.86	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.75	2.15		1,748			-0.60	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	99.59			15,786				0	10	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	99.91			4,679				0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.02			8,003				0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.45			8,003				0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.74			8,003				0	2	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	98.94			659				0	5	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00			503				0	5	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	96.61			383				0	5	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	92.86			42				-1	2	-0.012
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	97.92			96				0	2	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	87.50			16				-1	2	-0.012
PR Provisioning		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score			
PR-4-02-3100	Average Delay Days - Total - POTS	3.54	1.00	128	2	5.84	4.16	SS		0	
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New *	8.27	0.00	1,354	66		3.47	5.0000	0	20	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	0.96	0.00	1,354	66		1.23	5.0000	0	5	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.15	0.00	1,354	66		0.48	5.0000	0	5	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	6.66	8.96	2,057	134		2.22	-0.8595	-1	10	-0.058
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.45		222				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		98.67		75				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	4.85	3.08		761			-1.78	0	2	0.000
		Stat. Score									
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop *	11.37	1.76	4,064	170		2.48	4.9174	0	10	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	23.04	13.99	4,064	170	24.21	1.90	4.7783	0	5	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop *	68.06	52.14	3,071	117		4.39	3.6084	0	5	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop *	33.57	11.97	3,071	117		4.45	5.0000	0	5	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop *	14.70	18.50	4,176	173		2.75	-1.2540	-1	10	-0.058
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.67	33.33	30	3		15.10	SS		0	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	7.79	16.28	30	3	16.54	10.02	SS		0	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator		"UD" - under development		"SS" - Sn		Totals		-5	171	-0.152	

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

November-08

PO		Pre-Ordering		Performance		Observations		Diff.		Perf.	Wgt.	Score
		VZ	CLEC	VZ	CLEC							
PO-1-01-6020	Customer Service Record - EDI	0.06	4.08		77			4.02	-1	2		-0.009
PO-1-03-6020	Address Validation -EDI	2.75	4.87		618			2.11	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	0.06	0.92		4,117			0.86	0	2		0.000
PO-1-03-6050	Address Validation - Web GUI	2.75	2.15		1,748			-0.60	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			66				0	10		0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			33				0	5		0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.02			8,003				0	5		0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.45			8,003				0	5		0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.74			8,003				0	5		0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	95.71			70				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	100.00			23				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			13				0	2		0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			6				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 *	77.11	58.33	3,792	12		12.15	-1.1854	-1	5		-0.023
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS *	0.14	0.00	11,077	39		0.61	5.0000	0	20		0.000
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS *	8.27	0.00	1,354	15		7.15	5.0000	0	10		0.000
PR-4-02-2100	Average Delay Days - Total - POTS	3.54	NA	128		5.84				15		
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	0.96	0.00	1,354	15		2.53	5.0000	0	5		0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.15	0.00	1,354	15		0.99	5.0000	0	5		0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	4.69	1.56	8,515	192		1.54	2.5293	0	15		0.000
		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	4.85	3.08		761			-1.78	0	2		0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	64.29	63.98		1,888			-0.31	0	2		0.000
		Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. *	27.63	32.26	485	31		8.28	-0.3735	0	10		0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	5.88	0.00	34	1		23.87	SS		0		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	14.79	18.38	485	31	17.96	3.33	-1.0802	-1	5		-0.023
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	4.67	0.38	34	1	6.76	6.86	SS		0		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus *	72.38	87.50	391	24		9.40	-1.4289	-1	5		-0.023
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus. *	41.43	50.00	391	24		10.36	-0.6178	0	5		0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus. *	13.04	37.50	391	24		7.08	-2.7035	-2	5		-0.046
MR-3-01-2120	% Missed Repair Appointments - Loop - Res. *	9.14	50.00	3,577	6		11.78	-2.2402	-2	10		-0.092
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.41	NA	78						0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.15	21.72	3,577	6	24.73	10.10	0.2410	0	5		0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	7.70	NA	78		13.03				0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	87.56	100.00	2,734	4		16.51	SS		0		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	70.85	75.00	2,734	4		22.74	SS		0		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	35.92	25.00	2,734	4		24.01	SS		0		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS *	14.70	2.63	4,176	38		5.77	2.8173	0	10		0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.97		429,047				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	
									-8	218	-0.216	

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

"UD" - under development

"SS" - Small Sample Totals

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

November-08

PO		Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score
		VZ	CLEC	VZ	CLEC						
PO-1-06-6020 Mechanized Loop Qualification - EDI		11.43	4.35		14			-7.07	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		11.43	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		11.43	2.99		402			-8.44	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			6				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			4				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			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			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			0.02		8,003				0	2	0.000
OR-4-16-1000 % On Time PCN - 1 Business Day			99.45		8,003				0	2	0.000
OR-4-17-1000 % Billing Completion Notifiers sent on time			98.74		8,003				0	2	0.000
PR Provisioning		VZ	CLEC	VZ	CLEC			Stat Score			
PR-4-02-1341 Average Delay Days -Total -2W Digital -UNE/Resale		NA	5.00		1				0	0	0.000
PR-4-04-1341 % Missed Appointment -Dispatch -2W Digital -UNE/Resale		0.00	25.00	6	4		0.00	SS		0	
PR-4-05-1341 % Missed Appointment -No Dispatch -2W Digital -UNE/Resale		0.00	0.00	2	1		0.00	SS		0	
PR-6-01-1341 % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale		6.66	25.00	2,057	4		12.48	SS		0	
PR-8-01-1341 % Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale		0.00	0.00	8	5		0.00	SS		0	
PR-3-10-3342 % Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops			100.00		18				0	10	0.000
PR-4-02-3342 Average Delay Days -Total -2W xDSL Loops		2.00	NA	1	0.00					0	
PR-4-14-3342 % Completed On Time -2W xDSL Loops			100.00		27				0	10	0.000
PR-6-01-3342 % Installation Troubles w/in 30 Days -2W xDSL Loops *		6.66	11.43	2,057	35		4.25	-0.8180	0	15	0.000
PR-8-01-3342 % Open Orders in Hold Status >30 Days -2W xDSL Loops		0.00	2.94	5	34		0.00	SS		0	
PR-3-03-3340 % Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split			100.00		23					0	
PR-3-03-3340 % Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *		99.30	100.00	568	23		1.78	5.0000		10	0.000
PR-4-02-3340 Average Delay Days -Total -Line Share/Split		2.34	NA	29	2.70					10	
PR-4-04-3340 % Missed Appointment -Dispatch -Line Share/Split		2.92	NA	514						0	
PR-4-05-3340 % Missed Appointment -No Dispatch -Line Share/Split *		0.65	0.00	1,547	24		1.65	5.0000	0	10	0.000
PR-6-01-3340 % Installation Troubles w/in 30 Days -Line Share/Split *		3.15	0.00	1,459	28		3.33	5.0000	0	15	0.000
PR-8-01-3340 % Open Orders in Hold Status >30 Days -Line Share/Split *		0.10	0.00	2,065	24		0.64	5.0000	0	5	0.000
MR Maintenance & Repair		VZ	CLEC	VZ	CLEC			Diff.	Perf. Score	Wgt	Wgtd Score
MR-1-01-6050 Average Response Time - Create Trouble		4.85	3.08		761			-1.78	0	2	0.000
Stat. Score											
MR-3-01-1341 % Missed Repair Appt -Loop -2W Digital -UNE/Resale		11.48	25.00	4,069	4		15.95	SS		0	
MR-3-02-1341 % Missed Repair Appt -CO -2W Digital -UNE/Resale		7.08	0.00	113	1		25.76	SS		0	
MR-4-02-1341 Mean Time To Repair -Loop -2W Digital -UNE/Resale		23.04	19.28	4,069	4	24.20	12.11	SS		0	
MR-4-03-1341 Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		6.86	5.70	113	1	11.52	11.57	SS		0	
MR-4-04-1341 % Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale		64.90	60.00	4,182	5		21.36	SS		0	
MR-4-07-1341 % Out of Service >12 Hours -2W Digital -UNE/Resale		67.19	50.00	3,133	4		23.49	SS		0	
MR-5-01-1341 % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale		14.75	0.00	4,182	5		15.87	SS		0	
MR-3-01-3342 % Missed Repair Appt -Loop -2W xDSL Loops *		11.48	12.50	4,069	24		6.53	0.0793	0	5	0.000
MR-3-02-3342 % Missed Repair Appointment -CO -2W xDSL Loops		9.68	0.00	31	2		21.57	SS		0	
MR-4-02-3342 Mean Time To Repair -Loop -2W xDSL Loops		23.04	19.42	4,069	24	24.20	4.96	0.7310	0	5	0.000
MR-4-03-3342 Mean Time To Repair -CO -2W xDSL Loops		8.04	18.55	31	2	16.32	11.91	SS		0	
MR-4-04-3342 % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *		64.32	80.77	4,100	26		9.42	2.0386	0	5	0.000
MR-4-07-3342 % Out of Service >12 Hours -2W xDSL Loops *		68.05	73.33	3,077	15		12.07	-0.1254	0	10	0.000
MR-5-01-3342 % Repeat Reports w/in 30 Days -2W xDSL Loops *		14.75	11.54	4,182	26		6.98	0.7060	0	10	0.000
MR-3-01-3340 % Missed Repair Appointment -Loop -Line Share/Split		3.40	0.00	206	3		10.54	SS		0	
MR-3-02-3340 % Missed Repair Appointment -CO -Line Share/Split		0.00	NA	7						0	
MR-4-02-3340 Mean Time To Repair -Loop -Line Share/Split		11.29	10.60	206	3	38.51	22.40	SS		0	
MR-4-03-3340 Mean Time To Repair -CO -Line Share/Split		3.28	NA	7		2.06				0	
MR-4-04-3340 % Cleared (all troubles) w/in 24 Hours -Line Share/Split		92.49	100.00	213	3		15.32	SS		0	
MR-4-07-3340 % Out of Service >12 Hours -Line Share/Split		7.98	50.00	213	2		19.25	SS		0	
MR-5-01-3340 % Repeat Reports w/in 30 Days -Line Share/Split		23.94	33.33	213	3		24.81	SS		0	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator				"UD" - under development		"SS" - Small Sample Totals			0	158	0.000

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

"UD" - under development

"SS" - Small Sample Totals

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

November-08

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	VZ	CLEC	VZ			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00		5		0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	100.00		12		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		2		0	5	0.000
PR	Provisioning	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	VZ	CLEC	VZ			
PR-4-07-3540	% On Time Performance - LNP only	100.00		1		0	20	0.000
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		1,128		0	20	0.000
PR-5-01-5000	% Missed Appointment - Facilities *	0.00	0.00	152	936	0.00	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days *	0.00	0.00	152	936	0.00	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days *	0.00	0.00	152	1,128	0.00	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	3	15	0.00	0	
MR	Maintenance & Repair	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	VZ	CLEC	VZ			
MR-4-01-5000	Mean Time to Repair - Total	NA	3.87	1		0	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	100.00	1		0	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	0.00	1		0	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	0.00	1		0	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	0.00	1		0	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	0.00	1		0	0	0.000
NP	Network Performance	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	VZ	CLEC	VZ			
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						0	95	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										November-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	\$11,604	\$1,536	\$0	\$0	\$0		\$13,141	
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)		-		1,536						
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		-	11,604	-			-			
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	\$20,887	\$12,229	\$0	\$0	\$0		\$50,523	
MR-3-01	% Missed Repair Appointments - Loop - Bus		17,406		-						
MR-3-01	% Missed Repair Appointments - Loop - Res.				8,153						
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.		-		4,076						
MR-4-08	% Out of Service >24Hrs. - Res.										
MR-4-08	% Out of Service >24Hrs. - Total		-		-						
MR-5-01	% Repeat Reports within 30 Days			20,887	-		-				
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	\$32,491	\$13,766	\$0	\$0	\$0	\$0	\$63,663	

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	4	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	33	0	5
OR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	100.00	33	0	2
BI-3-04-1000 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	100.00	32	0	2
BI-3-05-1000 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	17	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	83.33	6		0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	64	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	31	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	20.00	NA	5				0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale *	23.53	17.54	17	57	11.72	0.9139	0
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	NA	NA					0
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale	NA	NA					0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	8.80	3.50	5	10	10.03	5.50	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale *	0.00	4.41	19	68		0.00	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale *	0.00	2.94	19	68		0.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale *	8.33	1.03	24	97		6.30	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale *	0.00	0.00	22	57		0.00	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL *	23.53	22.22	17	9	17.49	0.5369	0
PR-4-02-3510	Average Delay Days - Total - EEL	10.50	6.50	4	2	10.72	9.29	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL *	0.00	0.00	17	9		0.00	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	NA	0.00		7			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	NA	0.00		7			0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	8.54	7.06	59	7	7.65	3.06	0.4842	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	10.37	7.70	60	83	10.67	1.81	1.4776	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale *	59.32	66.67	59	6		21.05	0.1114	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	1.69	0.00	59	6		5.53	5.0000	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	71.67	65.43	60	81		7.68	0.9676	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	10.00	3.70	60	81		5.11	1.8592	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale *	19.33	13.33	119	90		5.52	1.3427	0

"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

November-08

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.80	437	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	92.06	63	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	97.69	130	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	88.00	25	\$ 68,333

Total Market Adj*	\$ 68,333
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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%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
Oct-08	86.81	864	750	Oct-08	97.15	772	750
Nov-08	89.36	752	672	Nov-08	99.12	678	672
Overall	87.99	1,616	1,422	Overall	98.07	1,450	1,422

Market Adjustment *	Calculated Quarterly
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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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
Oct-08	85.29	999	852	Oct-08	98.38	866	852
Nov-08	86.02	758	652	Nov-08	98.94	659	652
Overall	85.60	1,757	1,504	Overall	98.62	1,525	1,504

Market Adjustment *	Calculated Quarterly
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
Oct-08	96.46	11,625	11,213	Oct-08	98.73	11,357	11,213
Nov-08	97.90	15,496	15,170	Nov-08	99.01	15,322	15,170
Overall	97.28	27,121	26,383	Overall	98.89	26,679	26,383

Market Adjustment *	Calculated Quarterly
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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 CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	98.67	75	100.00	78
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	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.45	222	0.84	239
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn 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	23.58	1	14.88	2
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	15.39	123	17.79	147
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	12.83	-0.6355	15.56	0.2628
		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

November-08

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	100.00	1	\$ -

* 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

November-08

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.107	-	
Unbundled Network Elements - Loop	-0.152	-	
Resale	-0.216	-	
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		\$ 13,141	
4 % On Time Performance - LNP		-	
5 Hot Cut Performance		-	
6 Maintenance Performance		\$ 50,523	
7 Final Trunk Groups Blocked		-	
8 Collocation		-	
9 Resolution Processes		-	
Critical Measure Total			\$ 63,663
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		-	
UNE Hot Cut Loop		-	
Special Provision Total			\$ 68,333
CHANGE CONTROL			
Grand Total			\$ 131,997

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