

**Verizon New Hampshire  
Performance Assurance Plan Report**

**UNE Platform**

**January-09**

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	3.44		166	3.38	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.83	4.97		456	2.14	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	0.67		36	0.61	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.83	2.13		3,525	-0.70	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	0.79		3,208	0.73	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.83	1.93		3,118	-0.90	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR Ordering		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC				
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs	99.83			577		0	10	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform	94.90			98		-1	5	-0.019
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03			12,292		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.57			12,292		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.03			12,292		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	96.17			600		0	5	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform	0.00			111		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform	100.00			89		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform	100.00			13		0	2	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform	100.00			44		0	2	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform	100.00			11		0	2	0.000

PR Provisioning		Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	81.37	89.47	3,704	171	3.05	2.9521	0	5	0.000	
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform *	0.07	0.00	9,644	339	0.15	5.0000	0	20	0.000	
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform *	13.06	7.14	1,340	70	4.13	1.7240	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS *	3.62	6.17	182	6	6.08	2.52	-1.0147	-1	15	-0.058
PR-5-01-3140	% Missed Appointment - Facilities - Platform *	0.67	0.00	1,340	70	1.00	5.0000	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform *	0.15	0.00	1,340	70	0.47	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	4.91	3.64	8,697	604	0.91	1.5417	0	10	0.000	

MR Maintenance & Repair		Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC						
MR-1-01-6050	Average Response Time - Create Trouble	5.16	3.05		811			-2.10	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	65.91	62.65		2,074			-3.26	0	2	0.000

		Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC						
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus *	38.09	25.00	554	92	5.47	2.5915	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus *	14.00	57.14	50	7	14.00	-2.0368	-2	10	-0.078	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	27.83	12.18	554	92	64.27	7.24	2.1640	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	29.57	8.46	50	7	136.87	55.24	0.3822	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus *	76.61	66.23	419	77		5.25	2.0319	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus *	53.46	32.47	419	77		6.18	3.5413	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus *	21.00	10.39	419	77		5.05	2.4573	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res *	20.44	11.11	3,655	81		4.53	2.3451	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res *	6.96	0.00	115	6		10.65	5.0000	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	50.12	36.82	3,655	81	82.31	9.25	1.4388	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	14.03	12.63	115	6	24.64	10.32	0.1353	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res *	90.10	89.71	2,636	68		3.67	0.3595	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res *	75.11	64.71	2,636	68		5.31	2.0347	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res *	47.12	35.29	2,636	68		6.13	2.0683	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform *	19.77	18.28	4,380	186		2.98	0.5836	0	10	0.000

BI Billing		Performance		Observations		VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		VZ	CLEC	VZ	CLEC						
BI-1-02-1000	% DUF in 4 Business Days		99.98		460,455				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 -4 257 -0.156

**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**

**January-09**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. Score					
		VZ	CLEC	CLEC	CLEC									
PO-2-02-6010	<b>OSS Interface Availability - Prime - WPTS</b>		99.96				0	5	0.000					
PO-1-01-6020	Customer Service Record - EDI	0.06	3.44		166	3.38	0	2	0.000					
PO-1-03-6020	Address Validation -EDI	2.83	4.97		456	2.14	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	0.67		36	0.61	0	2	0.000					
PO-1-03-6030	Address Validation - CORBA	2.83	2.13		3,525	-0.70	0	2	0.000					
PO-2-02-6030	<b>OSS Interface Availability - Prime - CORBA</b>		100.00				0	5	0.000					
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.79		3,208	0.73	0	2	0.000					
PO-1-03-6050	Address Validation - Web GUI	2.83	1.93		3,118	-0.90	0	2	0.000					
PO-2-02-6080	<b>OSS Interface Availability - Prime - Web GUI</b>		100.00				0	5	0.000					
<b>OR Ordering</b>														
OR-1-02-3331	<b>% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs</b>		99.85		14,880		0	10	0.000					
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		99.79		3,826		0	5	0.000					
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		12,292		0	2	0.000					
OR-4-16-1000	<b>% On Time PCN - 1 Business Day</b>		99.57		12,292		0	2	0.000					
OR-4-17-1000	% Billing Completion Notifiers sent on time		99.03		12,292		0	2	0.000					
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		71.80		695		-2	5	-0.052					
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		823		0	5	0.000					
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.69		646		0	5	0.000					
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		43		0	2	0.000					
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		98.63		146		0	2	0.000					
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		16		0	2	0.000					
<b>PR Provisioning</b>														
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score						
PR-4-02-3100	<b>Average Delay Days - Total - POTS *</b>	3.62	6.17	182	6	6.08	2.52	-1.0147	-1	5	-0.026			
PR-4-04-3113	<b>% Missed Appointment - VZ - Dispatch - Loop-New *</b>	13.06	0.96	1,340	104		3.43	4.8027	0	20	0.000			
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	0.67	0.00	1,340	104		0.83	5.0000	0	5	0.000			
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.15	0.00	1,340	104		0.39	5.0000	0	5	0.000			
PR-6-01-3113	<b>% Installation Troubles within 30 days - Loop New *</b>	6.65	4.11	2,180	219		1.77	1.6775	0	10	0.000			
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.51		197				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		74				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					
<b>MR Maintenance &amp; Repair</b>														
MR-1-01-6050	Average Response Time - Create Trouble	5.16	3.05		811			-2.10	0	2	0.000			
<b>Stat. Score</b>														
MR-3-01-3112	<b>% Missed Repair Appointments - Loop - Loop *</b>	22.78	15.34	4,214	163		3.35	2.4161	0	10	0.000			
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	47.21	16.65	4,214	163	80.49	6.43	4.7564	0	5	0.000			
MR-4-07-3112	% Out of Service > 12 Hours - Loop *	72.75	45.99	3,005	137		3.89	5.0000	0	5	0.000			
MR-4-08-3112	<b>% Out of Service &gt; 24 Hours - Loop *</b>	43.93	16.06	3,005	137		4.34	5.0000	0	5	0.000			
MR-5-01-3112	<b>% Repeat Reports w/in 30 days - Loop *</b>	19.77	30.99	4,380	171		3.10	-3.3306	-2	10	-0.105			
MR-3-02-3112	% Missed Repair Appointments - CO - Loop *	6.67	42.86	45	7		10.13	-1.9408	-2	10	-0.105			
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop *	12.03	50.24	45	7	16.71	6.79	-2.5139	-2	5	-0.052			
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator							"UD" - under development		"SS" - Sn		Totals	-9	191	-0.340

**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**

**January-09**

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	3.44		166	3.38	0	2	0.000		
PO-1-03-6020	Address Validation -EDI	2.83	4.97		456	2.14	0	2	0.000		
PO-2-02-6020	<b>OSS Interface Availability - Prime - EDI</b>		100.00				0	5	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.79		3,208	0.73	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.83	1.93		3,118	-0.90	0	2	0.000		
PO-2-02-6080	<b>OSS Interface Availability - Prime - Web GUI</b>		100.00				0	5	0.000		
<b>OR Ordering</b>											
OR-1-02-2320	<b>% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs</b>	100.00			89		0	10	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			64		0	5	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.03			12,292		0	5	0.000		
OR-4-16-1000	<b>% On Time PCN - 1 Business Day</b>	99.57			12,292		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.03			12,292		0	5	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	90.82			98		-1	10	-0.053		
OR-6-03-2000	% Accuracy - LSRC	0.00			67		0	10	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			36		0	5	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			7		0	2	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			17		0	2	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			12		0	2	0.000		
<b>PR Provisioning</b>											
PR-3-01-2100	<b>% Completed in 1 Day (1-5 lines - No Disp) - POTS Total *</b>	81.37	80.95	3,704	21	8.52	0.1729	0	5	0.000	
PR-4-05-2100	<b>% Missed Appointment- VZ - No Dispatch - POTS *</b>	0.07	0.00	9,644	59	0.35	5.0000	0	20	0.000	
PR-4-04-2100	<b>% Missed Appointment - VZ - Dispatch - POTS *</b>	13.06	10.53	1,340	19	7.78	0.6151	0	10	0.000	
PR-4-02-2100	<b>Average Delay Days - Total - POTS</b>	3.62	1.00	182	2	6.08	4.32	SS	0		
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	0.67	5.26	1,340	19	1.89	-1.1182	-1	5	-0.027	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.15	0.00	1,340	19	0.89	5.0000	0	5	0.000	
PR-6-01-2100	<b>% Installation Troubles within 30 days - POTS *</b>	4.91	2.63	8,697	190	1.58	1.7260	0	15	0.000	
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	5.16	3.05		811			-2.10	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	65.91	62.65		2,074			-3.26	0	2	0.000
Stat Score											
MR-3-01-2110	<b>% Missed Repair Appointments - Loop - Bus. *</b>	38.09	58.06	554	31	8.96	-2.0066	-2	10	-0.106	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	14.00	50.00	50	4	18.03	SS		0		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	27.83	27.54	554	31	64.27	11.86	0.0247	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	29.57	12.46	50	4	136.87	71.12	SS	0		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus *	76.61	92.59	419	27	8.40	-1.7998	-2	5	-0.053	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus. *	53.46	74.07	419	27	9.90	-1.9154	-2	5	-0.053	
MR-4-08-2110	<b>% Out of Service &gt; 24 Hours - POTS - Bus. *</b>	21.00	29.63	419	27	8.09	-0.8297	-1	5	-0.027	
MR-3-01-2120	<b>% Missed Repair Appointments - Loop - Res.</b>	20.44	100.00	3,655	1	40.33	SS		0		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.96	NA	115					0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	50.12	89.97	3,655	1	82.31	82.32	SS	0		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.03	NA	115		24.64			0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	90.10	NA	2,636					0		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	75.11	NA	2,636					0		
MR-4-08-2120	<b>% Out of Service &gt; 24 Hours - POTS - Res.</b>	47.12	NA	2,636					0		
MR-5-01-2100	<b>% Repeat Reports w/in 30 days - POTS *</b>	19.77	16.67	4,380	36	6.67	0.6518	0	10	0.000	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		99.98		460,455			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											
-9    188    -0.319											

**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**

**January-09**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score			
		VZ	CLEC	VZ	CLEC							
PO-1-06-6020	<b>Mechanized Loop Qualification - EDI</b>	11.36	4.20		10		-7.16	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>	11.36	NA					0				
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00					0	2	0.000		
PO-1-06-6050	<b>Mechanized Loop Qualification - Web GUI</b>	11.36	3.16		514		-8.20	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		17			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			2			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	NA						0				
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			14			0	5	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops	100.00			1			0	5	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops	NA						0				
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops	100.00			3			0	2	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split	100.00			4			0	5	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split	NA						0				
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split	100.00			1			0	2	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split	NA						0				
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03			12,292			0	2	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.57			12,292			0	2	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.03			12,292			0	2	0.000		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	1		0.00			2			
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	0.00	1	11			SS		0		
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	13						0		
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	6.65	19.05	2,180	21		5.46	-1.6556	-2	2	-0.021	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale *	0.00	0.00	14	11		0.00	5.0000	0	2	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		39				0	10	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10.00	12.00	1	1	0.00	0.00	SS		0		
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		42				0	10	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	6.65	13.64	2,180	66		3.11	-1.8319	-2	15	-0.159	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	1.64	8	61		0.00	1.1955	0	5	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00		13				0	10	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *	99.85	100.00	684	13		1.07	5.0000		10	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	3.16	NA	85		2.94				10		
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	14.47	NA	532						0		
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split *	0.21	0.00	1,934	14		1.22	5.0000	0	10	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	3.96	0.00	1,589	13		5.43	5.0000	0	15	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split *	0.12	0.00	2,471	14		0.93	5.0000	0	5	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	5.16	3.05		811			-2.10	0	2	0.000	
<b>Stat. Score</b>												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *	22.85	33.33	4,219	6		17.15	-0.2153	0	2	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	8.88	0.00	169	1		28.52	SS		0		
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	47.18	16.78	4,219	6	80.45	32.87	0.9251	0	2	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	18.33	2.85	169	1	77.03	77.25	SS		0		
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale *	56.13	85.71	4,388	7		18.77	2.1062	0	2	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	72.15	33.33	3,063	3		25.89	SS		0		
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale *	19.76	0.00	4,388	7		15.06	5.0000	0	2	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops *	22.85	16.67	4,219	30		7.69	1.0264	0	5	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.52	0.00	46	2		17.83	SS		0		
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	47.18	21.47	4,219	30	80.45	14.74	1.7443	0	5	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	11.81	35.81	46	2	16.59	11.99	SS		0		
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *	55.31	75.00	4,265	32		8.82	2.4789	0	5	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops *	72.76	75.00	3,010	24		9.12	0.0196	0	10	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops *	19.76	25.00	4,388	32		7.06	-0.5506	0	10	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	3.16	NA	285						0		
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	16.67	0.00	12	1		38.79	SS		0		
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	11.33	NA	285		24.12				0		
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	11.18	4.28	12	1	15.31	15.93	SS		0		
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	87.88	100.00	297	1		32.69	SS		0		
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	14.19	0.00	296	1		34.95	SS		0		
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	25.59	100.00	297	1		43.71	SS		0		
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator								"UD" - under development	"SS" - Small Sample Totals	-4	189	-0.180

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**

**January-09**

OR	Ordering	Performance		Observations		VZ	CLEC	VZ	CLEC	VZ	CLEC	Perf. Score	Wgt.	Wgtd. Score
		CLEC	CLEC	VZ	CLEC									
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00		2								0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	75.00		12								-2	10	-0.267
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		VZ	CLEC	VZ	CLEC	VZ	CLEC	Perf. Score	Wgt.	Wgtd. Score
		CLEC	CLEC	VZ	CLEC									
PR-4-07-3540	% On Time Performance - LNP only		NA									0		
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		792							0	20	0.000
PR-5-01-5000	% Missed Appointment - Facilities *	0.00	0.00	720	792			0.00	5.0000	0		0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days *	0.00	0.00	720	792			0.00	5.0000	0		0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days *	0.00	0.00	720	792			0.00	5.0000	0		0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days *	0.00	0.00	11	12			0.00	5.0000	0		0	5	0.000

  

MR	Maintenance & Repair	Performance		Observations		VZ	CLEC	VZ	CLEC	VZ	CLEC	Perf. Score	Wgt.	Wgtd. Score
		CLEC	CLEC	VZ	CLEC									
MR-4-01-5000	Mean Time to Repair - Total	11.55	NA	1				0.00				0		
MR-4-05-5000	% Out of Service >2 Hours	100.00	NA	1								0		
MR-4-06-5000	% Out of Service >4 Hours	100.00	NA	1								0		
MR-4-07-5000	% Out of Service >12 Hours	0.00	NA	1								0		
MR-4-08-5000	% Out of Service >24 Hours	0.00	NA	1								0		
MR-5-01-5000	% Repeat Reports w/in 30 Days	0.00	NA	1								0		

  

NP	Network Performance	Performance		Observations		VZ	CLEC	VZ	CLEC	VZ	CLEC	Perf. Score	Wgt.	Wgtd. Score
		CLEC	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      -2    75    -0.267

**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

January-09

CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
1	<b>OSS Interface</b>	\$0	\$0	\$0	\$0				\$0
	PO-1-06 Mechanized Loop Qualification - EDI								
	PO-1-06 Mechanized Loop Qualification - CORBA								
	PO-1-06 Mechanized Loop Qualification - Web GUI								
	PO-2-02 OSS Interface Availability - Prime - WPTS								
	PO-2-02 OSS Interface Availability - Prime - EDI								
	PO-2-02 OSS Interface Availability - Prime - CORBA								
	PO-2-02 OSS Interface Availability - Prime - Web GUI								
<b>ORDERING</b>									
2	<b>% On Time Ordering Notification</b>	\$0	\$0	\$0	\$0	\$18,262	\$0		\$18,262
	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					18,262			
	OR-1-19 % On Time Response - Request for Inbound Augment (<=192)								
	OR-2-04 % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale								
	OR-2-04 % OT LSR Rej - No Facility Check - 2W xDSL Loops								
	OR-2-04 % OT LSR Rej - No Facility Check - Line Share/Split								
	OR-4-16 % On Time PCN - 1 Business Day								
	OR-1-04 % OT LSRC -No Facil Ck(Elec-No FT) -All Specials -UNE/Resale								
	OR-1-06 % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale								
	OR-2-04 % OT LSR Rej -No Facil Ck (Elec-No FT) -UNE/Resale								
	OR-2-06 % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale								
<b>PROVISIONING</b>									
3	<b>Installation Performance</b>	\$10,444	\$5,968	\$0	\$22,523	\$0	\$11,324		\$50,258
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)								
	PR-4-02 Average Delay Days - Total	10,444	5,968						
	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				2,650				
	PR-6-01 % Installation Troubles w/in 30 Days -2W xDSL Loops				19,873				
	PR-6-01 % Installation Troubles w/in 30 Days -Line Share/Split								
	PR-4-01 % Missed Appointment -VZ -DSO -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -DS1 -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -DS3 -UNE/Resale							1,076	
	PR-4-01 % Missed Appointment -VZ -Other -UNE/Resale								
	PR-4-02 Average Delay Days - Total -UNE/Resale								
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale								4,314
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale								4,314
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale								
	PR-8-01 % Open Orders in a Hold Status > 30 Days -UNE/Resale								1,618
	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 <b>% On Time Performance - LNP only</b>						\$0		\$0
<b>MAINTENANCE</b>									
6	<b>Maintenance Performance</b>	\$0	\$27,850	\$14,267	\$0	\$0	\$0		\$42,117
	MR-3-01 % Missed Repair Appointments - Loop - Bus.			11,414					
	MR-3-01 % Missed Repair Appointments - Loop - Res.								
	MR-3-01 % Missed Repair Appointments - Loop								
	MR-3-01 % Missed Repair Appt -Loop -2W Digital -UNE/Resale								
	MR-3-01 % Missed Repair Appt -Loop -2W xDSL Loops								
	MR-3-01 % Missed Repair Appointment -Loop -Line Share/Split								
	MR-3-02 % Missed Repair Appointment -CO -2W xDSL Loops								
	MR-4-03 Mean Time To Repair -CO -2W xDSL Loops								
	MR-4-04 % Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops								
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -Line Share/Split								
	MR-4-08 % Out of Service >24Hrs. - Bus.			2,853					
	MR-4-08 % Out of Service >24Hrs. - Res.								
	MR-4-08 % Out of Service >24Hrs. - Total								
	MR-5-01 % Repeat Reports within 30 Days		27,850						
	MR-5-01 % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 Days -2W xDSL Loops								
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Split								
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale								
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 days -UNE/Resale								
<b>NETWORK PERFORMANCE</b>									
7	NP-1-04 <b># of Final Trunk Groups Blocked 3 months</b>						\$0		\$0
<b>RESOLUTION PROCESS</b>									
8	<b>Collocation</b>							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total								
	NP-2-05/6 % On Time - Physical Collocation - Total								
	NP-2-07/8 Average Delay Days - Total								
9	<b>Resolution Process</b>							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days								
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack								
<b>Total</b>		\$10,444	\$33,818	\$14,267	\$22,523	\$18,262	\$11,324	\$0	\$110,638

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	NA			0
NP-2-05/6	% On Time - Physical Collocation - Total	100.00	5	0	20
NP-2-07/8	Average Delay Days - Total	NA			10
					<b>30</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	97.67	43	0	5
OR-10-02-100( % PON Exceptions Resolved w/in 10 Bus Days	100.00	43	0	2
BI-3-04-1000 % CLEC Billing Claims Acknwldgd w/ 2 Bus Days	100.00	39	0	2
BI-3-05-1000 %CLEC Billng Claims Rslvd w/in 28 Cal. Days after Ack	100.00	13	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	10	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	49	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	30	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	12.50	0.00	8	3	22.39	SS	0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale *	27.78	51.52	18	33	13.12	-1.3453	-1
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	100.00	NA	1				0
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale	NA	NA					0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	6.00	11.41	7	17	3.61	1.62	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale *	0.00	10.87	27	46	0.00	-1.3330	-1
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale *	0.00	10.87	27	46	0.00	-1.3330	-1
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale *	2.13	1.92	47	104	2.54	0.7431	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale *	0.00	0.00	27	36	0.00	5.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL *	27.78	54.55	18	11	17.14	-1.0462	-1
PR-4-02-3510	Average Delay Days - Total - EEL	4.20	8.50	5	6	2.28	1.38	SS
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL *	0.00	0.00	18	11	0.00	5.0000	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	100.00	30.00	1	10			SS
PR-4-02-3530	Average Delay Days - IOF	11.00	12.67	1	3	0.00	0.00	SS
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	0.00	1	10			SS

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	17.27	NA	61		14.33		0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	14.82	9.89	51	75	21.95	3.98	1.2385
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	85.25	NA	61				0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	31.15	NA	61				0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	83.67	77.03	49	74		6.81	1.1287
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	16.33	5.41	49	74		6.81	2.2918
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale *	37.50	18.67	112	75		7.22	2.9747

"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

January-09

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.73	735	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	56	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	98.95	190	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	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 #		
Jan-09	85.36	676		577	Jan-09	96.17	600		577
Overall	85.36	676		577	Overall	96.17	600		577

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 #		
Jan-09	60.48	825		499	Jan-09	71.80	695		499
Overall	60.48	825		499	Overall	71.80	695		499

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 #		
Jan-09	97.39	14,785		14,399	Jan-09	98.68	14,592		14,399
Overall	97.39	14,785		14,399	Overall	98.68	14,592		14,399

Market Adjustment *	Calculated Quarterly
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\* For allocation, UNE-P and Other will be included with any UNE-P MOE market adjustment allocation and UNE-L with any UNE-L MOE market adjustment allocation.

Special Provision - Hot Cut - Loop Performance

		Current Month CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	74	97.44	78
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	0.51	197	0.96	208
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	3.72	1	27.31	2
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	18.07	120	29.37	99

		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	15.48	0.9237	30.55	0.0944

	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

January-09

% On Time    Observations    Mrkt Adj.

PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	NA	NA	\$	-
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\* 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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<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

January-09

	Weighted Score	Market Adjustment
<b>MODE OF ENTRY</b>		
Unbundled Network Elements - Platform	-0.156	-
Unbundled Network Elements - Loop	-0.340	\$ 138,735
Resale	-0.319	\$ 18,618
Digital Subscriber Lines	-0.180	-
Trunks	-0.267	<u>\$ 11,411</u>
<b>Mode of Entry Total</b>		<b>\$ 168,764</b>
 <b># CRITICAL MEASURES</b>		
1 OSS Interface		-
2 % On Time Ordering Notification		\$ 18,262
3 Installation Performance		\$ 50,258
4 % On Time Performance - LNP		-
5 Hot Cut Performance		-
6 Maintenance Performance		\$ 42,117
7 Final Trunk Groups Blocked		-
8 Collocation		-
9 Resolution Processes		<u>-</u>
<b>Critical Measure Total</b>		<b>\$ 110,638</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>		<b><u>\$ 279,402</u></b>

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**

**January-09**

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	3.44		166	3.38	0	2	0.000
PO-1-03-6020	Address Validation -EDI	2.83	4.97		456	2.14	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00			0	0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.06	0.67		36	0.61	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.83	2.13		3,525	-0.70	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00			0	0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.79		3,208	0.73	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.83	1.93		3,118	-0.90	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00			0	0	5	0.000

**OR Ordering**

OR	Ordering	Performance	Observations	Perf. Score	Wgt.	Wgtd. Score		
		VZ	CLEC	VZ	CLEC			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs	99.83		577		0	10	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform **	94.90		98		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03		12,292		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.57		12,292		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.03		12,292		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	96.17		600		0	5	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform	0.00		111		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform	100.00		89		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform	100.00		13		0	2	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform	100.00		44		0	2	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform	100.00		11		0	2	0.000

**PR Provisioning**

PR	Provisioning	Performance	Observations	VZ Std Deviation	Sampling Error	Perf. Score	Wgt.	Wgtd. Score			
		VZ	CLEC	VZ	CLEC	Diff.					
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	81.37	89.47	3,704	171	3.05	2.9521	0	5	0.000	
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform *	0.07	0.00	9,644	339	0.15	5.0000	0	20	0.000	
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform *	13.06	7.14	1,340	70	4.13	1.7240	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS * **	3.62	6.17	182	6	6.08	2.52	-1.0147	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform *	0.67	0.00	1,340	70	1.00	5.0000	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform *	0.15	0.00	1,340	70	0.47	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	4.91	3.64	8,697	604	0.91	1.5417	0	10	0.000	

**MR Maintenance & Repair**

MR	Maintenance & Repair	Performance	Observations	VZ Std Deviation	Sampling Error	Perf. Score	Wgt.	Wgtd. Score			
		VZ	CLEC	VZ	CLEC	Diff.					
MR-1-01-6050	Average Response Time - Create Trouble	5.16	3.05		811	-2.10	0	2	0.000		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	65.91	62.65		2,074	-3.26	0	2	0.000		
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus *	38.09	25.00	554	92	5.47	2.5915	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus *	14.00	57.14	50	7	14.00	-2.0368	-2	10	-0.078	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	27.83	12.18	554	92	64.27	7.24	2.1640	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	29.57	8.46	50	7	136.87	55.24	0.3822	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus *	76.61	66.23	419	77	5.25	2.0319	0	5	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus *	53.46	32.47	419	77	6.18	3.5413	0	5	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus *	21.00	10.39	419	77	5.05	2.4573	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res *	20.44	11.11	3,655	81	4.53	2.3451	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res *	6.96	0.00	115	6	10.65	5.0000	0	10	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	50.12	36.82	3,655	81	82.31	9.25	1.4388	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	14.03	12.63	115	6	24.64	10.32	0.1353	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res *	90.10	89.71	2,636	68	3.67	0.3595	0	5	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res *	75.11	64.71	2,636	68	5.31	2.0347	0	5	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res *	47.12	35.29	2,636	68	6.13	2.0683	0	5	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform *	19.77	18.28	4,380	186	2.98	0.5836	0	10	0.000	

**BI Billing**

BI-1-02-1000	% DUF in 4 Business Days		99.98		460,455			0	5	0.000	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator								Totals	-2	257	-0.078

\* Stat and Performance score determined through permutation test

\*\* 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**

**January-09**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score		
		VZ	CLEC	VZ	CLEC						
PO-2-02-6010	<b>OSS Interface Availability - Prime - WPTS</b>		99.96				0	5	0.000		
PO-1-01-6020	Customer Service Record - EDI	0.06	3.44		166	3.38	0	2	0.000		
PO-1-03-6020	Address Validation -EDI	2.83	4.97		456	2.14	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	0.67		36	0.61	0	2	0.000		
PO-1-03-6030	Address Validation - CORBA	2.83	2.13		3,525	-0.70	0	2	0.000		
PO-2-02-6030	<b>OSS Interface Availability - Prime - CORBA</b>		100.00				0	5	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.79		3,208	0.73	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.83	1.93		3,118	-0.90	0	2	0.000		
PO-2-02-6080	<b>OSS Interface Availability - Prime - Web GUI</b>		100.00				0	5	0.000		
<b>OR Ordering</b>											
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs		99.85		14,880		0	10	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		99.79		3,826		0	5	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		12,292		0	2	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.57		12,292		0	2	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time		99.03		12,292		0	2	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		71.80		695		-2	5	-0.052		
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		823		0	5	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.69		646		0	5	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		43		0	2	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		98.63		146		0	2	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		16		0	2	0.000		
<b>PR Provisioning</b>											
PR-4-02-3100	<b>Average Delay Days - Total - POTS * **</b>	3.62	6.17	182	6	6.08	2.52	-1.0147	0	5	0.000
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New *	13.06	0.96	1,340	104		3.43	4.8027	0	20	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	0.67	0.00	1,340	104		0.83	5.0000	0	5	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.15	0.00	1,340	104		0.39	5.0000	0	5	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	6.65	4.11	2,180	219		1.77	1.6775	0	10	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.51		197				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		74				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	
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	5.16	3.05		811			-2.10	0	2	0.000
<b>Stat. Score</b>											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop *	22.78	15.34	4,214	163		3.35	2.4161	0	10	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	47.21	16.65	4,214	163	80.49	6.43	4.7564	0	5	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop *	72.75	45.99	3,005	137		3.89	5.0000	0	5	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop *	43.93	16.06	3,005	137		4.34	5.0000	0	5	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop *	19.77	30.99	4,380	171		3.10	-3.3306	-2	10	-0.105
MR-3-02-3112	% Missed Repair Appointments - CO - Loop *	6.67	42.86	45	7		10.13	-1.9408	-2	10	-0.105
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop *	12.03	50.24	45	7	16.71	6.79	-2.5139	-2	5	-0.052
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Sn											
								<b>Totals</b>	-8	191	-0.314

\* Stat and Performance score determined through permutation test

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

**Verizon New Hampshire  
Performance Assurance Plan Report**

**RESALE**

**January-09**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score		
		VZ	CLEC	VZ	CLEC						
PO-1-01-6020	Customer Service Record - EDI	0.06	3.44		166	3.38	0	2	0.000		
PO-1-03-6020	Address Validation -EDI	2.83	4.97		456	2.14	0	2	0.000		
PO-2-02-6020	<b>OSS Interface Availability - Prime - EDI</b>		100.00				0	5	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.79		3,208	0.73	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	2.83	1.93		3,118	-0.90	0	2	0.000		
PO-2-02-6080	<b>OSS Interface Availability - Prime - Web GUI</b>		100.00				0	5	0.000		
<b>OR Ordering</b>											
OR-1-02-2320	<b>% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs</b>	100.00			89		0	10	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			64		0	5	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.03			12,292		0	5	0.000		
OR-4-16-1000	<b>% On Time PCN - 1 Business Day</b>	99.57			12,292		0	5	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.03			12,292		0	5	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	90.82			98		-1	10	-0.053		
OR-6-03-2000	% Accuracy - LSRC	0.00			67		0	10	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			36		0	5	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			7		0	2	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			17		0	2	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			12		0	2	0.000		
<b>PR Provisioning</b>											
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score			
PR-3-01-2100	<b>% Completed in 1 Day (1-5 lines - No Disp) - POTS Total *</b>	81.37	80.95	3,704	21		8.52	0.1729	0	5	0.000
PR-4-05-2100	<b>% Missed Appointment- VZ - No Dispatch - POTS *</b>	0.07	0.00	9,644	59		0.35	5.0000	0	20	0.000
PR-4-04-2100	<b>% Missed Appointment - VZ - Dispatch - POTS *</b>	13.06	10.53	1,340	19		7.78	0.6151	0	10	0.000
PR-4-02-2100	<b>Average Delay Days - Total - POTS</b>	3.62	1.00	182	2	6.08	4.32	SS		0	
PR-5-01-2100	% Missed Appointment - Facilities - POTS * **	0.67	5.26	1,340	19		1.89	-1.1182	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.15	0.00	1,340	19		0.89	5.0000	0	5	0.000
PR-6-01-2100	<b>% Installation Troubles within 30 days - POTS *</b>	4.91	2.63	8,697	190		1.58	1.7260	0	15	0.000
<b>MR Maintenance &amp; Repair</b>											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	5.16	3.05		811			-2.10	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	65.91	62.65		2,074			-3.26	0	2	0.000
<b>Stat Score</b>											
MR-3-01-2110	<b>% Missed Repair Appointments - Loop - Bus. *</b>	38.09	58.06	554	31		8.96	-2.0066	-2	10	-0.106
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	14.00	50.00	50	4		18.03	SS		0	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	27.83	27.54	554	31	64.27	11.86	0.0247	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	29.57	12.46	50	4	136.87	71.12	SS		0	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus *	76.61	92.59	419	27		8.40	-1.7998	-2	5	-0.053
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus. *	53.46	74.07	419	27		9.90	-1.9154	-2	5	-0.053
MR-4-08-2110	<b>% Out of Service &gt; 24 Hours - POTS - Bus. *</b>	21.00	29.63	419	27		8.09	-0.8297	-1	5	-0.027
MR-3-01-2120	<b>% Missed Repair Appointments - Loop - Res.</b>	20.44	100.00	3,655	1		40.33	SS		0	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.96	NA	115						0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	50.12	89.97	3,655	1	82.31	82.32	SS		0	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.03	NA	115		24.64				0	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	90.10	NA	2,636						0	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	75.11	NA	2,636						0	
MR-4-08-2120	<b>% Out of Service &gt; 24 Hours - POTS - Res.</b>	47.12	NA	2,636						0	
MR-5-01-2100	<b>% Repeat Reports w/in 30 days - POTS *</b>	19.77	16.67	4,380	36		6.67	0.6518	0	10	0.000
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		99.98		460,455				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 -8 188 -0.293

\* Stat and Performance score determined through permutation test

\*\* 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**

**January-09**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score		
		VZ	CLEC	VZ	CLEC						
PO-1-06-6020	<b>Mechanized Loop Qualification - EDI</b>	11.36	4.20		10	-7.16	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>	11.36	NA					0			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	2	0.000		
PO-1-06-6050	<b>Mechanized Loop Qualification - Web GUI</b>	11.36	3.16		514	-8.20	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		17		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			2		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	NA						0			
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			14		0	5	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops	100.00			1		0	5	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops	NA						0			
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops	100.00			3		0	2	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split	100.00			4		0	5	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split	NA						0			
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split	100.00			1		0	2	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split	NA						0			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03			12,292		0	2	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.57			12,292		0	2	0.000		
OR-4-17-1000	% Billing Completion Notifiers sent on time	99.03			12,292		0	2	0.000		
<b>PR Provisioning</b>											
PR-4-02-1341	<b>Average Delay Days -Total -2W Digital -UNE/Resale</b>	1.00	NA	1	0.00			2			
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	0.00	1	11		SS	0			
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	13				0			
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	6.65	19.05	2,180	21	5.46	-1.6556	-2	-0.021		
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale *	0.00	0.00	14	11	0.00	5.0000	0	0.000		
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops	100.00			39			0	0.000		
PR-4-02-3342	<b>Average Delay Days -Total -2W xDSL Loops</b>	10.00	12.00	1	1	0.00	0.00	SS	0		
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		42			0	0.000		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	6.65	13.64	2,180	66	3.11	-1.8319	-2	-0.159		
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	1.64	8	61	0.00	1.1955	0	0.000		
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00		13			0	0.000		
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *	99.85	100.00	684	13	1.07	5.0000	0	0.000		
PR-4-02-3340	<b>Average Delay Days -Total -Line Share/Split</b>	3.16	NA	85	2.94			10			
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	14.47	NA	532				0			
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split *	0.21	0.00	1,934	14	1.22	5.0000	0	0.000		
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	3.96	0.00	1,589	13	5.43	5.0000	0	0.000		
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split *	0.12	0.00	2,471	14	0.93	5.0000	0	0.000		
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	5.16	3.05		811		-2.10	0	0.000		
<b>Stat Score</b>											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *	22.85	33.33	4,219	6	17.15	-0.2153	0	0.000		
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	8.88	0.00	169	1	28.52	SS	0			
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	47.18	16.78	4,219	6	80.45	32.87	0.9251	0		
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	18.33	2.85	169	1	77.03	77.25	SS	0		
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale *	56.13	85.71	4,388	7		18.77	2.1062	0		
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	72.15	33.33	3,063	3		25.89	SS	0		
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale *	19.76	0.00	4,388	7		15.06	5.0000	0		
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops *	22.85	16.67	4,219	30	7.69	1.0264	0	0.000		
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.52	0.00	46	2	17.83	SS	0			
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	47.18	21.47	4,219	30	80.45	14.74	1.7443	0		
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	11.81	35.81	46	2	16.59	11.99	SS	0		
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *	55.31	75.00	4,265	32		8.82	2.4789	0		
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops *	72.76	75.00	3,010	24		9.12	0.0196	0		
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops *	19.76	25.00	4,388	32		7.06	-0.5506	0		
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	3.16	NA	285				0			
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	16.67	0.00	12	1	38.79	SS	0			
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	11.33	NA	285		24.12		0			
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	11.18	4.28	12	1	15.31	15.93	SS	0		
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	87.88	100.00	297	1		32.69	SS	0		
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	14.19	0.00	296	1		34.95	SS	0		
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	25.59	100.00	297	1		43.71	SS	0		
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator							"UD" - under development	"SS" - Small Sample Totals	-4	189	-0.180

\* Stat and Performance score determined through permutation test

**Verizon New Hampshire  
Performance Assurance Plan Report**

**TRUNKS**

**January-09**

OR	Ordering	Performance		Observations		VZ Standard Deviation	Perf. Score	Wgt.	Wgtd. Score	
		CLEC		VZ	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			2		0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record	75.00			12		-2	10	-0.267	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	NA						0		
OR-2-12-5020	% On Time Trunk ASR Reject	NA						0		
PR Provisioning		VZ	CLEC	VZ	CLEC					
PR-4-07-3540	% On Time Performance - LNP only		NA						0	
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		792			0	20	0.000
PR-5-01-5000	% Missed Appointment - Facilities *	0.00	0.00	720	792	0.00	5.0000	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days *	0.00	0.00	720	792	0.00	5.0000	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days *	0.00	0.00	720	792	0.00	5.0000	0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days *	0.00	0.00	11	12	0.00	5.0000	0	5	0.000
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	11.55	NA	1		0.00			0	
MR-4-05-5000	% Out of Service >2 Hours	100.00	NA	1					0	
MR-4-06-5000	% Out of Service >4 Hours	100.00	NA	1					0	
MR-4-07-5000	% Out of Service >12 Hours	0.00	NA	1					0	
MR-4-08-5000	% Out of Service >24 Hours	0.00	NA	1					0	
MR-5-01-5000	% Repeat Reports w/in 30 Days	0.00	NA	1					0	
NP Network Performance										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0					0	5	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0					0	10	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator							"UD" - under development		"SS" - Sm Totals	
								-2	75	-0.267

\* Stat and Performance score determined through permutation test

Verizon New Hampshire		January-09							
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
1	<b>OSS Interface</b>	\$0	\$0	\$0	\$0				\$0
	PO-1-06 Mechanized Loop Qualification - EDI								
	PO-1-06 Mechanized Loop Qualification - CORBA								
	PO-1-06 Mechanized Loop Qualification - Web GUI								
	PO-2-02 OSS Interface Availability - Prime - WPTS								
	PO-2-02 OSS Interface Availability - Prime - EDI								
	PO-2-02 OSS Interface Availability - Prime - CORBA								
	PO-2-02 OSS Interface Availability - Prime - Web GUI								
<b>ORDERING</b>									
2	<b>% On Time Ordering Notification</b>	\$0	\$0	\$0	\$0	\$18,262	\$0		\$18,262
	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					18,262			
	OR-1-19 % On Time Response - Request for Inbound Augment (<=192)								
	OR-2-04 % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale								
	OR-2-04 % OT LSR Rej - No Facility Check - 2W xDSL Loops								
	OR-2-04 % OT LSR Rej - No Facility Check - Line Share/Split								
	OR-4-16 % On Time PCN - 1 Business Day								
	OR-1-04 % OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale								
	OR-1-06 % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale								
	OR-2-04 % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale								
	OR-2-06 % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale								
<b>PROVISIONING</b>									
3	<b>Installation Performance</b>	\$0	\$0	\$0	\$22,523	\$0	\$1,078		\$23,601
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)								
	PR-4-02 Average Delay Days - Total	ADJ	ADJ						
	PR-4-02 Average Delay Days -Total -2W Digital -UNE/Resale								
	PR-4-02 Average Delay Days -Total -2W xDSL Loops								
	PR-4-04 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					2,650			
	PR-6-01 % Installation Troubles w/in 30 Days -2W xDSL Loops					19,873			
	PR-6-01 % Installation Troubles w/in 30 Days -Line Share/Split								
	PR-4-01 % Missed Appointment -VZ -DS0 -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -DS1 -UNE/Resale							1,078	
	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							ADJ	
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale							ADJ	
	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							ADJ	
	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 <b>% On Time Performance - LNP only</b>						\$0		\$0
5	<b>Hot Cut Performance</b>		\$0						\$0
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut								
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut								
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut								
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut								
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut								
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut								
<b>MAINTENANCE</b>									
6	<b>Maintenance Performance</b>	\$0	\$27,850	\$14,267	\$0	\$0	\$0		\$42,117
	MR-3-01 % Missed Repair Appointments - Loop - Bus.			11,414					
	MR-3-01 % Missed Repair Appointments - Loop - Res.								
	MR-3-01 % Missed Repair Appointments - Loop								
	MR-3-01 % Missed Repair Appt -Loop -2W Digital -UNE/Resale								
	MR-3-01 % Missed Repair Appt -Loop -2W xDSL Loops								
	MR-3-01 % Missed Repair Appointment -Loop -Line Share/Split								
	MR-3-02 % Missed Repair Appointment -CO -2W xDSL Loops								
	MR-4-03 Mean Time To Repair -CO -2W xDSL Loops								
	MR-4-04 % Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops								
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -Line Share/Split								
	MR-4-08 % Out of Service >24Hrs. - Bus.			2,853					
	MR-4-08 % Out of Service >24Hrs. - Res.								
	MR-4-08 % Out of Service >24Hrs. - Total								
	MR-5-01 % Repeat Reports within 30 Days		27,850						
	MR-5-01 % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 Days -2W xDSL Loops								
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Split								
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale								
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 days -UNE/Resale								
<b>NETWORK PERFORMANCE</b>									
7	NP-1-04 <b># of Final Trunk Groups Blocked 3 months</b>						\$0		\$0
8	<b>Collocation</b>							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total								
	NP-2-05/6 % On Time - Physical Collocation - Total								
	NP-2-07/8 Average Delay Days - Total								
<b>RESOLUTION PROCESS</b>									
9	<b>Resolution Process</b>							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days								
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack								
<b>Total</b>		\$0	\$27,850	\$14,267	\$22,523	\$18,262	\$1,078	\$0	\$83,981

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	NA			0
NP-2-05/6	% On Time - Physical Collocation - Total	100.00	5	0	20
NP-2-07/8	Average Delay Days - Total	NA			10
					<b>30</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	97.67	43	0	5
OR-10-02-100	% PON Exceptions Resolved w/in 10 Bus Days	100.00	43	0	2
BI-3-04-1000	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days	100.00	39	0	2
BI-3-05-1000	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	13	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	10	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	49	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	30	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	12.50	0.00	8	3	22.39	SS	0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale *	27.78	51.52	18	33	13.12	-1.3453	-1
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	100.00	NA	1				0
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale	NA	NA					0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	6.00	11.41	7	17	3.61	1.62	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale * **	0.00	10.87	27	46	0.00	-1.3330	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale * **	0.00	10.87	27	46	0.00	-1.3330	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale *	2.13	1.92	47	104	2.54	0.7431	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale *	0.00	0.00	27	36	0.00	5.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL * **	27.78	54.55	18	11	17.14	-1.0462	0
PR-4-02-3510	Average Delay Days - Total - EEL	4.20	8.50	5	6	2.28	1.38	SS
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL *	0.00	0.00	18	11	0.00	5.0000	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	100.00	30.00	1	10		SS	0
PR-4-02-3530	Average Delay Days - IOF	11.00	12.67	1	3	0.00	0.00	SS
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	0.00	1	10		0.00	SS

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	17.27	NA	61		14.33		0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	14.82	9.89	51	75	21.95	3.98	1.2385
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	85.25	NA	61				0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	31.15	NA	61				0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	83.67	77.03	49	74		6.81	1.1287
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	16.33	5.41	49	74		6.81	2.2918
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale *	37.50	18.67	112	75		7.22	2.9747

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

\* Stat and Performance score determined through permutation test

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

Special Provision - UNE Ordering

January-09

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.73	735	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	56	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	98.95	190	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	27	\$ -

**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	
Jan-09	85.36	676	577		Jan-09	96.17	600	577	
Overall	85.36	676	577		Overall	96.17	600	577	

Market Adjustment \* Calculated Quarterly

OR-5-01-3112 % Flow-Through Total-UNE POTS Loop					OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop				
Month	%	Observations			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
Jan-09	60.48	825	499		Jan-09	71.80	695	499	
Overall	60.48	825	499		Overall	71.80	695	499	

Market Adjustment \* Calculated Quarterly

OR-5-01-3121 % Flow-Through Total-UNE Other					OR-5-03-3121 % Flow-Through Achieved-UNE Other				
Month	%	Observations			Month	%	Observations		
		Gross #	Flow-thru				Gross #	Flow-thru	
Jan-09	97.39	14,785	14,399		Jan-09	98.68	14,592	14,399	
Overall	97.39	14,785	14,399		Overall	98.68	14,592	14,399	

Market Adjustment \* Calculated Quarterly

\* For allocation, UNE-P and Other will be included with any UNE-P MOE market adjustment allocation and UNE-L with any UNE-L MOE market adjustment allocation.

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	74	97.44	78
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	0.51	197	0.96	208
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	3.72	1	27.31	2
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	18.07	120	29.37	99

		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	15.48	0.9237	30.55	0.0944

	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

January-09

% On Time    Observations    Mrkt Adj.

PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	NA	NA	\$	-
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\* 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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<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

January-09

	Weighted Score	Market Adjustment	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.078	-	
Unbundled Network Elements - Loop	-0.314	\$ 122,880	
Resale	-0.293	\$ 16,216	
Digital Subscriber Lines	-0.180	-	
Trunks	-0.267	\$ 11,411	
		<u>          </u>	
<b>Mode of Entry Total</b>			\$ 150,507
<b># CRITICAL MEASURES</b>			
1 OSS Interface		-	
2 % On Time Ordering Notification		\$ 18,262	
3 Installation Performance		\$ 23,601	
4 % On Time Performance - LNP		-	
5 Hot Cut Performance		-	
6 Maintenance Performance		\$ 42,117	
7 Final Trunk Groups Blocked		-	
8 Collocation		-	
9 Resolution Processes		-	
		<u>          </u>	
<b>Critical Measure Total</b>			\$ 83,981
<b>Individual Rule Payments:</b>			\$ 200
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		-	
UNE Flow Through		-	
UNE Hot Cut Loop		-	
<b>Special Provision Total</b>			-
<b>CHANGE CONTROL</b>			-
		<u>          </u>	
<b>Grand Total</b>			\$ <u>234,687</u>