

**Verizon New Hampshire  
Performance Assurance Plan Report**

**UNE Platform**

**October-08**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score
		VZ	CLEC	VZ	CLEC				
PO-1-01-6020	Customer Service Record - EDI	0.06	3.39		251	3.33	0	2	0.000
PO-1-03-6020	Address Validation -EDI	2.83	4.94		1,158	2.12	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.06	0.58		46	0.52	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.83	2.27		1,248	-0.55	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		99.68				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.78		2,609	0.72	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.83	2.37		2,174	-0.45	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

**OR Ordering**

OR	Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score
		VZ	CLEC	VZ	CLEC				
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs	99.73			751		0	10	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform	100.00			131		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.01			10,303		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	98.71			10,303		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.34			10,303		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	97.15			772		0	5	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform	0.00			128		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform	100.00			91		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform	95.83			24		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			8		0	2	0.000

**PR Provisioning**

PR	Provisioning	Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgt. Score
		VZ	CLEC	VZ	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	78.74	89.94	4,943	179	3.11	4.0188	0	5	0.000	
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform *	0.11	0.00	14,438	434	0.16	5.0000	0	20	0.000	
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform *	7.91	3.09	1,796	97	2.81	2.1433	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	3.48	1.00	158	3	6.97	4.06	SS	0		
PR-5-01-3140	% Missed Appointment - Facilities - Platform *	1.50	0.00	1,796	97	1.27	5.0000	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform *	0.56	0.00	1,796	97	0.78	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	5.12	1.61	10,509	867	0.78	5.0000	0	10	0.000	

**MR Maintenance & Repair**

MR	Maintenance & Repair	Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgt. Score
		VZ	CLEC	VZ	CLEC						
MR-1-01-6050	Average Response Time - Create Trouble	4.85	3.04		912			-1.81	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	65.06	65.83		2,166			0.77	0	2	0.000

Stat. Score

MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus *	23.70	27.59	654	87	4.85	-0.6719	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus *	15.38	44.44	52	9	13.03	-1.5130	-1	10	-0.044	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	15.02	12.68	654	87	26.08	2.98	0.7840	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	11.21	7.55	52	9	34.81	12.57	0.2914	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus *	68.77	72.00	506	75		5.73	-0.4197	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus *	37.55	41.33	506	75		5.99	-0.5078	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus *	11.26	10.67	506	75		3.91	0.3149	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res *	11.94	7.38	4,204	122	2.98	1.7628	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.06	0.00	99	1		23.98	SS	0		
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	25.68	23.22	4,204	122	23.64	2.17	1.1358	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	8.19	24.12	99	1	12.70	12.77	SS	0		
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res *	85.71	87.34	3,045	79		3.99	-0.2099	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res *	67.91	67.09	3,045	79		5.32	0.2898	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res *	39.54	27.85	3,045	79		5.57	2.2608	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform *	14.77	16.44	5,011	219		2.45	-0.5974	0	10	0.000

**BI Billing**

BI-1-02-1000	% DUF in 4 Business Days		99.92		520,820				0	5	0.000
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"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Size Totals -1 227 -0.044

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**

**October-08**

PO	Pre-Ordering	Performance		Observations	CLEC	Diff.	Perf. Score	Wgt.	Wgt. Score
		VZ	CLEC						
PO-2-02-6010	<b>OSS Interface Availability - Prime - WPTS</b>		99.98				0	5	0.000
PO-1-01-6020	Customer Service Record - EDI	0.06	3.39		251	3.33	0	2	0.000
PO-1-03-6020	Address Validation -EDI	2.83	4.94		1,158	2.12	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	0.06	0.58		46	0.52	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.83	2.27		1,248	-0.55	0	2	0.000
PO-2-02-6030	<b>OSS Interface Availability - Prime - CORBA</b>		99.68				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.78		2,609	0.72	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.83	2.37		2,174	-0.45	0	2	0.000
PO-2-02-6080	<b>OSS Interface Availability - Prime - Web GUI</b>		100.00				0	5	0.000

OR Ordering		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Wgt.	Wgt. 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	99.77		9,690				0	5	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.01		10,303				0	2	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	98.71		10,303				0	2	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.34		10,303				0	2	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	98.38		866				0	5	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00		636				0	5	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	99.60		500				0	5	0.000	
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	100.00		47				0	2	0.000	
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	99.22		128				0	2	0.000	
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	94.74		19					0		

PR Provisioning		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Wgt.	Wgt. Score
PR-4-02-3100	<b>Average Delay Days - Total - POTS</b>										
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New *	7.91	0.00	1,796	134		2.42	5.0000	0	20	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	1.50	0.00	1,796	134		1.09	5.0000	0	5	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.56	0.00	1,796	134		0.67	5.0000	0	5	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	8.75	3.27	2,388	336		1.65	3.9390	0	10	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.84		239				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		78				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.	Wgt.	Wgt. Score	
MR-1-01-6050	Average Response Time - Create Trouble											4.85
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop *	13.52	5.70	4,860	193		2.51	3.5886	0	10	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	24.26	14.48	4,860	193	24.26	1.78	5.0000	0	5	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop *	64.00	50.39	3,511	129		4.30	3.1938	0	5	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop *	35.69	13.18	3,511	129		4.29	5.0000	0	5	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop *	14.77	16.00	5,011	200		2.56	-0.3983	0	10	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop *	7.81	16.67	64	6		11.46	-0.1810	0	10	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop *	9.71	22.24	64	6	12.80	5.46	-1.9284	-2	5	-0.054	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Sn									Totals	-2	184	-0.054

**Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance**  
 \* Stat and Performance score determined through permutation test

**Verizon New Hampshire  
Performance Assurance Plan Report**

**RESALE**

**October-08**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score		
		VZ	CLEC	VZ	CLEC						
PO-1-01-6020	Customer Service Record - EDI	0.06	3.39		251	3.33	0	2	0.000		
PO-1-03-6020	Address Validation -EDI	2.83	4.94		1,158	2.12	0	2	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.78		2,609	0.72	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.83	2.37		2,174	-0.45	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	100.00			152		0	10	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			63		0	5	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.01			10,303		0	5	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	98.71			10,303		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.34			10,303		0	5	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	96.20			158		0	10	0.000		
OR-6-03-2000	% Accuracy - LSRC	0.00			98		0	10	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			38		0	5	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			14		0	2	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	96.30			27		0	2	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			8		0	2	0.000		
<b>PR Provisioning</b>											
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total *	78.74	84.62	4,943	13	11.36	0.8358	0	5	0.000	
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS *	0.11	0.00	14,438	61	0.43	5.0000	0	20	0.000	
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS *	7.91	7.14	1,796	28	5.14	0.4185	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	3.48	1.00	158	2	6.97	4.96	SS	0		
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	1.50	0.00	1,796	28	2.32	5.0000	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.56	0.00	1,796	28	1.42	5.0000	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	5.12	3.40	10,509	206	1.55	1.3127	0	15	0.000	
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	4.85	3.04		912		-1.81	0	2	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	65.06	65.83		2,166		0.77	0	2	0.000	
<b>Stat Score</b>											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. *	23.70	18.18	654	44	6.62	1.0240	0	10	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	15.38	50.00	52	2	26.00	SS		0		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.02	10.34	654	44	26.08	4.06	1.1506	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	11.21	14.46	52	2	34.81	25.08	SS	0		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus *	68.77	62.86	506	35	8.10	0.9196	0	5	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus. *	37.55	40.00	506	35	8.46	-0.1216	0	5	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus. *	11.26	8.57	506	35	5.53	0.7406	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	11.94	0.00	4,204	4	16.22	SS		0		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.06	NA	99					0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	25.68	20.00	4,204	4	23.64	11.83	SS	0		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	8.19	NA	99		12.70			0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.71	100.00	3,045	3	20.21	SS		0		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	67.91	66.67	3,045	3	26.96	SS		0		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	39.54	33.33	3,045	3	28.24	SS		0		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS *	14.77	6.00	5,011	50	5.04	2.1446	0	10	0.000	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		99.92		520,820			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									0	188	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**

**DSL**

**October-08**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score		
		VZ	CLEC	VZ	CLEC						
PO-1-06-6020	<b>Mechanized Loop Qualification - EDI</b>	11.26	6.36		9	-4.90	0	5	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000		
PO-1-06-6030	<b>Mechanized Loop Qualification - CORBA</b>	11.26	NA					0			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		99.68				0	2	0.000		
PO-1-06-6050	<b>Mechanized Loop Qualification - Web GUI</b>	11.26	3.23		387	-8.04	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		10		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			15		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			7		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	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	NA						0			
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split	NA						0			
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split	NA						0			
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split	NA						0			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.01			10,303		0	2	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	98.71			10,303		0	2	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.34			10,303		0	2	0.000		
<b>PR Provisioning</b>											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	11.00	NA	1		0.00		2			
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	33.33	0.00	3	8	31.91	SS	0			
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	4	6	0.00	SS	0			
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	8.75	10.00	2,388	10	8.96	0.2554	0	2 0.000		
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	0.00	7	14	0.00	SS	0			
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		40			0	10 0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	8.33	NA	3		7.51			0		
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		50			0	10 0.000		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	8.75	8.97	2,388	78	3.25	0.0821	0	15 0.000		
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	1.56	17	64	0.00	0.8068	0	5 0.000		
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00		10			0	10 0.000		
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *	99.72	100.00	717	10	1.68	5.0000				
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	1.87	NA	30		2.36			10		
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	3.24	NA	648					0		
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split *	0.35	0.00	1,729	13	1.64	5.0000	0	10 0.000		
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	3.47	0.00	1,962	16	4.59	5.0000	0	15 0.000		
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split *	0.08	0.00	2,382	13	0.80	5.0000	0	5 0.000		
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	4.85	3.04		912		-1.81	0	2 0.000		
Stat. Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *	13.61	0.00	4,872	6	14.01	5.0000	0	2 0.000		
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	9.27	0.00	151	1	29.10	SS		0		
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	24.24	14.12	4,872	6	24.25	9.91	1.0219	0 2 0.000		
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	9.23	1.75	151	1	22.79	22.87	SS	0		
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale *	61.14	85.71	5,023	7	18.44	1.8526	0	2 0.000		
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	63.65	50.00	3,560	4	24.06	SS		0		
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale *	14.77	14.29	5,023	7	13.42	0.4498	0	2 0.000		
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops *	13.61	5.41	4,872	37	5.66	1.8706	0	5 0.000		
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	7.81	0.00	64	4	13.83	SS		0		
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	24.24	13.88	4,872	37	24.25	4.00	2.5887	0 5 0.000		
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	9.71	7.71	64	4	12.80	6.60	SS	0		
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *	60.66	95.12	4,936	41	7.66	5.0000	0	5 0.000		
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops *	64.04	48.15	3,518	27	9.27	1.8829	0	10 0.000		
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops *	14.77	17.07	5,023	41	5.56	-0.2418	0	10 0.000		
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	3.17	0.00	252	2	12.45	SS		0		
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	25.00	NA	4					0		
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	9.22	5.94	252	2	13.00	9.23	SS	0		
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	9.34	NA	4		8.58			0		
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	90.63	100.00	256	2	20.69	SS		0		
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	11.37	0.00	256	2	22.54	SS		0		
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	21.48	0.00	256	2	29.15	SS		0		
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator								"UD" - under development		"SS" - Small Sample Totals	
								0	177	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**

**October-08**

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgt. Score	
		CLEC	VZ	CLEC	VZ				
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00		4		0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record	100.00		15		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		5		0	5	0.000	
<b>PR Provisioning</b>									
			VZ	CLEC	VZ	CLEC	VZ Standard Deviation		
PR-4-07-3540	% On Time Performance - LNP only		100.00		4			0 20 0.000	
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		1,296			0 20 0.000	
PR-5-01-5000	% Missed Appointment - Facilities *	0.00	0.00	128	1,296	0.00	5.0000	0 5 0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days *	0.00	0.00	128	1,296	0.00	5.0000	0 5 0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days *	0.00	0.00	128	1,296	0.00	5.0000	0 10 0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	5	15	0.00	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" - Sm Totals							0	95	0.000

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

\* Stat and Performance score determined through permutation test



**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	11	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-10-01-100	% PON Exceptions Resolved w/in 3 Bus Days	100.00	47	0	5
OR-10-02-100	% PON Exceptions Resolved w/in 10 Bus Days	100.00	47	0	2
BI-3-04-1000	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days	100.00	24	0	2
BI-3-05-1000	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	37	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	12	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	67	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	20	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	17.65	100.00	17	1	39.23	SS	0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale *	16.00	20.00	25	50	8.98	-0.0816	0
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	50.00	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	4.75	4.73	8	11	5.23	2.43	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale *	2.56	1.69	39	59	3.26	1.0114	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale *	0.00	1.69	39	59	0.00	0.2586	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale *	14.81	10.45	54	67	6.50	1.0019	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale *	0.00	0.00	44	51	0.00	5.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL *	16.00	11.11	25	9	14.25	0.8744	0
PR-4-02-3510	Average Delay Days - Total - EEL	1.75	5.00	4	1	0.96	1.07	SS
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL *	0.00	0.00	25	9	0.00	5.0000	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	50.00	28.57	2	7	40.09	SS	0
PR-4-02-3530	Average Delay Days - IOF	6.00	1.00	1	2	0.00	0.00	SS
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	0.00	2	7	0.00	SS	0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	9.16	8.69	54	5	10.23	4.78	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	10.84	9.89	79	93	10.92	1.67	0.5686
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	76.92	100.00	52	5		19.73	SS
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	7.69	0.00	52	5		12.48	SS
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	82.89	67.39	76	92		5.84	2.4996
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	11.84	4.35	76	92		5.01	2.1122
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale *	32.33	19.39	133	98		6.23	2.3696

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

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

\* Stat and Performance score determined through permutation test

Special Provision - UNE Ordering

October-08

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.66	591	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	98.59	71	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	99.40	168	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	96.30	27	\$ -

<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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
Oct-08	86.81	864	750	Oct-08	97.15	772	750
Overall	86.81	864	750	Overall	97.15	772	750

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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
Oct-08	85.29	999	852	Oct-08	98.38	866	852
Overall	85.29	999	852	Overall	98.38	866	852

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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
Oct-08	96.46	11,625	11,213	Oct-08	98.73	11,357	11,213
Overall	96.46	11,625	11,213	Overall	98.73	11,357	11,213

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	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	78	100.00	64
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	0.84	239	0.00	191
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	14.88	2	NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	17.79	147	18.68	164
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	15.56	0.2628	14.91	

	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

October-08

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

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

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

PO-6-01-6000	% Software Validation	0.00	93	\$ -
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\* 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	NA		\$ -
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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

October-08

	Weighted Score	Market Adjustment
<b>MODE OF ENTRY</b>		
Unbundled Network Elements - Platform	-0.044	-
Unbundled Network Elements - Loop	-0.054	-
Resale	0.000	-
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 % On Time Performance - LNP		-
5 Hot Cut Performance		-
6 Maintenance Performance		-
7 Final Trunk Groups Blocked		-
8 Collocation		-
9 Resolution Processes		-
<b>Critical Measure Total</b>		-
<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>		-

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