

Verizon New Hampshire Performance Assurance Plan Report

UNE Platform

May-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score		
		VZ	CLEC	VZ	CLEC						
PO-1-01-6020	Customer Service Record - EDI	0.18	3.58		343	3.40	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	2.77	4.81		897	2.04	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	0.18	0.85		79	0.66	0	2	0.000		
PO-1-03-6030	Address Validation - CORBA	2.77	2.09		891	-0.68	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	0.18	1.04		3,796	0.86	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.77	2.22		2,536	-0.55	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		100.00		880		0	10	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.42		173		0	5	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.01		10,143		0	5	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.50		10,143		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time		99.07		10,143		0	5	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		98.22		897		0	5	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		102		0	5	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		79		0	5	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		13		0	2	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		40		0	2	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		4		0	2	0.000		
PR Provisioning											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	74.34	89.72	6,083	214	3.04	5.0000	0	5	0.000	
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform *	0.02	0.00	16,234	505	0.07	5.0000	0	20	0.000	
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform *	5.31	1.47	1,621	68	2.77	1.9525	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	5.40	2.00	90	2	13.26	9.48	SS	0		
PR-5-01-3140	% Missed Appointment - Facilities - Platform *	0.93	0.00	1,621	68	1.19	5.0000	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform *	0.12	0.00	1,621	68	0.43	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	4.85	1.30	11,007	998	0.71	5.0000	0	10	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	7.88	3.13		916			-4.75	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	66.93	52.52		2,453			-14.41	0	2	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus *	19.56	17.11	547	76	4.86	0.6498	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	22.45	0.00	49	2	30.10	SS		0		
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	16.07	11.40	547	76	29.77	3.64	1.2814	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	29.26	6.05	49	2	159.42	115.01	SS	0		
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus *	60.52	57.89	385	57	6.94	0.5277	0	5	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus *	38.96	40.35	385	57	6.92	-0.0631	0	5	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus *	13.77	7.02	385	57	4.89	1.7218	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res *	8.47	6.82	3,092	88	3.01	0.7224	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.25	0.00	96	3	14.19	SS		0		
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	20.35	16.41	3,092	88	27.71	3.00	1.3123	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	8.18	0.68	96	3	13.32	7.81	SS	0		
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res *	79.85	84.06	2,278	69	4.90	-0.6927	0	5	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res *	62.42	66.67	2,278	69	5.92	-0.5843	0	5	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res *	21.69	13.04	2,278	69	5.04	1.9602	0	5	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform *	12.12	10.65	3,788	169	2.57	0.6787	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		543,634				0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small San Totals									0	212	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

UNE LOOP

May-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	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	0.18	3.58		343	3.40	0	2	0.000
PO-1-03-6020	Address Validation -EDI	2.77	4.81		897	2.04	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	0.18	0.85		79	0.66	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.77	2.09		891	-0.68	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	0.18	1.04		3,796	0.86	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.77	2.22		2,536	-0.55	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	99.85			13,046		0	10	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	99.96			2,320		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.01			10,143		0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.50			10,143		0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.07			10,143		0	2	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	98.33			1,380		0	5	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00			744		0	5	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	100.00			553		0	5	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	100.00			35		0	2	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	100.00			129		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

PR	Provisioning	Performance		Observations		VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC							
PR-4-02-3100	Average Delay Days - Total - POTS	5.40	2.00	90	2	13.26	9.48	SS		0		
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New *	5.31	0.72	1,621	138		1.99	3.2036	0	20		0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	0.93	0.72	1,621	138		0.85	0.6159	0	5		0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.12	0.00	1,621	138		0.31	5.0000	0	5		0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	6.57	5.78	2,192	277		1.58	0.6169	0	10		0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		1.93		466				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		99.53		212				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

MR-1-01-6050	Average Response Time - Create Trouble	7.88	3.13		916				-4.75	0	2	0.000					
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop *	10.13	2.71	3,643	221		2.09	4.3174	0	10		0.000					
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.72	11.73	3,643	221	28.07	1.94	4.1081	0	5		0.000					
MR-4-07-3112	% Out of Service > 12 Hours - Loop *	59.38	43.78	2,624	185		3.74	4.2005	0	5		0.000					
MR-4-08-3112	% Out of Service > 24 Hours - Loop *	20.62	5.95	2,624	185		3.08	5.0000	0	5		0.000					
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop *	12.12	9.96	3,788	231		2.21	1.0910	0	10		0.000					
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	11.29	20.00	62	5		14.71	SS		0							
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	8.22	25.13	62	5	10.37	4.82	SS		0							
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator										"UD" - under development		"SS" - Sme		Totals	0	171	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

May-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score		
		VZ	CLEC	VZ	CLEC						
PO-1-01-6020	Customer Service Record - EDI	0.18	3.58		343	3.40	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	2.77	4.81		897	2.04	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	0.18	1.04		3,796	0.86	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.77	2.22		2,536	-0.55	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			151		0	10	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			73		0	5	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.01			10,143		0	5	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.50			10,143		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.07			10,143		0	5	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	97.42			155		0	10	0.000		
OR-6-03-2000	% Accuracy - LSRC	0.00			101		0	10	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			53		0	5	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			15		0	2	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			30		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		
PR Provisioning											
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total *	74.34	100.00	6,083	22	9.33	5.0000	0	5	0.000	
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS *	0.02	0.00	16,234	70	0.19	5.0000	0	20	0.000	
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS *	5.31	2.70	1,621	37	3.73	1.1120	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	5.40	4.00	90	1	13.26	13.34	SS	0		
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	0.93	0.00	1,621	37	1.59	5.0000	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.12	0.00	1,621	37	0.58	5.0000	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	4.85	3.42	11,007	234	1.42	1.1890	0	15	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	7.88	3.13		916		-4.75	0	2	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	66.93	52.52		2,453		-14.41	0	2	0.000	
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. *	19.56	27.78	547	36	6.83	-0.9810	-1	10	-0.049	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	22.45	0.00	49	2	30.10	SS		0		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	16.07	14.73	547	36	29.77	5.12	0.2611	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	29.26	7.74	49	2	159.42	115.01	SS	0		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus *	60.52	66.67	385	27	9.73	-0.4170	0	5	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus. *	38.96	51.85	385	27	9.71	-1.1174	-1	5	-0.025	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus. *	13.77	7.41	385	27	6.86	1.2824	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res. *	8.47	0.00	3,092	6	11.38	5.0000	0	10	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.25	NA	96					0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res. *	20.35	22.71	3,092	6	27.71	11.32	-0.6073	0	5	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	8.18	NA	96		13.32			0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	79.85	75.00	2,278	4	20.07	SS		0		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	62.42	75.00	2,278	4	24.24	SS		0		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	21.69	50.00	2,278	4	20.62	SS		0		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS *	12.12	6.82	3,788	44	4.95	1.3672	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		543,634				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											
-2 203 -0.074											

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

May-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	
		VZ	CLEC	VZ	CLEC					
PO-1-06-6020	Mechanized Loop Qualification - EDI	11.93	5.51		9	-6.42	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	11.93	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	11.93	3.26		587	-8.67	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		11		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			11		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	100.00			2		0	2	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split	NA						0		
OR-4-11-1000	Completed Orders with Neither a PCN or BCN Sent	0.01			10,143		0	2	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	99.50			10,143		0	2	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.07			10,143		0	2	0.000	
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA					2		
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	0.00	2	10	0.00	SS	0		
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	8				0		
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	6.57	9.09	2,192	11	7.49	0.0702	0	2	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale *	0.00	0.00	10	10	0.00	5.0000	0	2	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops	100.00			75			0	10	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	12.25	NA	4	6.85			0		
PR-4-14-3342	% Completed On Time -2W xDSL Loops	100.00			81			0	10	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	6.57	6.19	2,192	113	2.39	0.3052	0	15	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	1.05	22	95	0.00	0.8852	0	5	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split	100.00			6			0	10	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *	99.49	100.00	588	6	2.93	5.0000		10	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	2.09	NA	32	1.35			0		
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	4.33	NA	531				0		
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split *	0.46	0.00	1,091	8	2.40	5.0000	0	10	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	2.75	0.00	1,530	20	3.68	5.0000	0	15	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split *	0.12	0.00	1,626	8	1.24	5.0000	0	5	
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	7.88	3.13		916		-4.75	0	2	
Stat. Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	10.19	0.00	3,651	3	17.47	SS	0		
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	12.24	0.00	147	2	23.34	SS	0		
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	19.71	3.47	3,651	3	28.04	16.20	SS	0	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	15.26	2.09	147	2	92.58	65.91	SS	0	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	78.62	100.00	3,798	5	18.35	SS	0		
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	59.06	0.00	2,672	1	49.18	SS	0		
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	12.16	0.00	3,798	5	14.63	SS	0		
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops *	10.19	7.41	3,651	27	5.84	0.7617	0	5	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	11.11	0.00	63	2	22.57	SS	0		
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	19.71	12.91	3,651	27	28.04	5.42	1.2567	0	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	8.12	9.94	63	2	10.32	7.41	SS	0	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *	78.35	89.66	3,714	29	7.68	1.8230	0	5	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops *	59.41	50.00	2,631	24	10.07	1.1401	0	10	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops *	12.16	6.90	3,798	29	6.09	1.1907	0	10	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	3.23	0.00	186	3	10.28	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	10.14	10.90	186	3	19.20	11.18	SS	0	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	58.47	NA	5	#####			0		
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	91.62	100.00	191	3	16.12	SS	0		
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	11.05	33.33	190	3	18.24	SS	0		
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	16.75	0.00	191	3	21.73	SS	0		
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator								"UD" - under development	"SS" - Small Sample Totals	0
									171	0.000

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

* Stat and Performance score determined through permutation test

**Verizon New Hampshire
Performance Assurance Plan Report**

TRUNKS

May-08

OR	Ordering	Performance		Observations		VZ	CLEC	VZ	CLEC	Standard Deviation	Perf. Score	Wgt.	Wgtd. Score
		CLEC		VZ	CLEC								
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			2						0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	100.00			23						0	10	0.000
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			1						0	5	0.000
PR Provisioning													
PR-4-07-3540	% On Time Performance - LNP only		100.00				14				0	20	0.000
PR-4-15-5000	% On Time Provisioning - Trunks		100.00				867				0	20	0.000
PR-5-01-5000	% Missed Appointment - Facilities *	0.00	0.00	1,674	867			0.00	5.0000		0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days *	0.00	0.00	1,674	867			0.00	5.0000		0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days *	0.00	0.00	1,674	867			0.00	5.0000		0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days *	54.17	0.00	24	24			14.38	5.0000		0	5	0.000
MR Maintenance & Repair													
MR-4-01-5000	Mean Time to Repair - Total	NA	NA										0
MR-4-05-5000	% Out of Service >2 Hours	NA	NA										0
MR-4-06-5000	% Out of Service >4 Hours	NA	NA										0
MR-4-07-5000	% Out of Service >12 Hours	NA	NA										0
MR-4-08-5000	% Out of Service >24 Hours	NA	NA										0
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA										0
NP Network Performance													
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0								0	5	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0								0	10	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator											0	100	0.000

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

* Stat and Performance score determined through permutation test

Verizon New Hampshire		May-08							
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	\$0	\$0	\$0	\$0				\$0
	PO-1-06 Mechanized Loop Qualification - EDI	-	-	-	-				
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-				
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-				
ORDERING									
2	% On Time Ordering Notification	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	OR-1-02 % On Time LSRC - Flow Through	-	-	-	-				
	OR-1-04 % On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	-	-	-	-				
	OR-1-04 % On Time LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-				
	OR-1-04 % OT LSRC - No Facility Check - Line Share/Split	-	-	-	-				
	OR-1-12 % OT Firm Order Confirmations (<=192 Forecasted Trunks)	-	-	-	-				
	OR-1-13 % On Time Design Layout Record	-	-	-	-				
	OR-1-19 % On Time Response - Request for Inbound Augment (<=192)	-	-	-	-				
	OR-2-04 % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	-	-	-	-				
	OR-2-04 % OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-				
	OR-2-04 % OT LSR Rej - No Facility Check - Line Share/Split	-	-	-	-				
	OR-4-16 % On Time PON - 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	\$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 -DSO -UNE/Resale	-	-	-	-				
	PR-4-01 % Missed Appointment -VZ -DS1 -UNE/Resale	-	-	-	-				
	PR-4-01 % Missed Appointment -VZ -DS3 -UNE/Resale	-	-	-	-				
	PR-4-01 % Missed Appointment -VZ -Other -UNE/Resale	-	-	-	-				
	PR-4-02 Average Delay Days - Total -UNE/Resale	-	-	-	-				
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale	-	-	-	-				
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-				
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale	-	-	-	-				
	PR-6-01 % 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	% On Time Performance - LNP only					\$0			\$0
Hot Cut Performance									
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	\$0	\$0	\$4,484	\$0	\$0	\$0	\$0	\$4,484
	MR-3-01 % Missed Repair Appointments - Loop - Bus.	-	-	4,484	-				
	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
Collocation									
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		\$0	\$0	\$4,484	\$0	\$0	\$0	\$0	\$4,484

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	1	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-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	100.00	28	0	5
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	100.00	28	0	2
BI-3-04-1000	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days	100.00	26	0	2
BI-3-05-1000	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	95.00	20	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	4	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	83	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	1	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	20	0	5

PR	Provisioning	VZ		VZ		Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	18.18	0.00	22	1		39.44	SS		0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale *	7.69	4.55	13	44		8.41	1.1404	0	5
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	0.00	NA	2						0
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale	NA	NA							0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	10.00	2.50	5	2	7.78	6.51	SS		0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale *	3.57	0.00	28	56		4.30	5.0000	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale *	0.00	0.00	28	56		0.00	5.0000	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale *	4.88	0.00	41	110		3.94	5.0000	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale *	0.00	0.00	37	45		0.00	5.0000	0	5
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL *	7.69	0.00	13	11		10.92	5.0000	0	10
PR-4-02-3510	Average Delay Days - Total - EEL	1.00	NA	1		0.00				0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL *	0.00	0.00	13	11		0.00	5.0000	0	2
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	0.00	0.00	2	6		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	2	6		0.00	SS		0

MR	Maintenance & Repair	VZ		VZ		Std Dev.	Sample Error	Stat. Score		
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	4.04	8.79	58	5	3.65	1.70	SS		0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.74	4.72	47	44	3.40	0.71	0.0282	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	33.33	60.00	57	5		21.99	SS		0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	20.00	57	5		0.00	SS		0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	62.22	57.14	45	42		10.40	0.7014	0	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	0.00	0.00	45	42		0.00	5.0000	0	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale *	19.05	16.33	105	49		6.79	0.6202	0	10

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

May-08

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	100.00	632	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	48	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	169	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	12	\$ -

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	
Apr-08	90.25	1,097	990		Apr-08	97.63	1,014	990	
May-08	90.08	978	881		May-08	98.22	897	881	
Overall	90.17	2,075	1,871		Overall	97.91	1,911	1,871	

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			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
Apr-08	82.45	1,174	968		Apr-08	96.61	1,002	968	
May-08	83.10	1,633	1,357		May-08	98.33	1,380	1,357	
Overall	82.83	2,807	2,325		Overall	97.61	2,382	2,325	

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			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
Apr-08	96.20	12,683	12,201		Apr-08	97.93	12,459	12,201	
May-08	96.85	12,136	11,754		May-08	98.37	11,949	11,754	
Overall	96.52	24,819	23,955		Overall	98.14	24,408	23,955	

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	99.53	212	99.42	172
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	1.93	466	1.15	349
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	7.54	9	13.98	4
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	13.89	137	15.52	126
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	12.47	1,4785	16.52	0.184

	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

May-08

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

* 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.	Mrkt Adj.
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

May-08

	Weighted Score	Market Adjustment
MODE OF ENTRY		
Unbundled Network Elements - Platform	0.000	-
Unbundled Network Elements - Loop	0.000	-
Resale	-0.074	-
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		\$ 4,484
7 Final Trunk Groups Blocked		-
8 Collocation		-
9 Resolution Processes		-
Critical Measure Total		\$ 4,484
Individual Rule Payments:		
SPECIAL PROVISIONS		
UNE Ordering		-
UNE Flow Through		-
UNE Hot Cut Loop		-
Special Provision Total		-
CHANGE CONTROL		
Grand Total		\$ 4,484

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