

**Verizon New Hampshire
Performance Assurance Plan Report**

UNE Platform

December-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	3.51		94	3.45	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	2.62	4.85		555	2.22	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	0.64		83	0.58	0	2	0.000		
PO-1-03-6030	Address Validation - CORBA	2.62	2.61		1,105	-0.02	0	2	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	5	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.76		7,260	0.70	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79		5,814	-0.84	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		615		0	10	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		109		0	5	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		10,748		0	5	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.63		10,748		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time		98.57		10,748		0	5	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		96.54		636		0	5	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		137		0	5	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		106		0	5	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		19		0	2	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		46		0	2	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		12		0	2	0.000		
PR Provisioning											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	79.35	89.87	3,666	158	3.29	3.1994	0	5	0.000	
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform	0.09	0.00	9,894	343	0.16	0.5465	0	20	0.000	
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform	16.36	15.69	1,033	51	5.31	0.1270	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	3.26	3.50	178	8	4.28	1.55	-0.1563	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.26	0.00	1,033	51	1.60	0.7869	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	1,033	51	0.00	0.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.36	3.01	7,753	665	1.12	4.7850	0	10	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095			-1.79	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	63.46	62.00		2,655			-1.46	0	2	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	58.85	58.71	1,203	155	4.20	0.0341	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	14.89	66.67	47	3	21.20	SS		0		
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	40.54	35.53	1,203	155	55.24	4.71	1.0612	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	8.34	31.97	47	3	17.83	10.62	SS		0	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	83.80	92.54	1,031	134	3.38	-2.5818	-2	5	-0.044	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	65.08	69.40	1,031	134	4.38	-0.9868	-1	5	-0.022	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	46.65	44.78	1,031	134	4.58	0.4097	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	32.33	28.36	11,215	268	2.89	1.3742	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	32.20	66.67	118	3	27.32	SS		0		
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	68.01	61.65	11,215	268	70.46	4.36	1.4600	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	22.38	13.54	118	3	39.63	23.17	SS		0	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	94.16	96.28	8,832	215	1.62	-1.3107	-1	5	-0.022	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	85.44	90.23	8,832	215	2.43	-1.9687	-2	5	-0.044	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	71.46	72.09	8,832	215	3.12	-0.2043	0	5	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.73	13.75	12,586	429	1.58	-1.2819	-1	10	-0.044	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.90		493,062				0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sa Totals								-7	227	-0.176	

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

**Verizon New Hampshire
Performance Assurance Plan Report**

UNE LOOP

December-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. Score			
		VZ	CLEC	VZ	CLEC							
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		100.00				0	5	0.000			
PO-1-01-6020	Customer Service Record - EDI	0.06	3.51		94	3.45	0	2	0.000			
PO-1-03-6020	Address Validation -EDI	2.62	4.85		555	2.22	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	0.64		83	0.58	0	2	0.000			
PO-1-03-6030	Address Validation - CORBA	2.62	2.61		1,105	-0.02	0	2	0.000			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	5	0.000			
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.76		7,260	0.70	0	2	0.000			
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79		5,814	-0.84	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	99.98			17,644		0	10	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	100.00			2,824		0	5	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03			10,748		0	2	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63			10,748		0	2	0.000			
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57			10,748		0	2	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	32.18			522		-2	5	-0.057			
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00			1,067		0	5	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	99.32			880		0	5	0.000			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	100.00			42		0	2	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	98.63			219		0	2	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	100.00			11		0	2	0.000			
PR Provisioning												
PR-4-02-3100	Average Delay Days - Total - POTS	3.26	3.50	178	8	4.28	1.55	-0.1563	0	5	0.000	
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New	16.36	0.00	1,033	57		5.03	3.2506	0	20	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.26	0.00	1,033	57		1.52	0.8296	0	5	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	1,033	57		0.00	0.0000	0	5	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.68	3.57	1,463	140		2.49	2.0512	0	10	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.96		208				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		97.44		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												
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095				-1.79	0	2	0.000
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	34.90	29.82	12,419	389		2.45	2.0691	0	10	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	65.34	26.04	12,419	389	69.61	3.58	5.0000	0	5	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	83.54	60.06	9,785	323		2.10	5.0000	0	5	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	69.15	34.98	9,785	323		2.61	5.0000	0	5	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	11.73	13.57	12,586	398		1.64	-1.1233	-1	10	-0.057	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.38	0.00	39	5		17.14	SS		0		
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	21.44	11.11	39	5	35.72	16.97	SS		0		
									Totals	-3	176	-0.114

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

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

Verizon New Hampshire Performance Assurance Plan Report

RESALE

December-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	3.51		94	3.45	0	2	0.000				
PO-1-03-6020	Address Validation - EDI	2.62	4.85		555	2.22	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	0.76		7,260	0.70	0	2	0.000				
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79		5,814	-0.84	0	2	0.000				
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000				
OR Ordering													
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs		100.00		66		0	10	0.000				
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		54		0	5	0.000				
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.03		10,748		0	5	0.000				
OR-4-16-1000	% On Time PCN - 1 Business Day		99.63		10,748		0	5	0.000				
OR-4-17-1000	% Billing Completion Notifiers sent on time		98.57		10,748		0	5	0.000				
OR-5-03-2000	% Flow Through - Achieved - POTS		94.29		70		-1	10	-0.046				
OR-6-03-2000	% Accuracy - LSRC		0.00		52		0	10	0.000				
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		21		0	5	0.000				
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6		0	2	0.000				
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		18		0	2	0.000				
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		10		0	2	0.000				
PR Provisioning													
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat Score					
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	79.35	100.00	3,666	8		14.33	1.4413	0	5	0.000		
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS	0.09	0.00	9,894	26		0.59	0.1528	0	20	0.000		
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS	16.36	16.67	1,033	12		10.74	-0.0285	0	10	0.000		
PR-4-02-2100	Average Delay Days - Total - POTS	3.26	5.50	178	2	4.28	3.04	SS		0			
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.26	0.00	1,033	12		3.24	0.3888	0	5	0.000		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	1,033	12		0.00	0.0000	0	5	0.000		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.36	1.59	7,753	63		3.50	1.9340	0	15	0.000		
MR Maintenance & Repair													
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat Score	Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095				-1.79	0	2	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	63.46	62.00		2,655				-1.46	0	2	0.000	
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat Score	Diff.				
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	58.85	68.09	1,203	47		7.32	-1.2619	-1	10	-0.046		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	14.89	0.00	47	1		35.98	SS		0			
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	40.54	34.69	1,203	47	55.24	8.21	0.7120	0	5	0.000		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.34	2.57	47	1	17.83	18.02	SS		0			
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	83.80	91.11	1,031	45		5.61	-1.3027	-1	5	-0.023		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	65.08	62.22	1,031	45		7.26	0.3939	0	5	0.000		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	46.65	40.00	1,031	45		7.60	0.8757	0	5	0.000		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	32.33	50.00	11,215	12		13.51	-1.3079	-1	10	-0.046		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	32.20	NA	118						0			
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	68.01	133.22	11,215	12	70.46	20.35	-3.2045	-2	5	-0.046		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	22.38	NA	118		39.63				0			
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	94.16	90.00	8,832	10		7.42	0.5601	0	5	0.000		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	85.44	90.00	8,832	10		11.16	-0.4087	0	5	0.000		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	71.46	80.00	8,832	10		14.29	-0.5979	0	5	0.000		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.73	11.67	12,586	60		4.16	0.0147	0	10	0.000		
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		99.90		493,062					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	-6	218	-0.206

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

Verizon New Hampshire Performance Assurance Plan Report

DSL

December-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score				
		VZ	CLEC	VZ	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI	11.28	4.32		9		-6.96	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	11.28	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	11.28	3.04		462		-8.24	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		13			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			8			0	2	0.000			
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale	100.00			2			0	2	0.000			
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	100.00			8			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			12			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			3			0	2	0.000			
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops	100.00			2			0	2	0.000			
OR-1-01-3340	% OT LSRC - No Facility Check - Line Share/Split	100.00			8			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			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	0.03			10,748			0	2	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63			10,748			0	2	0.000			
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57			10,748			0	2	0.000			
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	6.00	NA		2	7.07			2				
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	66.67	0.00		3	5	34.43	SS		0			
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00		6	1	0.00	SS		0			
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	8.68	0.00	1,463	5		12.61	SS		0			
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	0.00		9	6	0.00	SS		0			
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00			25			0	10	0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	3.75	NA		4	4.19				0			
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00			31			0	10	0.000		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.68	25.00	1,463	44		4.31	-3.7885	-2	15	-0.160		
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	2.78	10	36		0.00		0	5	0.000		
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00			11			0	10	0.000		
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split	99.87	100.00	742	11		1.12	0.1210					
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	3.36	NA	86			2.65			10			
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	16.70	NA	443						0			
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	0.42	0.00	1,886	12		1.88	0.2253	0	10	0.000		
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	3.90	0.00	1,540	17		4.72	0.8256	0	15	0.000		
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	0.13	0.00	2,333	12		1.03	0.1237	0	5	0.000		
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10			1,095		-1.79	0	2	0.000		
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	34.91	42.11	12,427	19		10.94	-0.6577	0	2	0.000		
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	27.65	NA	170						0			
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	65.32	32.24	12,427	19	69.59	15.98	2.0709	0	2	0.000		
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	20.35	NA	170		41.36				0			
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	30.64	47.37	12,597	19		10.58	1.5803	0	2	0.000		
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	83.32	73.33	9,870	15		9.63	1.0371	0	2	0.000		
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	11.73	26.32	12,597	19		7.39	-1.9738	-2	2	-0.021		
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	34.91	18.92	12,427	37		7.85	2.0373	0	5	0.000		
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	19.51	33.33	41	3		23.70	SS		0			
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	65.32	33.74	12,427	37	69.59	11.46	2.7564	0	5	0.000		
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	28.95	18.32	41	3	56.55	33.82	SS		0			
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	30.18	65.00	12,468	40		7.27	4.7896	0	5	0.000		
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	83.55	71.43	9,792	28		7.02	1.7272	0	10	0.000		
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.73	15.00	12,597	40		5.10	-0.6413	0	10	0.000		
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	3.98	0.00	201	1		19.60	SS		0			
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	14.29	NA	7						0			
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	27.75	19.32	201	1	54.12	54.25	SS		0			
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	10.35	NA	7		14.80				0			
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	76.44	100.00	208	1		42.54	SS		0			
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	24.76	NA	206						0			
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	21.15	100.00	208	1		40.94	SS		0			
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator									"UD" - under development	"SS" - Small Sample Totals	-4	188	-0.181

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

Notes

Description

**Verizon New Hampshire
Performance Assurance Plan Report**

TRUNKS

December-08

OR	Ordering	Performance		Observations		VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	Perf. Score	Wgt.	Wgt. Score
		CLEC	CLEC	VZ	CLEC											
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			1									0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	100.00			6									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		
VZ Standard Deviation																
PR	Provisioning	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	Perf. Score	Wgt.	Wgt. Score
PR-4-07-3540	% On Time Performance - LNP only		NA												0	
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		384									0	20	0.000
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	936	312			0.00	0.0000	0	5			0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	936	312			0.00	0.0000	0	5			0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	936	384			0.00	0.0000	0	10			0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	16	7			0.00	SS		0			0		
MR	Maintenance & Repair	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	Perf. Score	Wgt.	Wgt. Score
MR-4-01-5000	Mean Time to Repair - Total	1.25	1.58	1	1	0.00		0.00		SS				0		
MR-4-05-5000	% Out of Service >2 Hours	0.00	0.00	1	1			0.00		SS				0		
MR-4-06-5000	% Out of Service >4 Hours	0.00	0.00	1	1			0.00		SS				0		
MR-4-07-5000	% Out of Service >12 Hours	0.00	0.00	1	1			0.00		SS				0		
MR-4-08-5000	% Out of Service >24 Hours	0.00	0.00	1	1			0.00		SS				0		
MR-5-01-5000	% Repeat Reports w/in 30 Days	0.00	0.00	1	1			0.00		SS				0		
NP	Network Performance	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	VZ	CLEC	Perf. Score	Wgt.	Wgt. Score
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	70	0.000
"UD" - under development																
"SS" - Sm Totals																

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

Verizon New Hampshire

December-08

CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	\$0	\$0	\$0	\$0				\$0
	PO-1-06 Mechanized Loop Qualification - EDI	-	-	-	-				
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-				
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-				
ORDERING									
2	% On Time Ordering Notification	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	OR-1-02 % On Time LSRC -Flow Through	-	-	-	-				
	OR-1-04 % On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	-	-	-	-				
	OR-1-04 % On Time LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-				
	OR-1-04 % OT LSRC - No Facility Check - Line Share/Split	-	-	-	-				
	OR-1-12 % OT Firm Order Confirmations (<=192 Forecasted Trunks)	-	-	-	-				
	OR-1-13 % On Time Design Layout Record	-	-	-	-				
	OR-1-19 % On Time Response - Request for Inbound Augment (<=192)	-	-	-	-				
	OR-2-04 % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	-	-	-	-				
	OR-2-04 % OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-				
	OR-2-04 % OT LSR Rej - No Facility Check - Line Share/Split	-	-	-	-				
	OR-4-16 % On Time PCN - 1 Business Day	-	-	-	-				
	OR-1-04 % OT LSRC -No Facil Ck(Elec-No FT) -All Specials -UNE/Resale	-	-	-	-				
	OR-1-06 % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	-	-	-	-				
	OR-2-04 % OT LSR Rej -No Facil Ck (Elec-No FT) -UNE/Resale	-	-	-	-				
	OR-2-06 % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	-	-	-	-				
PROVISIONING									
3	Installation Performance	\$0	\$0	\$0	\$20,514	\$0	\$1,427		\$21,941
	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	-	-	-	20,514				
	PR-6-01 % Installation Troubles w/in 30 Days -Line Share/Split	-	-	-	-				
	PR-4-01 % Missed Appointment -VZ -DS0 -UNE/Resale	-	-	-	-		1,427		
	PR-4-01 % Missed Appointment -VZ -DS1 -UNE/Resale	-	-	-	-				
	PR-4-01 % Missed Appointment -VZ -DS3 -UNE/Resale	-	-	-	-				
	PR-4-01 % Missed Appointment -VZ -Other -UNE/Resale	-	-	-	-				
	PR-4-02 Average Delay Days - Total -UNE/Resale	-	-	-	-				
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale	-	-	-	-				
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-				
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale	-	-	-	-				
	PR-8-01 % Open Orders in a Hold Status > 30 Days -UNE/Resale	-	-	-	-				
	PR-4-01 % Missed Appointment - VZ - Total - EEL	-	-	-	-				
	PR-4-02 Average Delay Days - Total - EEL	-	-	-	-				
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL	-	-	-	-				
	PR-4-01 % Missed Appointment - VZ - Total - IOF	-	-	-	-				
	PR-4-02 Average Delay Days - IOF	-	-	-	-				
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF	-	-	-	-				
4	PR-4-07 % On Time Performance - LNP only					\$0			\$0
5	Hot Cut Performance		\$0						\$0
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-				
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-				
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-				
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut	-	-	-	-				
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-				
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut	-	-	-	-				
MAINTENANCE									
6	Maintenance Performance	\$13,055	\$18,102	\$10,701	\$6,522	\$0	\$0		\$48,380
	MR-3-01 % Missed Repair Appointments - Loop - Bus.	-	-	5,350	-				
	MR-3-01 % Missed Repair Appointments - Loop - Res.	-	-	5,350	-				
	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	13,055	18,102	-	-				
	MR-5-01 % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	-	-	-	6,522				
	MR-5-01 % Repeat Reports w/in 30 Days -2W xDSL Loops	-	-	-	-				
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Split	-	-	-	-				
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-				
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-				
	MR-4-06 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	-	-	-	-				
	MR-4-08 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	-	-	-	-				
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-				
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-				
	MR-5-01 % Repeat Reports w/in 30 days -UNE/Resale	-	-	-	-				
NETWORK PERFORMANCE									
7	NP-1-04 # of Final Trunk Groups Blocked 3 months					\$0			\$0
8	Collocation							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-				
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-				
	NP-2-07/8 Average Delay Days - Total	-	-	-	-				
RESOLUTION PROCESS									
9	Resolution Process							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-				
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-				
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-				
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	-	-	-	-				
Total		\$13,055	\$18,102	\$10,701	\$27,037	\$0	\$1,427	\$0	\$70,321

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.00	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.00	7	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	640	0	5
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	100.00	640	0	2
BI 3 04 1000	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days	100.00	78	0	2
BI-3-05-1000	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	77	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	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	18	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	2	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	7	0	5

PR	Provisioning	VZ		Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	40.00	0.00	10	2	37.95	SS	0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale	17.39	35.90	23	39	9.96	-1.8571	-2
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	3.75	3.93	8	14	3.20	1.42	-0.1261
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	6.67	2.22	30	45	5.88	0.7559	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	30	45	0.00	0.0000	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	8.93	6.12	56	49	5.58	0.5031	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	0.00	0.00	33	41	0.00	0.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL	17.39	33.33	23	3	23.27	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.75	4.00	4	1	2.50	2.80	SS
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	0.00	0.00	23	3	0.00	SS	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	NA	20.00		5			0
PR-4-02-3530	Average Delay Days - IOF	NA	5.00		1			0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	0.00		5			0

MR	Maintenance & Repair	VZ		Std Dev.	Sample Error	Stat. Score		
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	26.99	13.82	78	5	37.08	17.10	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	22.66	14.54	126	151	25.53	3.08	2.6357
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	84.21	40.00	76	5		16.84	SS
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	36.84	20.00	76	5		22.27	SS
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	84.80	86.49	125	148		4.36	-0.3866
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	32.00	14.19	125	148		5.67	3.1431
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	21.57	16.03	204	156		4.37	1.2671

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Size Total 120

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

Special Provision - UNE Ordering

December-08

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.39	986	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	61	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	98.87	265	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	23	\$ -

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
Oct-08	86.81	864	750	Oct-08	97.15	772	750
Nov-08	89.36	752	672	Nov-08	99.12	678	672
Dec-08	83.20	738	614	Dec-08	96.54	636	614
Overall	86.49	2,354	2,036	Overall	97.60	2,086	2,036

Market Adjustment *	\$ -
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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
Oct-08	85.29	999	852	Oct-08	98.38	866	852
Nov-08	86.02	758	652	Nov-08	98.94	659	652
Dec-08	25.69	654	168	Dec-08	32.18	522	168
Overall	69.35	2,411	1,672	Overall	81.68	2,047	1,672

Market Adjustment *	\$ 75,732
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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
Oct-08	96.46	11,625	11,213	Oct-08	98.73	11,357	11,213
Nov-08	97.90	15,496	15,170	Nov-08	99.01	15,322	15,170
Dec-08	97.41	17,947	17,482	Dec-08	98.71	17,711	17,482
Overall	97.33	45,068	43,865	Overall	98.82	44,390	43,865

Market Adjustment *	\$ -
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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	97.44	78	98.67	75
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	0.96	208	0.45	222
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	27.31	2	23.58	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	29.37	99	15.39	123
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	30.55	0.0944	12.83	-0.6355
		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

December-08

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

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

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

PO-6-01-6000	% Software Validation	R3	R3	\$ -
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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	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

December-08

	Weighted Score	Market Adjustment
MODE OF ENTRY		
Unbundled Network Elements - Platform	-0.176	-
Unbundled Network Elements - Loop	-0.114	-
Resale	-0.206	-
Digital Subscriber Lines	-0.181	-
Trunks	0.000	-
Mode of Entry Total		-
# CRITICAL MEASURES		
1 OSS Interface		-
2 % On Time Ordering Notification		-
3 Installation Performance		\$ 21,941
4 % On Time Performance - LNP		-
5 Hot Cut Performance		-
6 Maintenance Performance		\$ 48,380
7 Final Trunk Groups Blocked		-
8 Collocation		-
9 Resolution Processes		-
Critical Measure Total		\$ 70,321
Individual Rule Payments:		
SPECIAL PROVISIONS		
UNE Ordering		-
UNE Flow Through		\$ 75,732
UNE Hot Cut Loop		-
Special Provision Total		\$ 75,732
CHANGE CONTROL		
Grand Total		\$ 146,053

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

**Verizon New Hampshire
Performance Assurance Plan Report**

UNE Platform

December-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	3.51		94	3.45	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	2.62	4.85		555	2.22	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	0.64		83	0.58	0	2	0.000		
PO-1-03-6030	Address Validation - CORBA	2.62	2.61		1,105	-0.02	0	2	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	5	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.76		7,260	0.70	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79		5,814	-0.84	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			615		0	10	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform	100.00			109		0	5	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03			10,748		0	5	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63			10,748		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57			10,748		0	5	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	96.54			636		0	5	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform	0.00			137		0	5	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform	100.00			106		0	5	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform	100.00			19		0	2	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform	100.00			46		0	2	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform	100.00			12		0	2	0.000		
PR Provisioning											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	79.35	89.87	3,666	158	3.29	3.1994	0	5	0.000	
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform	0.09	0.00	9,894	343	0.16	0.5465	0	20	0.000	
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform	16.36	15.69	1,033	51	5.31	0.1270	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	3.26	3.50	178	8	4.28	1.55	-0.1563	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.26	0.00	1,033	51	1.60	0.7869	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	1,033	51	0.00	0.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.36	3.01	7,753	665	1.12	4.7850	0	10	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095			-1.79	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	63.46	62.00		2,655			-1.46	0	2	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	58.85	58.71	1,203	155	4.20	0.0341	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	14.89	66.67	47	3	21.20	SS		0		
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	40.54	35.53	1,203	155	55.24	4.71	1.0612	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	8.34	31.97	47	3	17.83	10.62	SS		0	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	83.80	92.54	1,031	134	3.38	-2.5818	-2	5	-0.044	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus **	65.08	69.40	1,031	134	4.38	-0.9868	0	5	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	46.65	44.78	1,031	134	4.58	0.4097	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	32.33	28.36	11,215	268	2.89	1.3742	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	32.20	66.67	118	3	27.32	SS		0		
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	68.01	61.65	11,215	268	70.46	4.36	1.4600	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	22.38	13.54	118	3	39.63	23.17	SS		0	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res **	94.16	96.28	8,832	215	1.62	-1.3107	0	5	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	85.44	90.23	8,832	215	2.43	-1.9687	-2	5	-0.044	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	71.46	72.09	8,832	215	3.12	-0.2043	0	5	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform **	11.73	13.75	12,586	429	1.58	-1.2819	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.90		493,062				0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sa Totals -4 227 -0.088											

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

**Verizon New Hampshire
Performance Assurance Plan Report**

UNE LOOP

December-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. 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	0.06	3.51		94	3.45	0	2	0.000							
PO-1-03-6020	Address Validation -EDI	2.62	4.85		555	2.22	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	0.64		83	0.58	0	2	0.000							
PO-1-03-6030	Address Validation - CORBA	2.62	2.61		1,105	-0.02	0	2	0.000							
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	5	0.000							
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.76		7,260	0.70	0	2	0.000							
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79		5,814	-0.84	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		99.98		17,644		0	10	0.000							
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		2,824		0	5	0.000							
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		10,748		0	2	0.000							
OR-4-16-1000	% On Time PCN - 1 Business Day		99.63		10,748		0	2	0.000							
OR-4-17-1000	% Billing Completion Notifiers sent on time		98.57		10,748		0	2	0.000							
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		32.18		522		-2	5	-0.057							
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		1,067		0	5	0.000							
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.32		880		0	5	0.000							
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		42		0	2	0.000							
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		98.63		219		0	2	0.000							
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		11		0	2	0.000							
PR Provisioning																
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score								
PR-4-02-3100	Average Delay Days - Total - POTS	3.26	3.50	178	8	4.28	1.55	-0.1563	0	5	0.000					
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New	16.36	0.00	1,033	57		5.03	3.2506	0	20	0.000					
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.26	0.00	1,033	57		1.52	0.8296	0	5	0.000					
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	1,033	57		0.00	0.0000	0	5	0.000					
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.68	3.57	1,463	140		2.49	2.0512	0	10	0.000					
PR-6-02-3520	% Installatn Trbcls w/in 7 days-Loop-Basic Hot Cut		0.96		208				0	10	0.000					
PR-6-02-3523	% Installatn Trbcls w/in 7 days-Loop-Lg Job Hot Cut		NA							0						
PR-6-02-3525	% Installatn Trbcls w/in 7 days-Loop-Batch Hot Cut		NA							0						
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		97.44		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																
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095				-1.79	0	2	0.000				
Stat. Score																
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	34.90	29.82	12,419	389		2.45	2.0691	0	10	0.000					
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	65.34	26.04	12,419	389	69.61	3.58	5.0000	0	5	0.000					
MR-4-07-3112	% Out of Service > 12 Hours - Loop	83.54	60.06	9,785	323		2.10	5.0000	0	5	0.000					
MR-4-08-3112	% Out of Service > 24 Hours - Loop	69.15	34.98	9,785	323		2.61	5.0000	0	5	0.000					
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	11.73	13.57	12,586	398		1.64	-1.1233	-1	10	-0.057					
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.38	0.00	39	5		17.14	SS		0						
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	21.44	11.11	39	5	35.72	16.97	SS		0						
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator									"UD" - under development		"SS" - Sn		Totals	-3	176	-0.114

Verizon New Hampshire Performance Assurance Plan Report

RESALE

December-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	3.51		94	3.45	0	2	0.000		
PO-1-03-6020	Address Validation -EDI	2.62	4.85		555	2.22	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	0.76		7,260	0.70	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79		5,814	-0.84	0	2	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000		
OR Ordering											
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	100.00			66		0	10	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			54		0	5	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.03			10,748		0	5	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63			10,748		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57			10,748		0	5	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS **	94.29			70		0	10	0.000		
OR-6-03-2000	% Accuracy - LSRC	0.00			52		0	10	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			21		0	5	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			6		0	2	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			18		0	2	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			10		0	2	0.000		
PR Provisioning											
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	79.35	100.00	3,666	8	14.33	1.4413	0	5	0.000	
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS	0.09	0.00	9,894	26	0.59	0.1528	0	20	0.000	
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS	16.36	16.67	1,033	12	10.74	-0.0285	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	3.26	5.50	178	2	4.28	3.04	SS	0		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.26	0.00	1,033	12	3.24	0.3888	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	1,033	12	0.00	0.0000	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.36	1.59	7,753	63	3.50	1.9340	0	15	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095			-1.79	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	63.46	62.00		2,655			-1.46	0	2	0.000
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. **	58.85	68.09	1,203	47	7.32	-1.2619	0	10	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	14.89	0.00	47	1	35.98	SS		0		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	40.54	34.69	1,203	47	55.24	8.21	0.7120	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.34	2.57	47	1	17.83	18.02	SS		0	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	83.80	91.11	1,031	45	5.61	-1.3027	-1	5	-0.023	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	65.08	62.22	1,031	45	7.26	0.3939	0	5	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	46.65	40.00	1,031	45	7.60	0.8757	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	32.33	50.00	11,215	12	13.51	-1.3079	-1	10	-0.046	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	32.20	NA	118					0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	68.01	133.22	11,215	12	70.46	20.35	-3.2045	-2	5	-0.046
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	22.38	NA	118		39.63			0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	94.16	90.00	8,832	10	7.42	0.5601	0	5	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	85.44	90.00	8,832	10	11.16	-0.4087	0	5	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	71.46	80.00	8,832	10	14.29	-0.5979	0	5	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.73	11.67	12,586	60	4.16	0.0147	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.90		493,062				0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator									-4	218	-0.115

** As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

**Verizon New Hampshire
Performance Assurance Plan Report**

DSL

December-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score		
		VZ	CLEC	VZ	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	11.28	4.32		9		-6.96	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	11.28	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	11.28	3.04		462		-8.24	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		13			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			8			0	2	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale	100.00			2			0	2	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	100.00			8			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			12			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			3			0	2	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops	100.00			2			0	2	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split	100.00			8			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			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	0.03			10,748			0	2	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63			10,748			0	2	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57			10,748			0	2	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	6.00	NA		2	7.07			2		
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	66.67	0.00		3	5	34.43	SS		0	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00		6	1	0.00	SS		0	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	8.68	0.00	1,463	5		12.61	SS		0	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	0.00		9	6	0.00	SS		0	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops	100.00			25				0	10	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	3.75	NA		4	4.19				0	
PR-4-14-3342	% Completed On Time -2W xDSL Loops	100.00			31				0	10	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.68	25.00	1,463	44		4.31	-3.7885	-2	15	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	2.78	10	36		0.00		0	5	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split	100.00			11				0	10	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split	99.87	100.00	742	11		1.12	0.1210		0	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	3.36	NA		86	2.65				10	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	16.70	NA		443					0	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	0.42	0.00	1,886	12		1.88	0.2253	0	10	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	3.90	0.00	1,540	17		4.72	0.8256	0	15	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	0.13	0.00	2,333	12		1.03	0.1237	0	5	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095			-1.79	0	2	
Stat. Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	34.91	42.11	12,427	19		10.94	-0.6577	0	2	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	27.65	NA	170						0	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	65.32	32.24	12,427	19	69.59	15.98	2.0709	0	2	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	20.35	NA	170		41.36				0	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	30.64	47.37	12,597	19		10.58	1.5803	0	2	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	83.32	73.33	9,870	15		9.63	1.0371	0	2	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	11.73	26.32	12,597	19		7.39	-1.9738	-2	2	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	34.91	18.92	12,427	37		7.85	2.0373	0	5	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	19.51	33.33	41	3		23.70	SS		0	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	65.32	33.74	12,427	37	69.59	11.46	2.7564	0	5	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	28.95	18.32	41	3	56.55	33.82	SS		0	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	30.18	65.00	12,468	40		7.27	4.7896	0	5	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	83.55	71.43	9,792	28		7.02	1.7272	0	10	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.73	15.00	12,597	40		5.10	-0.6413	0	10	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	3.98	0.00	201	1		19.60	SS		0	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	14.29	NA	7						0	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	27.75	19.32	201	1	54.12	54.25	SS		0	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	10.35	NA	7		14.80				0	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	76.44	100.00	208	1		42.54	SS		0	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	24.76	NA	206						0	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	21.15	100.00	208	1		40.94	SS		0	
									-4	188	-0.181

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

"UD" - under development

"SS" - Small Sample Totals

**Verizon New Hampshire
Performance Assurance Plan Report**

TRUNKS

December-08

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgt. Score
		CLEC	CLEC	VZ	CLEC			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			1	0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	100.00			6	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	Performance		Observations		Perf. Score	Wgt.	Wgt. Score
		VZ	CLEC	VZ	CLEC			
PR-4-07-3540	% On Time Performance - LNP only		NA				0	
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		384		20	0.000
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	936	312	0.00	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	936	312	0.00	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	936	384	0.00	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	16	7	0.00	0	

MR	Maintenance & Repair	Performance		Observations		Perf. Score	Wgt.	Wgt. Score
		VZ	CLEC	VZ	CLEC			
MR-4-01-5000	Mean Time to Repair - Total	1.25	1.58	1	1	0.00	0	
MR-4-05-5000	% Out of Service >2 Hours	0.00	0.00	1	1	0.00	0	
MR-4-06-5000	% Out of Service >4 Hours	0.00	0.00	1	1	0.00	0	
MR-4-07-5000	% Out of Service >12 Hours	0.00	0.00	1	1	0.00	0	
MR-4-08-5000	% Out of Service >24 Hours	0.00	0.00	1	1	0.00	0	
MR-5-01-5000	% Repeat Reports w/in 30 Days	0.00	0.00	1	1	0.00	0	

NP	Network Performance	Performance		Observations		Perf. Score	Wgt.	Wgt. Score
		VZ	CLEC	VZ	CLEC			
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 70 0.000

Verizon New Hampshire		December-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 PCN - 1 Business Day								
	OR-1-04 % OT LSRC -No Faci Ck(Elec-No FT) -All Specials -UNE/Resale								
	OR-1-06 % OT LSR/ASRC -Facil Ck(E-No FT) -All Specials -UNE/Resale								
	OR-2-04 % OT LSR Rej -No Faci 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	\$20,514	\$0	\$1,427		\$21,941
	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				20,514				
	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							1,427	
	PR-4-01 % Missed Appointment -VZ -DS3 -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -Other -UNE/Resale								
	PR-4-02 Average Delay Days - Total -UNE/Resale								
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale								
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale								
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale								
	PR-8-01 % Open Orders in a Hold Status > 30 Days -UNE/Resale								
	PR-4-01 % Missed Appointment - VZ - Total - EEL								
	PR-4-02 Average Delay Days - Total - EEL								
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL								
	PR-4-01 % Missed Appointment - VZ - Total - IOF								
	PR-4-02 Average Delay Days - IOF								
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF								
4	PR-4-07 % On Time Performance - LNP only					\$0			\$0
5	Hot Cut Performance		\$0						\$0
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut								
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut								
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut								
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut								
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut								
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut								
MAINTENANCE									
6	Maintenance Performance	\$0	\$18,102	\$5,350	\$6,522	\$0	\$0		\$29,975
	MR-3-01 % Missed Repair Appointments - Loop - Bus.			ADJ					
	MR-3-01 % Missed Repair Appointments - Loop - Res.			5,350					
	MR-3-01 % Missed Repair Appointments - Loop								
	MR-3-01 % Missed Repair Appl -Loop -2W Digital -UNE/Resale								
	MR-3-01 % Missed Repair Appl -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	ADJ	18,102						
	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					6,522			
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Split								
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale								
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 days -UNE/Resale								
NETWORK PERFORMANCE									
7	NP-1-04 # of Final Trunk Groups Blocked 3 months					\$0			\$0
8	Collocation							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total								
	NP-2-05/6 % On Time - Physical Collocation - Total								
	NP-2-07/8 Average Delay Days - Total								
RESOLUTION PROCESS									
9	Resolution Process							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days								
	BI-3-05 %CLEC Billing Claims Rstwd w/in 26 Cal. Days after Ack								
Total		\$0	\$18,102	\$5,350	\$27,037	\$0	\$1,427	\$0	\$51,916

ADJ = As per -1 Recapture Rule., the performance score adjusted to zero based on two additional months performance

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.00	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.00	7	0	20
NP-2-07/8	Average Delay Days - Total	NA			10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	100.00	640	0	5
OR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	100.00	640	0	2
BI-3-04-1000 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	100.00	78	0	2
BI-3-05-1000 %CLEC Billng Claims Rslvd w/in 28 Cal. Days after Ack	100.00	77	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	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	18	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	2	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	7	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	40.00	0.00	10	2	37.95	SS	0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale	17.39	35.90	23	39	9.96	-1.8571	-2
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	3.75	3.93	8	14	3.20	1.42	-0.1261
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	6.67	2.22	30	45	5.88	0.7559	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	30	45	0.00	0.0000	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	8.93	6.12	56	49	5.58	0.5031	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	0.00	0.00	33	41	0.00	0.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL	17.39	33.33	23	3	23.27	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.75	4.00	4	1	2.50	2.80	SS
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	0.00	0.00	23	3	0.00	SS	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	NA	20.00		5			0
PR-4-02-3530	Average Delay Days - IOF	NA	5.00		1			0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	0.00		5			0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	26.99	13.82	78	5	37.08	17.10	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	22.66	14.54	126	151	25.53	3.08	2.6357
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	84.21	40.00	76	5		16.84	SS
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	36.84	20.00	76	5		22.27	SS
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	84.80	86.49	125	148		4.36	-0.3866
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	32.00	14.19	125	148		5.67	3.1431
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	21.57	16.03	204	156		4.37	1.2671

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Size Total 120

Special Provision - UNE Ordering

December-08

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.39	986	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	61	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	98.87	265	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	23	\$ -

Total Market Adj* \$ -

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation	40.00%	\$ -
UNE Loop allocation	60.00%	\$ -

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
Oct-08	86.81	864	750	Oct-08	97.15	772	750
Nov-08	89.36	752	672	Nov-08	99.12	678	672
Dec-08	83.20	738	614	Dec-08	96.54	636	614
Overall	86.49	2,354	2,036	Overall	97.60	2,086	2,036

Market Adjustment * \$ -

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
Oct-08	85.29	999	852	Oct-08	98.38	866	852
Nov-08	86.02	758	652	Nov-08	98.94	659	652
Dec-08	25.69	654	168	Dec-08	32.18	522	168
Overall	69.35	2,411	1,672	Overall	81.68	2,047	1,672

Market Adjustment * \$ 75,732

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
Oct-08	96.46	11,625	11,213	Oct-08	98.73	11,357	11,213
Nov-08	97.90	15,496	15,170	Nov-08	99.01	15,322	15,170
Dec-08	97.41	17,947	17,482	Dec-08	98.71	17,711	17,482
Overall	97.33	45,068	43,865	Overall	98.82	44,390	43,865

Market Adjustment * \$ -

* 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	97.44	78	98.67	75
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	0.96	208	0.45	222
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	27.31	2	23.58	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	29.37	99	15.39	123
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	30.55	0.0944	12.83	-0.6355
		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

December-08

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

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

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

PO-6-01-6000	% Software Validation	R3	R3	\$ -
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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	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

December-08

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.088	-	
Unbundled Network Elements - Loop	-0.114	-	
Resale	-0.115	-	
Digital Subscriber Lines	-0.181	-	
Trunks	0.000	-	
Mode of Entry Total		-	-
# CRITICAL MEASURES			
1 OSS Interface		-	
2 % On Time Ordering Notification		-	
3 Installation Performance		\$ 21,941	
4 % On Time Performance - LNP		-	
5 Hot Cut Performance		-	
6 Maintenance Performance		\$ 29,975	
7 Final Trunk Groups Blocked		-	
8 Collocation		-	
9 Resolution Processes		-	
Critical Measure Total		\$ 51,916	
Individual Rule Payments:		\$ 8,535	
SPECIAL PROVISIONS			
UNE Ordering		-	
UNE Flow Through		\$ 75,732	
UNE Hot Cut Loop		-	
Special Provision Total		\$ 75,732	
CHANGE CONTROL		-	
Grand Total		\$ 136,183	