

**Verizon New Hampshire  
Performance Assurance Plan Report**

**UNE Platform**

**April-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	3.54		300	3.40	0	2	0.000
PO-1-03-6020	Address Validation -EDI	2.72	4.73		1,180	2.01	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	0.82		65	0.68	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.72	2.37		6,154	-0.36	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		99.91				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.14	1.18		3,982	1.04	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.72	2.44		2,964	-0.29	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR Ordering		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC				
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00		990		0	10	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		178		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		10,335		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.50		10,335		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time		98.95		10,335		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		97.63		1,014		0	5	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		127		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		78		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		23		0	2	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		43		0	2	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		3		0	2	0.000

PR Provisioning		Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	78.40	90.77	4,995	260	2.62	5.0000	0	5	0.000	
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform *	0.02	0.00	11,526	584	0.06	5.0000	0	20	0.000	
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform *	4.96	3.70	1,675	81	2.47	0.7426	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.78	3.00	85	3	5.11	3.00	SS		0	
PR-5-01-3140	% Missed Appointment - Facilities - Platform *	0.66	0.00	1,675	81	0.92	5.0000	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform *	0.12	0.00	1,675	81	0.39	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	4.36	1.52	9,447	1,315	0.60	5.0000	0	10	0.000	

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	8.07	3.28		988			-4.78	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	66.90	55.02		2,876			-11.88	0	2	0.000

		Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC						
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus *	17.77	24.19	619	62	5.09	-1.0709	-1	10	-0.047	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.75	75.00	53	4	21.03	SS		0		
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	15.28	19.81	619	62	39.40	5.25	-0.8616	-1	5	-0.024
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	9.25	21.14	53	4	11.92	6.18	SS		0	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus *	62.50	85.71	464	49	7.27	-3.2515	-2	5	-0.047	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus *	38.36	73.47	464	49	7.30	-4.5814	-2	5	-0.047	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus *	7.54	14.29	464	49	3.97	-1.3275	-1	5	-0.024	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res *	9.62	3.66	3,242	82	3.30	2.2471	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	7.76	0.00	116	2	19.08	SS		0		
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	20.18	18.48	3,242	82	22.31	2.50	0.6811	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	8.50	17.65	116	2	11.93	8.51	SS		0	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res *	82.91	90.48	2,335	63	4.81	-1.4572	-1	5	-0.024	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res *	66.77	73.02	2,335	63	6.01	-0.9019	-1	5	-0.024	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res *	24.20	23.81	2,335	63	5.47	0.1962	0	5	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform *	14.68	11.33	4,033	150	2.94	1.2770	0	10	0.000	

BI Billing		Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC						
BI-1-02-1000	% DUF in 4 Business Days		100.00		642,619				0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sam								Totals	-9	212	-0.236

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**

**April-08**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		99.89				0	5	0.000
PO-1-01-6020	Customer Service Record - EDI	0.14	3.54		300	3.40	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.72	4.73		1,180	2.01	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	0.82		65	0.68	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.72	2.37		6,154	-0.36	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		99.91				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.14	1.18		3,982	1.04	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.72	2.44		2,964	-0.29	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR Ordering		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs											
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	99.95			3,716				0	5	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.00			10,335				0	2	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	99.50			10,335				0	2	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on.time	98.95			10,335				0	2	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	96.61			1,002				0	5	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00			756				0	5	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	99.84			625				0	5	0.000	
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	100.00			48				0	2	0.000	
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	98.41			126				0	2	0.000	
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	100.00			6				0	2	0.000	

PR Provisioning		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
PR-4-02-3100	Average Delay Days - Total - POTS											
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New *	4.96	0.00	1,675	113		2.11	5.0000	0	20	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	0.66	0.00	1,675	113		0.78	5.0000	0	5	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.12	0.00	1,675	113		0.34	5.0000	0	5	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	5.38	6.40	2,377	250		1.50	-0.5499	0	10	0.000	
PR-6-02-3520	% Installatn Trbils w/in 7 days-Loop-Basic Hot Cut		1.15		349				0	10	0.000	
PR-6-02-3523	% Installatn Trbils w/in 7 days-Loop-Lg Job Hot Cut		NA							0		
PR-6-02-3525	% Installatn Trbils w/in 7 days-Loop-Batch Hot Cut		NA							0		
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		99.42		172				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		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
MR-1-01-6050	Average Response Time - Create Trouble											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop *	10.92	3.72	3,864	215		2.19	3.9073	0	10	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.39	12.88	3,864	215	25.87	1.81	3.5934	0	5	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop *	62.50	50.30	2,741	165		3.88	3.1742	0	5	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop *	21.63	7.27	2,741	165		3.30	5.0000	0	5	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop *	14.68	13.12	4,033	221		2.44	0.7264	0	10	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop *	10.29	0.00	68	6		12.94	5.0000	0	10	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	8.12	5.99	68	6	11.98	5.10	0.4186	0	5	0.000	

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Sn Totals **0 186 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**

**April-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	3.54		300	3.40	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.72	4.73		1,180	2.01	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		3,982	1.04	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.72	2.44		2,964	-0.29	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			130			0	10	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			52			0	5	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.00			10,335			0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.50			10,335			0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.95			10,335			0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	97.78			135			0	10	0.000
OR-6-03-2000	% Accuracy - LSRC	0.00			71			0	10	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			41			0	5	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			10			0	2	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			29			0	2	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			4			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 *	78.40	70.00	4,995	20		9.22	-0.6681	0	5	0.000
PR-4-05-2100	% Missed Appointment - VZ - No Dispatch - POTS *	0.02	0.00	11,526	60		0.17	5.0000	0	20	0.000
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS *	4.96	9.38	1,675	32		3.87	-0.7858	0	10	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.78	5.33	85	3	5.11	3.00	SS		0	
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	0.66	9.38	1,675	32		1.44	-2.8952	-2	5	-0.053
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.12	0.00	1,675	32		0.62	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	4.36	1.38	9,447	218		1.40	2.6688	0	15	0.000

MR Maintenance & Repair											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	8.07	3.28		988			-4.78	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	66.90	55.02		2,876			-11.88	0	2	0.000

Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. *	17.77	16.00	619	25		7.80	-0.4503	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.75	0.00	53	2		29.21	SS		0	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.28	13.57	619	25	39.40	8.04	0.2129	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	9.25	9.94	53	2	11.92	8.58	SS		0	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus *	62.50	44.44	464	18		11.63	1.7723	0	5	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus. *	38.36	33.33	464	18		11.68	0.6660	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus. *	7.54	11.11	464	18		6.34	-0.2296	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.62	0.00	3,242	2		20.86	SS		0	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	7.76	NA	116						0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	20.18	15.07	3,242	2	22.31	15.78	SS		0	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	8.50	NA	116		11.93				0	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	82.91	100.00	2,335	1		37.65	SS		0	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	66.77	100.00	2,335	1		47.12	SS		0	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	24.20	0.00	2,335	1		42.84	SS		0	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS *	14.68	3.45	4,033	29		6.60	2.3220	0	10	0.000

BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		642,619				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	-2 188 -0.053

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**

**April-08**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score				
		VZ	CLEC	VZ	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI	11.96	4.22		7		-7.74	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	11.96	NA						0				
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		99.91					0	2	0.000			
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	11.96	3.72		512		-8.23	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		14			0	2	0.000			
PO-8-02-6000	% On Time - Engineering Record Request		NA						0				
<b>OR Ordering</b>													
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	100.00			1			0	2	0.000			
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			5			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	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	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	0.00			10,335			0	2	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day	99.50			10,335			0	2	0.000			
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.95			10,335			0	2	0.000			
<b>PR Provisioning</b>													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.00	NA	1		0.00			2				
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale *	0.00	0.00	9	16	0.00	5.0000	0	2	0.000			
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	4	2	0.00	SS		0				
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	5.38	5.26	2,377	19	5.20	0.3908	0	2	0.000			
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale *	0.00	0.00	14	18	0.00	5.0000	0	2	0.000			
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		50			0	10	0.000			
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	5.00	NA	2		1.41			0				
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		68			0	10	0.000			
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	5.38	8.00	2,377	100	2.30	-0.9155	-1	15	-0.081			
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	1.08	17	93	0.00	1.0171	0	5	0.000			
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00		12				0				
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *	99.17	100.00	599	12	2.65	5.0000		10	0.000			
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	2.50	NA	40		3.36			10				
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	4.99	0.00	561	2	15.43	SS		0				
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split *	1.08	0.00	1,021	15	2.68	5.0000	0	10	0.000			
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	4.03	0.00	1,537	19	4.54	5.0000	0	15	0.000			
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split *	0.13	0.00	1,585	17	0.86	5.0000	0	5	0.000			
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	8.07	3.28		988			-4.78	0	2	0.000		
<b>Stat Score</b>													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *	11.08	0.00	3,873	6	12.82	5.0000	0	2	0.000			
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	12.28	NA	171					0				
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	19.41	12.98	3,873	6	25.85	10.56	0.6081	0	2	0.000		
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	8.78	NA	171		11.88			0				
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale *	77.45	100.00	4,044	6	17.07	5.0000	0	2	0.000			
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	62.07	25.00	2,805	4	24.28	SS		0				
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale *	14.71	16.67	4,044	6	14.47	0.2936	0	2	0.000			
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops *	11.08	2.50	3,873	40	4.99	2.3547	0	5	0.000			
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	11.59	50.00	69	2	22.96	SS		0				
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	19.41	14.16	3,873	40	25.85	4.11	1.2775	0	5	0.000		
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	8.33	23.60	69	2	12.01	8.61	SS	0				
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *	77.12	92.86	3,942	42	6.52	2.9327	0	5	0.000			
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops *	62.49	52.78	2,746	36	8.12	1.3594	0	10	0.000			
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops *	14.71	9.52	4,044	42	5.49	1.1922	0	10	0.000			
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	5.56	0.00	216	5	10.36	SS		0				
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	20.00	NA	5					0				
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	11.29	9.80	216	5	30.81	13.94	SS	0				
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	7.79	NA	5		3.34			0				
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	89.59	80.00	221	5	13.81	SS		0				
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	11.31	40.00	221	5	14.32	SS		0				
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	21.27	0.00	221	5	18.51	SS		0				
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator							"UD" - under development		"SS" - Small Sample Totals		-1	186	-0.081

**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**

**April-08**

OR	Ordering	Performance		Observations		VZ	CLEC	VZ	CLEC	VZ Standard Deviation	Perf. Score		Wgtd			
		CLEC		VZ	CLEC						Score	Wgt.	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	93.33			15							0				
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	NA										0				
OR-2-12-5020	% On Time Trunk ASR Reject	100.00			2						0	5	0.000			
<b>PR Provisioning</b>																
PR-4-07-3540	% On Time Performance - LNP only		100.00			883						0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks		100.00			590						0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities *	0.00	0.00	384	590		0.00	5.0000			0	5	0.000			
PR-5-02-5000	% Orders Held for Facilities >15 Days *	0.00	0.00	384	590		0.00	5.0000			0	5	0.000			
PR-6-01-5000	% Installation Troubles w/in 30 Days *	0.00	0.00	384	590		0.00	5.0000			0	10	0.000			
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	40.00	0.00	5	15		25.30	SS				0				
<b>MR Maintenance &amp; Repair</b>																
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				
<b>NP Network Performance</b>																
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" - Sma Totals	0	85	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

CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
1	<b>OSS Interface</b>	\$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								
<b>ORDERING</b>									
2	<b>% On Time Ordering Notification</b>	\$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								
<b>PROVISIONING</b>									
3	<b>Installation Performance</b>	\$0	\$0	\$0	\$10,599	\$0	\$2,084		\$12,683
	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-4-04 % 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				10,599				
	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 -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						2,084		
	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	<b>% On Time Performance - LNP only</b>					\$0			\$0
<b>Hot Cut Performance</b>									
5	<b>Hot Cut Performance</b>		\$0						\$0
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut								
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut								
	PR-6-02 % Installn 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								
<b>MAINTENANCE</b>									
6	<b>Maintenance Performance</b>	\$18,276	\$0	\$0	\$0	\$0	\$0		\$18,276
	MR-3-01 % Missed Repair Appointments - Loop - Bus	11,314							
	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	6,962							
	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-4-06 % Out of Service > 4 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								
<b>NETWORK PERFORMANCE</b>									
7	<b># of Final Trunk Groups Blocked 3 months</b>					\$0			\$0
<b>Collocation</b>									
8	<b>Collocation</b>							\$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								
<b>RESOLUTION PROCESS</b>									
9	<b>Resolution Process</b>							\$787	\$787
	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							787	
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack								
<b>Total</b>		<b>\$18,276</b>	<b>\$0</b>	<b>\$0</b>	<b>\$10,599</b>	<b>\$0</b>	<b>\$2,084</b>	<b>\$787</b>	<b>\$31,747</b>

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	1	0	20
NP-2-07/8	Average Delay Days - Total	NA			10
					<b>35</b>

**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	25	0	5
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	100.00	25	0	2
BI-3-04-1000	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days	89.47	19	-1	2
BI-3-05-1000	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	79	0	20
					<b>29</b>

**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	98.67	75	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	6	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	46	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	11.76	NA	17					0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale *	20.00	3.45	15	58	11.59	2.5446	0	5
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	33.33	NA	3					0
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale	NA	NA						0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	6.83	3.50	6	2	4.79	3.91	SS	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale *	9.68	0.00	31	59		6.56	5.0000	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale *	3.23	0.00	31	59		3.92	5.0000	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale *	0.00	4.92	62	61		0.00	-1.1804	-1
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale *	0.00	0.00	35	58		0.00	5.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL	20.00	0.00	15	1		41.31	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	8.67	NA	3		6.81			0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	0.00	0.00	15	1		0.00	SS	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	33.33	0.00	3	1		54.43	SS	0
PR-4-02-3530	Average Delay Days - IOF	5.00	NA	1		0.00			0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	0.00	3	1		0.00	SS	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	5.17	13.44	49	2	3.97	2.86	SS	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.05	6.71	50	54	4.36	0.86	-0.7682	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	53.19	100.00	47	2		36.03	SS	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	47	2		0.00	SS	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	58.00	59.62	50	52		9.78	0.0352	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	0.00	3.85	50	52		0.00	-0.6513	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale *	21.21	14.29	99	56		6.84	1.2866	0

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Total **115**

**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

April-08

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.86	703	\$
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	71	\$
OR-2-04-3320	% OT LSR Rej. - No Facility Check - POTS	98.82	169	\$
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	9	\$

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
Apr-08	90.25	1,097	990	Apr-08	97.63	1,014	990
Overall	90.25	1,097	990	Overall	97.63	1,014	990

Market Adjustment \* Calculated Quarterly

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
Apr-08	82.45	1,174	968	Apr-08	96.61	1,002	968
Overall	82.45	1,174	968	Overall	96.61	1,002	968

Market Adjustment \* Calculated Quarterly

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
Apr-08	96.20	12,683	12,201	Apr-08	97.93	12,459	12,201
Overall	96.20	12,683	12,201	Overall	97.93	12,459	12,201

Market Adjustment \* Calculated Quarterly

\* 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	99.42	172	100.00	106
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	1.15	349	1.10	273
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	13.98	4	9.74	3
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	15.52	126	20.83	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	16.52	0.1840	19.10	0.9927

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**

April-08

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	100.00	6	\$ -

\* 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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<b>Total Market Adjustment</b>		\$
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

April-08

		Weighted Score	Market Adjustment
<b>MODE OF ENTRY</b>			
	Unbundled Network Elements - Platform	-0.236	
	Unbundled Network Elements - Loop	0.000	
	Resale	-0.053	
	Digital Subscriber Lines	-0.081	
	Trunks	0.000	
	<b>Mode of Entry Total</b>		
<b># CRITICAL MEASURES</b>			
1	OSS Interface		
2	% On Time Ordering Notification		-
3	Installation Performance		\$ 12,683
4	% On Time Performance - LNP		-
5	Hot Cut Performance		-
6	Maintenance Performance		\$ 18,276
7	Final Trunk Groups Blocked		-
8	Collocation		-
9	Resolution Processes		\$ 787
	<b>Critical Measure Total</b>		\$ 31,747
<b>Individual Rule Payments:</b>			
<b>SPECIAL PROVISIONS</b>			
	UNE Ordering		-
	UNE Flow Through		-
	UNE Hot Cut Loop		-
	<b>Special Provision Total</b>		-
<b>CHANGE CONTROL</b>			
	<b>Grand Total</b>		<b>\$ 31,747</b>

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