

**Verizon New Hampshire  
Performance Assurance Plan Report**

**UNE Platform**

**August-08**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. Score		
		VZ	CLEC	VZ	CLEC						
PO-1-01-6020	Customer Service Record - EDI	0.07	3.48		155	3.41	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	2.65	4.91		1,315	2.26	0	2	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000		
PO-1-01-6030	Customer Service Record - CORBA	0.07	0.64		50	0.57	0	2	0.000		
PO-1-03-6030	Address Validation - CORBA	2.65	2.11		2,384	-0.54	0	2	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	5	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	0.07	0.76		4,077	0.70	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.65	2.15		2,883	-0.50	0	2	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000		
<b>OR Ordering</b>											
OR-1-02-3140	% On Time LSR - Flow Through - Platform - 2hrs	99.51			810		0	10	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform	99.29			141		0	5	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.12			17,583		0	5	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.15			17,583		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.69			17,583		0	5	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	98.54			822		0	5	0.000		
OR-6-03-3140	% Accuracy - LSR - Platform	0.00			118		0	5	0.000		
OR-1-04-3140	% OT LSR - No Facility Check - Platform	98.57			70		0	5	0.000		
OR-1-06-3140	% OT LSR/ASRC - Facility Check - Platform	100.00			28		0	2	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform	100.00			60		0	2	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform	100.00			12		0	2	0.000		
<b>PR Provisioning</b>											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	82.75	90.23	4,197	215	2.64	3.1339	0	5	0.000	
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform *	0.16	0.00	9,315	454	0.19	5.0000	0	20	0.000	
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform *	11.16	5.81	1,766	86	3.48	1.8452	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	3.41	2.00	212	5	8.38	3.79	SS	0		
PR-5-01-3140	% Missed Appointment - Facilities - Platform *	1.42	0.00	1,766	86	1.30	5.0000	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform *	0.40	0.00	1,766	86	0.69	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	6.96	2.81	8,934	890	0.89	5.0000	0	10	0.000	
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	4.93	2.90		1,320			-2.03	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	65.07	60.11		3,020			-4.96	0	2	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus *	33.90	40.44	885	136	4.36	-1.3890	-1	10	-0.044	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus *	23.53	0.00	34	8	16.67	5.0000	0	10	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	15.46	18.36	885	136	28.13	2.59	-1.1159	-1	5	-0.022
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	11.82	5.00	34	8	18.20	7.15	0.9522	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus *	74.18	80.70	705	114	4.42	-1.3907	-1	5	-0.022	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus *	43.26	59.65	705	114	5.00	-3.1542	-2	5	-0.044	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus *	14.61	28.07	705	114	3.57	-3.2773	-2	5	-0.044	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res *	17.14	13.16	6,296	152	3.09	1.4245	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	15.33	50.00	150	2	25.65	SS		0		
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	32.30	27.97	6,296	152	27.67	2.27	1.9076	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	20.78	39.03	150	2	32.46	23.10	SS	0		
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res *	90.84	95.28	4,976	127	2.59	-1.6435	-1	5	-0.022	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res *	79.84	74.80	4,976	127	3.60	1.4838	0	5	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res *	56.85	45.67	4,976	127	4.45	2.5893	0	5	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform *	17.49	16.44	7,371	298	2.24	0.5325	0	10	0.000	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		98.69		471,749				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	-8	227	-0.198	

**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**

**August-08**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. Score
		VZ	CLEC	VZ	CLEC				
PO-2-02-6010	<b>OSS Interface Availability - Prime - WPTS</b>		100.00				0	5	0.000
PO-1-01-6020	Customer Service Record - EDI	0.07	3.48		155	3.41	0	2	0.000
PO-1-03-6020	Address Validation -EDI	2.65	4.91		1,315	2.26	0	2	0.000
PO-2-02-6020	<b>OSS Interface Availability - Prime - EDI</b>		100.00				0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.07	0.64		50	0.57	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.65	2.11		2,384	-0.54	0	2	0.000
PO-2-02-6030	<b>OSS Interface Availability - Prime - CORBA</b>		100.00				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.07	0.76		4,077	0.70	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.65	2.15		2,883	-0.50	0	2	0.000
PO-2-02-6080	<b>OSS Interface Availability - Prime - Web GUI</b>		100.00				0	5	0.000

**OR Ordering**

OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs	98.04		19,546			0	10	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	99.58		4,242			0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.12		17,583			0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.15		17,583			0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.69		17,583			0	2	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	97.93		725			0	5	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00		650			0	5	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	99.63		537			0	5	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	98.18		55			0	2	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	99.43		174			0	2	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	100.00		17			0	2	0.000

**PR Provisioning**

PR	Provisioning	Performance		Observations		VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgted. Score
		VZ	CLEC	VZ	CLEC							
PR-4-02-3100	<b>Average Delay Days - Total - POTS</b>	3.41	2.00	212	5	8.38	3.79	SS		0		
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New *	11.16	0.00	1,766	97		3.28	5.0000	0	20	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	1.42	0.00	1,766	97		1.23	5.0000	0	5	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.40	0.00	1,766	97		0.65	5.0000	0	5	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	7.35	2.22	2,491	225		1.82	3.4648	0	10	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.79		254				0	10	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA							0		
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA							0		
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		95				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	Maintenance & Repair	Performance		Observations		VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgted. Score
		VZ	CLEC	VZ	CLEC							
MR-1-01-6050	Average Response Time - Create Trouble	4.93	2.90		1,320				-2.03	0	2	0.000
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop *	19.22	10.71	7,186	252		2.53	3.6943	0	10	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	30.25	15.76	7,186	252	28.32	1.81	5.0000	0	5	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop *	75.65	60.96	5,619	187		3.19	4.4493	0	5	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop *	51.84	15.51	5,619	187		3.71	5.0000	0	5	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop *	17.49	14.12	7,371	262		2.39	1.5195	0	10	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop *	10.39	22.22	77	9		10.75	-0.5824	0	10	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	18.87	16.55	77	9	36.26	12.77	0.1816	0	5	0.000	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Smε Totals										0	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

## August-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score		
		VZ	CLEC	VZ	CLEC						
PO-1-01-6020	Customer Service Record - EDI	0.07	3.48		155	3.41	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	2.65	4.91		1,315	2.26	0	2	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	0.07	0.76		4,077	0.70	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.65	2.15		2,883	-0.50	0	2	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000		
<b>OR Ordering</b>											
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	99.19			124		0	10	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			94		0	5	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.12			17,583		0	5	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.15			17,583		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.69			17,583		0	5	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	97.64			127		0	10	0.000		
OR-6-03-2000	% Accuracy - LSRC	0.00			70		0	10	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			36		0	5	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			13		0	2	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			39		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		
<b>PR Provisioning</b>											
		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 *	82.75	78.57	4,197	14		10.11	-0.1385	0	5	
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS *	0.16	0.00	9,315	50		0.57	5.0000	0	20	
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS *	11.16	6.52	1,766	46		4.70	1.2740	0	10	
PR-4-02-2100	Average Delay Days - Total - POTS	3.41	4.33	212	3	8.38	4.87	SS		0	
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	1.42	4.35	1,766	46		1.76	-1.0432	-1	5	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.40	0.00	1,766	46		0.94	5.0000	0	5	
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	6.96	3.54	8,934	198		1.83	2.1915	0	15	
<b>MR Maintenance &amp; Repair</b>											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	4.93	2.90		1,320			-2.03	0	2	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	65.07	60.11		3,020			-4.96	0	2	
<b>Stat Score</b>											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. *	33.90	17.50	885	80		5.53	3.2766	0	10	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	23.53	0.00	34	4		22.42	SS		0	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.46	21.82	885	80	28.13	3.28	-1.9357	-2	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	11.82	8.60	34	4	18.20	9.62	SS		0	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus *	74.18	90.48	705	63		5.75	-2.9365	-2	5	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus. *	43.26	58.73	705	63		6.51	-2.2284	-2	5	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus. *	14.61	14.29	705	63		4.64	0.2205	0	5	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res. *	17.14	8.33	6,296	12		10.89	1.2546	0	10	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	15.33	NA	150						0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res. *	32.30	32.76	6,296	12	27.67	8.00	-0.2175	0	5	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	20.78	NA	150		32.46				0	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res. *	90.84	85.71	4,976	7		10.91	1.1291	0	5	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res. *	79.84	85.71	4,976	7		15.17	0.1829	0	5	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res. *	56.85	57.14	4,976	7		18.73	0.3778	0	5	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS *	17.49	6.25	7,371	96		3.90	3.3877	0	10	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		98.69		471,749				0	5	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Totals											
									-7	218	-0.161

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**

**August-08**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wtgd Score		
		VZ	CLEC	VZ	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	11.18	5.07		18		-6.11	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	11.18	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	11.18	3.46		869		-7.72	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		
<b>OR Ordering</b>											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	100.00			5			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			5			0	2	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA						0		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		NA						0		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA						0		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops	100.00			1			0	2	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA						0		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split	100.00			1			0	5	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA						0		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split	100.00			1			0	2	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA						0		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.12			17,583			0	2	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	99.15			17,583			0	2	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.69			17,583			0	2	0.000	
<b>PR Provisioning</b>											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	1.00		1			0	0	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	12.50		5	8	0.00	SS	0		
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA		1				0		
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	7.35	9.09	2,491	11		7.88	0.1742	0	2	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	0.00		6	8	0.00	SS	0		
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00			51			0	10	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	5.25	NA		4	4.92			0		
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00			53			0	10	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	7.35	9.38	2,491	64		3.30	-0.4266	0	15	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	1.67		14	60	0.00	0.8809	0	5	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00			15			0	10	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *	99.31	100.00		727	15	2.16	5.0000	0	10	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	1.63	NA		83	1.50			10		
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	10.49	0.00	639	1		30.66	SS	0		
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split *	0.74	0.00	1,344	15		2.23	5.0000	0	10	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	3.94	6.25	1,878	16		4.88	-0.0565	0	15	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split *	0.15	0.00	1,989	16		0.97	5.0000	0	5	0.000
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	4.93	2.90		1,320			-2.03	0	2	0.000
Stat. Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	19.24	20.00	7,188	5		17.63	SS	0		
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	16.40	NA	189					0		
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	30.25	19.63	7,188	5	28.31	12.67	SS	0		
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	19.09	NA	189		30.36			0		
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	46.32	80.00	7,377	5		22.31	SS	0		
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	75.28	50.00	5,691	4		21.58	SS	0		
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	17.49	40.00	7,377	5		16.99	SS	0		
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops *	19.24	20.00	7,188	35	6.68	0.0566	0	5	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	10.13	100.00	79	2		21.60	SS	0		
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	30.25	18.89	7,188	35	28.31	4.80	2.3668	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	18.46	30.78	79	2	35.88	25.69	SS	0		
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *	45.92	78.38	7,267	37		8.21	4.2075	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops *	75.63	77.78	5,622	27		8.28	0.0045	0	10	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops *	17.49	10.81	7,377	37		6.26	1.3274	0	10	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split *	9.17	12.50	327	8		10.33	0.1108	0	5	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	0.00	NA	9					0		
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	17.52	13.81	327	8	#####	41.26	0.0899	0	5	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	7.03	NA	9		9.23			0		
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split *	85.12	75.00	336	8		12.73	-0.3941	0	5	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	18.81	33.33	335	3		22.66	SS	0		
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split *	23.51	37.50	336	8		15.17	-0.5489	0	10	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Totals											
									0	194	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**

**August-08**

OR	Ordering	Performance		Observations		VZ Standard Deviation	Perf. Score	Wgt.	Wgt. Score		
		CLEC		VZ	CLEC						
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA					0				
OR-1-13-5000	% On Time Design Layout Record	100.00		17			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	NA					0				
PR	Provisioning	VZ	CLEC	VZ	CLEC	VZ Standard Deviation					
PR-4-07-3540	% On Time Performance - LNP only		100.00		22		0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		1,210		0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities *	0.00	0.00	175	1,210	0.00	5.0000	0	5 0.000		
PR-5-02-5000	% Orders Held for Facilities >15 Days *	0.00	0.00	175	1,210	0.00	5.0000	0	5 0.000		
PR-6-01-5000	% Installation Troubles w/in 30 Days *	0.00	0.00	175	1,210	0.00	5.0000	0	10 0.000		
PR-8-01-5000	% Open Orders in a Hold Status >30 Days *	0.00	0.00	10	17	0.00	5.0000	0	5 0.000		
MR	Maintenance & Repair	VZ	CLEC	VZ	CLEC	VZ Standard Deviation					
MR-4-01-5000	Mean Time to Repair - Total	1.79	NA	2		0.15			0		
MR-4-05-5000	% Out of Service >2 Hours	0.00	NA	2					0		
MR-4-06-5000	% Out of Service >4 Hours	0.00	NA	2					0		
MR-4-07-5000	% Out of Service >12 Hours	0.00	NA	2					0		
MR-4-08-5000	% Out of Service >24 Hours	0.00	NA	2					0		
MR-5-01-5000	% Repeat Reports w/in 30 Days	50.00	NA	2					0		
NP	Network Performance	VZ	CLEC	VZ	CLEC	VZ Standard Deviation					
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0				0	5	0.000		
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0				0	10	0.000		
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator							"UD" - under development	"SS" - Small Totals	0	90	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		August-08							
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	\$0	\$0	\$4,280		\$4,280
	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	-	-	-	-	-	4,280	-	-
	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	<b>Hot Cut Performance</b>		\$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	-	-	-	-	-	-	-	-
<b>MAINTENANCE</b>									
6	<b>Maintenance Performance</b>	\$22,628	\$0	\$0	\$0	\$0	\$0		\$22,628
	MR-3-01 % Missed Repair Appointments - Loop - Bus.	13,925	-	-	-	-	-	-	-
	MR-3-01 % Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-
	MR-3-01 % Missed Repair Appointments - Loop	-	-	-	-	-	-	-	-
	MR-3-01 % Missed Repair Appt -Loop -2W Digital -UNE/Resale	-	-	-	-	-	-	-	-
	MR-3-01 % Missed Repair Appt -Loop -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-3-01 % Missed Repair Appointment -Loop -Line Share/Split	-	-	-	-	-	-	-	-
	MR-3-02 % Missed Repair Appointment -CO -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-03 Mean Time To Repair -CO -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-04 % Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -Line Share/Split	-	-	-	-	-	-	-	-
	MR-4-08 % Out of Service >24Hrs. - Bus.	8,703	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-	-
<b>NETWORK PERFORMANCE</b>									
7	NP-1-04 # of Final Trunk Groups Blocked 3 months					\$0			\$0
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>							\$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 Acknwldgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	-	-	-	-	-	-	-	-
<b>Total</b>		\$22,628	\$0	\$0	\$0	\$0	\$4,280	\$0	\$26,908

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	2	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	96.67	30	0	5
OR-10-02-100	% PON Exceptions Resolved w/in 10 Bus Days	100.00	30	0	2
BI-3-04-1000	% CLEC Billing Claims Acknwldgd 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	112	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	5	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	4	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	47	0	5

PR	Provisioning	VZ		VZ		Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	28.57	0.00	14	2		34.15	SS		0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale *	45.16	38.30	31	47		11.51	0.8387	0	5
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	7.83	7.17	18	18	6.49	2.16	0.3081	0	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale *	7.69	9.23	39	65		5.40	0.1151	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale *	0.00	9.23	39	65		0.00	-1.6033	-1	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale *	9.76	2.99	41	67		5.88	1.9020	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale *	2.22	0.00	45	49		3.04	5.0000	0	5
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL *	45.16	50.00	31	16		15.32	-0.0087	0	10
PR-4-02-3510	Average Delay Days - Total - EEL	8.57	7.13	14	8	6.85	3.03	0.4767	0	5
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL *	3.23	0.00	31	16		5.44	5.0000	0	2
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	NA	50.00		2				0	0
PR-4-02-3530	Average Delay Days - IOF	NA	4.00		1				0	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	0.00		2				0	0

MR	Maintenance & Repair									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	13.38	5.89	82	6	16.43	6.95	1.0779	0	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	13.99	7.76	97	121	18.49	2.52	2.4696	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale *	73.75	50.00	80	6		18.62	1.6583	0	5
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	16.25	0.00	80	6		15.62	5.0000	0	5
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	75.00	71.19	96	118		5.95	0.7776	0	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	14.58	1.69	96	118		4.85	4.0056	0	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale *	18.99	19.69	179	127		4.55	-0.0090	0	10

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

Special Provision - UNE Ordering

August-08

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.51	607	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	98.80	83	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	99.57	234	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	29	\$ -

<b>Total Market Adj*</b>	<b>\$ -</b>
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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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
Jul-08	89.77	968	869	Jul-08	98.64	881	869
Aug-08	90.20	898	810	Aug-08	98.54	822	810
Overall	89.98	1,866	1,679	Overall	98.59	1,703	1,679

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
Jul-08	86.54	1,003	868	Jul-08	98.41	882	868
Aug-08	84.73	838	710	Aug-08	97.93	725	710
Overall	85.71	1,841	1,578	Overall	98.20	1,607	1,578

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
Jul-08	96.37	11,923	11,490	Jul-08	98.32	11,686	11,490
Aug-08	97.52	19,386	18,905	Aug-08	98.75	19,145	18,905
Overall	97.08	31,309	30,395	Overall	98.59	30,831	30,395

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	100.00	95	99.44	178
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.79	254	2.21	497
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	12.12	2	27.00	11
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	25.52	174	21.75	144
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	18.71	1.0069	16.54	-0.9905

	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

August-08

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

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

PO-4-03-6600	Change Management Notice Delay 8 plus Days (type 1-5)	NA		\$ -
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		% Test Deck Wgt. Failure	Test Deck Wgt.	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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<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

August-08

	Weighted Score	Market Adjustment
<b>MODE OF ENTRY</b>		
Unbundled Network Elements - Platform	-0.198	-
Unbundled Network Elements - Loop	0.000	-
Resale	-0.161	-
Digital Subscriber Lines	0.000	-
Trunks	0.000	-
<b>Mode of Entry Total</b>		-
<b># CRITICAL MEASURES</b>		
1 OSS Interface		-
2 % On Time Ordering Notification		-
3 Installation Performance		\$ 4,280
4 % On Time Performance - LNP		-
5 Hot Cut Performance		-
6 Maintenance Performance		\$ 22,628
7 Final Trunk Groups Blocked		-
8 Collocation		-
9 Resolution Processes		-
<b>Critical Measure Total</b>		\$ 26,908
<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>		\$ 26,908

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