

Verizon New Hampshire

Risk Allocation Summary and Input Page

Allocation

| Mode of Entry | \$10,270,000 | Allocation | Monthly \$ | Minimum | Maximum | # of Increments | 1st increment% | 1st increment \$s | %/increment after 1st | \$ per increment |
|----------------|--------------|------------|------------------|----------|---------|-----------------|----------------|-------------------|-----------------------|------------------|
| UNE - Platform | | 3,012,533 | 251,044 | -0.25292 | -0.6700 | 19 | 20% | 50,209 | -2.195% | 10,570 |
| UNE - Loop | | 4,518,800 | 376,567 | -0.23560 | -0.6700 | 19 | 20% | 75,313 | -2.286% | 15,855 |
| Resale | | 684,667 | 57,056 | -0.24715 | -0.6700 | 19 | 20% | 11,411 | -2.226% | 2,402 |
| DSL | | 1,369,333 | 114,111 | -0.23024 | -0.6700 | 19 | 20% | 22,822 | -2.315% | 4,805 |
| Trunks | | 684,667 | 57,056 | -0.21429 | -1.0000 | 13 | 20% | 11,411 | -6.044% | 3,511 |
| | | | <u>\$855,834</u> | | | | | | | |

| Critical Measures | \$16,260,001 | <u>Resolution</u> | | | | | | | | Total |
|------------------------|--------------|-------------------|-----------|-----------|-------------|-----------|-------------|-----------|-----------|-------------|
| | | UNE - P | UNE - L | Resale | DSL | Trunks | Collocation | Specials | Process | |
| | | 3,341,978 | 5,012,966 | 1,369,663 | 4,070,000 | 1,643,596 | 273,933 | 410,899 | 136,966 | 16,260,001 |
| measures / category | | 4 | 6 | 4 | 4 | 5 | 1 | 1 | 1 | |
| Annual Dollars/Measure | | \$835,495 | \$835,494 | \$342,416 | \$1,017,500 | \$328,719 | \$273,933 | \$410,899 | \$136,966 | |
| Dollars/month/measure | | \$69,625 | \$69,625 | \$28,535 | \$84,792 | \$27,393 | \$22,828 | \$34,242 | \$11,414 | \$348,452 |
| Dollars/month/category | | \$278,498 | \$417,747 | \$114,139 | \$339,167 | \$136,966 | \$22,828 | \$34,242 | \$11,414 | \$1,355,000 |

| Special Provisions | \$4,650,000 | <u>Hot Cut</u> | | | | | | | Hot Cut Duration |
|--------------------|-------------|----------------|----------------|----------------|---------------------|----------------------|----------------------|----------------------|------------------|
| | | UNE Ordering | UNEP Flow-Thru | UNEL Flow-Thru | UNE other Flow-Thru | Hot Cut Basic | Hot Cut Large Job | Hot Cut Batch | |
| unused \$\$s | | 3,280,000 | \$1,023,936 | \$302,928 | \$43,136 | \$874,667 | \$1,749,333 | \$437,333 | \$218,667 |
| Per measure | | Quarterly | Quarterly | Quarterly | Tier II and Tier I | Tier II and Tier III | Tier II and Tier III | Tier II and Tier III | |
| | | \$68,333 | \$255,984 | \$75,732 | \$10,784 | \$36,444 | \$72,889 | \$18,222 | \$9,111 |
| | | | | | | \$72,889 | \$145,778 | \$36,444 | \$18,222 |

| Change Control | \$1,370,000 | <u>Per Delay Day</u> | |
|----------------|-------------|----------------------|---------|
| | | <95% | <90% |
| PO-4-01 | | 34,350 | 68,700 |
| | | >5% | >10% |
| PO-6-01 | | 13,740 | 137,400 |
| | | | |
| | | | |
| | | | |
| PO-4-03 | | 3,435 | |
| PO-7-04 | | 6,870 | |

Total Dollars \$32,550,001

Verizon New Hampshire

Backslide Metrics and Standards

| DESCRIPTION | | UNE-FUNE-LOOPS | RESALE | DSL | TRUNKS | Colloc. | -1 STANDARD | -2 STANDARD |
|--------------|--|----------------|--------|-----|--------|---------|------------------------|------------------------|
| BI-1-02-1000 | % DUF in 4 Business Days | 5 | | 5 | | | 95 | 90 |
| BI-3-04-1000 | % CLEC Billing Claims Acknwdgd w/ 2 Bus Days | | | | | | 95 | 90 |
| BI-3-05-1000 | %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack | | | | | | 95 | 90 |
| MR-1-01-6050 | Average Response Time - Create Trouble | 2 | 2 | 2 | 2 | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| MR-1-06-6050 | Average Response Time - Test Trouble (POTS only) | 2 | | 2 | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| MR-3-01-1341 | % Missed Repair Appt -Loop -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-3-01-2110 | % Missed Repair Appointments - Loop - Bus. | | | | 10 | | -0.8225 | -1.645 |
| MR-3-01-2120 | % Missed Repair Appointments - Loop - Res. | | | | 10 | | -0.8225 | -1.645 |
| MR-3-01-3112 | % Missed Repair Appointments - Loop - Loop | | 10 | | | | -0.8225 | -1.645 |
| MR-3-01-3144 | % Missed Repair Appointments - Loop - Platform - Bus | 10 | | | | | -0.8225 | -1.645 |
| MR-3-01-3145 | % Missed Repair Appointments - Loop -Platform - Res | 10 | | | | | -0.8225 | -1.645 |
| MR-3-01-3340 | % Missed Repair Appointment -Loop -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-3-01-3342 | % Missed Repair Appt -Loop -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-3-02-1341 | % Missed Repair Appt -CO -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-3-02-2110 | % Missed Repair Appointments - CO - Bus. | | | | 10 | | -0.8225 | -1.645 |
| MR-3-02-2120 | % Missed Repair Appointments - CO - Res. | | | | 10 | | -0.8225 | -1.645 |
| MR-3-02-3112 | % Missed Repair Appointments - CO - Loop | | 10 | | | | -0.8225 | -1.645 |
| MR-3-02-3144 | % Missed Repair Appointments - CO - Platform - Bus | 10 | | | | | -0.8225 | -1.645 |
| MR-3-02-3145 | % Missed Repair Appointments - CO - Platform - Res | 10 | | | | | -0.8225 | -1.645 |
| MR-3-02-3340 | % Missed Repair Appointment -CO -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-3-02-3342 | % Missed Repair Appointment -CO -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-4-01-1216 | Mean Time to Repair - nonDS0 & DS0 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-01-1217 | Mean Time to Repair - DS1 & DS3 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-01-5000 | Mean Time to Repair - Total | | | | | 5 | -0.8225 | -1.645 |
| MR-4-02-1341 | Mean Time To Repair -Loop -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-4-02-2110 | Mean Time To Repair - Loop Trouble - Bus. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-02-2120 | Mean Time To Repair - Loop Trouble - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-02-3112 | Mean Time to Repair - Loop Trouble - Loop | | 5 | | | | -0.8225 | -1.645 |
| MR-4-02-3144 | Mean Time to Repair - Loop Trouble - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-02-3145 | Mean Time to Repair - Loop Trouble - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-02-3340 | Mean Time To Repair -Loop -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-4-02-3342 | Mean Time To Repair -Loop -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-4-03-1341 | Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-4-03-2110 | Mean Time To Repair - CO Trouble - Bus. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-03-2120 | Mean Time to Repair - CO Trouble - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-03-3112 | Mean Time to Repair - CO Trouble - Loop | | 5 | | | | -0.8225 | -1.645 |
| MR-4-03-3144 | Mean Time to Repair - CO Trouble - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-03-3145 | Mean Time to Repair - CO Trouble - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-03-3340 | Mean Time To Repair -CO -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-4-03-3342 | Mean Time To Repair -CO -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-4-04-1341 | % Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-4-04-3340 | % Cleared (all troubles) w/in 24 Hours -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-4-04-3342 | % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-4-05-5000 | % Out of Service >2 Hours | | | | | 5 | -0.8225 | -1.645 |
| MR-4-06-1216 | % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-06-1217 | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-06-2110 | % Out of Service > 4 Hours - POTS - Bus | | | | 5 | | -0.8225 | -1.645 |
| MR-4-06-2120 | % Out of Service > 4 Hours - POTS - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-06-3144 | % Out of Service >4 Hours - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-06-3145 | % Out of Service >4 Hours - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-06-5000 | % Out of Service >4 Hours | | | | | 5 | -0.8225 | -1.645 |
| MR-4-07-1341 | % Out of Service >12 Hours -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR 4 07 2110 | % Out of Service > 12 Hours - POTS - Bus. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-07-2120 | % Out of Service > 12 Hours - POTS - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-07-3112 | % Out of Service > 12 Hours - Loop | | 5 | | | | -0.8225 | -1.645 |
| MR-4-07-3144 | % Out of Service >12 Hours - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-07-3145 | % Out of Service >12 Hours - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-07-3340 | % Out of Service >12 Hours -Line Share/Split | | | | 10 | | -0.8225 | -1.645 |
| MR-4-07-3342 | % Out of Service >12 Hours -2W xDSL Loops | | | | 10 | | -0.8225 | -1.645 |
| MR-4-07-5000 | % Out of Service >12 Hours | | | | | 5 | -0.8225 | -1.645 |
| MR-4-08-1216 | % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-08-1217 | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-08-2110 | % Out of Service > 24 Hours - POTS - Bus. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-08-2120 | % Out of Service > 24 Hours - POTS - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-08-3112 | % Out of Service > 24 Hours - Loop | | 5 | | | | -0.8225 | -1.645 |
| MR-4-08-3144 | % Out of Service > 24 Hours - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-08-3145 | % Out of Service > 24 Hours - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-08-5000 | % Out of Service >24 Hours | | | | | 5 | -0.8225 | -1.645 |
| MR-5-01-1200 | % Repeat Reports w/in 30 days -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-5-01-1341 | % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |

| | | | | | | | | | |
|---------------|--|----|----|----|----|----|----|------------------------|------------------------|
| MR-5-01-2100 | % Repeat Reports w/in 30 days - POTS | | | 10 | | | | -0.8225 | -1.645 |
| MR-5-01-3112 | % Repeat Reports w/in 30 days - Loop | | | 10 | | | | -0.8225 | -1.645 |
| MR-5-01-3140 | % Repeat Reports w/in 30 days - Platform | 10 | | | | | | -0.8225 | -1.645 |
| MR-5-01-3340 | % Repeat Reports w/in 30 Days -Line Share/Split | | | | 10 | | | -0.8225 | -1.645 |
| MR-5-01-3342 | % Repeat Reports w/in 30 Days -2W xDSL Loops | | | | 10 | | | -0.8225 | -1.645 |
| MR-5-01-5000 | % Repeat Reports w/in 30 Days | | | | | 10 | | -0.8225 | -1.645 |
| NP-1-03-5000 | # of Final Trunk Groups Blocked 2 months | | | | | 5 | | 1 | 1.000001 |
| NP-1-04-5000 | # of Final Trunk Groups Blocked 3 months | | | | | 10 | | | 1 |
| NP-2-01/2 | % OT Response to Request for Collocation - Total | | | | | | 5 | 95 | 90 |
| NP-2-05/6 | % On Time - Physical Collocation - Total | | | | | | 20 | 95 | 90 |
| NP-2-07/8 | Average Delay Days - Total | | | | | | 10 | 6 | 15 |
| OR-1-02-2320 | % On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs | | | 10 | | | | 95 | 90 |
| OR-1-02-3140 | % On Time LSRC - Flow Through - Platform - 2hrs | 10 | | | | | | 95 | 90 |
| OR-1-02-3331 | % On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs | | 10 | | | | | 95 | 90 |
| OR-1-04-1200 | % OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale | | | | | | | 95 | 90 |
| OR-1-04-1341 | % On Time LSRC - No Facility Check - 2W Digital -UNE/Resale | | | | | 2 | | 95 | 90 |
| OR-1-04-2320 | % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx | | | | 5 | | | 95 | 90 |
| OR-1-04-3140 | % OT LSRC - No Facility Check - Platform | 5 | | | | | | 95 | 90 |
| OR-1-04-3331 | % OT LSRC - No Facility Check - Loop/LNP | | | | 5 | | | 95 | 90 |
| OR-1-04-3340 | % OT LSRC - No Facility Check - Line Share/Split | | | | | 5 | | 95 | 90 |
| OR-1-04-3342 | % On Time LSRC - No Facility Check - 2W xDSL Loops | | | | | 5 | | 95 | 90 |
| OR-1-06-1200 | % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale | | | | | | | 95 | 90 |
| OR-1-06-1341 | % OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale | | | | | 2 | | 95 | 90 |
| OR-1-06-2320 | % OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx | | | | 2 | | | 95 | 90 |
| OR-1-06-3140 | % OT LSRC/ASRC - Facility Check - Platform | 2 | | | | | | 95 | 90 |
| OR-1-06-3331 | % OT LSRC/ASRC - Facility Check - Loop/LNP | | 2 | | | | | 95 | 90 |
| OR-1-06-3340 | % On Time LSRC/ASRC - Facility Check - Line Share/Split | | | | | 5 | | 95 | 90 |
| OR-1-06-3342 | % On Time LSRC/ASRC - Facility Check - 2W xDSL Loops | | | | | 5 | | 95 | 90 |
| OR-1-12-5020 | % OT Firm Order Confirmations (<=192 Forecasted Trunks) | | | | | 5 | | 95 | 90 |
| OR-1-13-5000 | % On Time Design Layout Record | | | | | 10 | | 95 | 90 |
| OR-1-19-5020 | % On Time Response - Request for Inbound Augment (<=192) | | | | | 5 | | 95 | 90 |
| OR-10-01-1000 | % PON Exceptions Resolved w/in 3 Bus Days | | | | | | | 95 | 90 |
| OR-10-02-1000 | % PON Exceptions Resolved w/in 10 Bus Days | | | | | | | 99 | 94 |
| OR-2-02-2320 | % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex | | | | 5 | | | 95 | 90 |
| OR-2-02-3140 | % On Time LSR Reject - Flow Through - Platform | 5 | | | | | | 95 | 90 |
| OR-2-02-3331 | % On Time LSR Reject - Flow Thru - Loop/Pre-Qual | | 5 | | | | | 95 | 90 |
| OR-2-04-1200 | % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale | | | | | | | 95 | 90 |
| OR-2-04-1341 | % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale | | | | | 2 | | 95 | 90 |
| OR-2-04-2320 | % OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx | | | | 2 | | | 95 | 90 |
| OR-2-04-3140 | % OT LSR Rej.- No Facility Check - Platform | 2 | | | | | | 95 | 90 |
| OR-2-04-3331 | % OT LSR Rej - No Facility Check - Loop/LNP | | | | 2 | | | 95 | 90 |
| OR-2-04-3340 | % OT LSR Rej - No Facility Check - Line Share/Split | | | | | 2 | | 95 | 90 |
| OR-2-04-3342 | % OT LSR Rej - No Facility Check - 2W xDSL Loops | | | | | 2 | | 95 | 90 |
| OR-2-06-1200 | % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale | | | | | | | 95 | 90 |
| OR-2-06-1341 | % OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale | | | | | 2 | | 95 | 90 |
| OR-2-06-2320 | % OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx | | | | 2 | | | 95 | 90 |
| OR-2-06-3140 | % OT LSR/ASR Rej. - Facility Check - Platform | 2 | | | | | | 95 | 90 |
| OR-2-06-3331 | % OT LSR/ASR Rej - Facility Check - Loop/LNP | | 2 | | | | | 95 | 90 |
| OR-2-06-3340 | % OT LSR/ASR Rej - Facility Check - Line Share/Split | | | | | 2 | | 95 | 90 |
| OR-2-06-3342 | % On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops | | | | | 2 | | 95 | 90 |
| OR-2-12-5020 | % On TimeTrunk ASR Reject | | | | | | 5 | 95 | 90 |
| OR-4-11-1000 | % Completed Orders with Neither a PCN or BCN Sent | 5 | 2 | 2 | | | | 0.250001 | 1.000001 |
| OR-4-11-1000 | % Completed Orders with neither a PCN or BCN Sent | | | | 5 | | | 0.250001 | 1.000001 |
| OR-4-16-1000 | % On Time PCN - 1 Business Day | 5 | 2 | 5 | | | | 95 | 90 |
| OR-4-16-1000 | % On Time PCN - 1 Business Day | | | | | 2 | | 95 | 90 |
| OR-4-17-1000 | % Billing Completion Notifiers sent on time | 5 | 2 | 5 | 2 | | | 95.5 | 90 |
| OR-5-03-2000 | % Flow Through - Achieved - POTS | | | | | 10 | | 95 | 90 |
| OR-5-03-3112 | % Flow-Through Achieved-UNE POTS Loop | | | | 5 | | | 95 | 90 |
| OR-5-03-3140 | % Flow-Through Achieved-UNE POTS Platform | 5 | | | | | | 95 | 90 |
| OR-6-03-2000 | % Accuracy - LSRC | | | | | 10 | | 5 | 10 |
| OR-6-03-3140 | % Accuracy - LSRC - Platform | 5 | | | | | | 5 | 10 |
| OR-6-03-3331 | % Accuracy - LSRC - Loop | | | | 5 | | | 5 | 10 |
| PO-1-01-6020 | Customer Service Record - EDI | 2 | 2 | 2 | | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-01-6030 | Customer Service Record - CORBA | 2 | 2 | | | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-01-6050 | Customer Service Record - Web GUI | 2 | 2 | 2 | | | | > VZ +7.000001 Seconds | > VZ +9.000001 Seconds |
| PO-1-03-6020 | Address Validation -EDI | 2 | 2 | 2 | | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-03-6030 | Address Validation - CORBA | 2 | 2 | | | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-03-6050 | Address Validation - Web GUI | 2 | 2 | 2 | | | | > VZ +7.000001 Seconds | > VZ +9.000001 Seconds |
| PO-1-06-6020 | Mechanized Loop Qualification - EDI | | | | | 5 | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-06-6030 | Mechanized Loop Qualification - CORBA | | | | | 5 | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-06-6050 | Mechanized Loop Qualification - Web GUI | | | | | 5 | | > VZ +7.000001 Seconds | > VZ +9.000001 Seconds |
| PO-2-02-6010 | OSS Interface Availability - Prime - WPTS | | | | 5 | | | 99.5 | 98 |
| PO-2-02-6020 | OSS Interface Availability - Prime - EDI | 5 | 5 | 5 | | | | 99.5 | 98 |

| | | | | | | | | |
|--------------|--|----|---|----|----|----|---------|--------|
| PO-2-02-6020 | OSS Interface Availability - Prime - EDI | | | 5 | | | 99.5 | 98 |
| PO-2-02-6030 | OSS Interface Availability - Prime - CORBA | 5 | 5 | | | | 99.5 | 98 |
| PO-2-02-6030 | OSS Interface Availability - Prime - CORBA | | | | | 2 | 99.5 | 98 |
| PO-2-02-6080 | OSS Interface Availability - Prime - Web GUI | 5 | 5 | 5 | | | 99.5 | 98 |
| PO-2-02-6080 | OSS Interface Availability - Prime - Web GUI | | | | | 2 | 99.5 | 98 |
| PO-8-01-6000 | % On Time - Manual Loop Qualification | | | | | 2 | 95 | 90 |
| PO-8-02-6000 | % On Time - Engineering Record Request | | | | | 2 | 95 | 90 |
| PR-3-01-2100 | % Completed in 1 Day (1-5 lines - No Disp) - POTS Total | | | | 5 | | -0.8225 | -1.645 |
| PR-3-01-3140 | % Completed in 1 Day (1-5 Lines - No Disp) - Platform | 5 | | | | | -0.8225 | -1.645 |
| PR-3-03-3340 | % Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split | | | | | 10 | 95 | 90 |
| PR-3-10-3342 | % Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops | | | | | 10 | 95 | 90 |
| PR-4-01-1210 | % Missed Appointment -VZ -DSO -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-01-1211 | % Missed Appointment -VZ -DS1 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-01-1213 | % Missed Appointment -VZ -DS3 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-01-1214 | % Missed Appointment -VZ -Other -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-01-3510 | % Missed Appointment - VZ - Total - EEL | | | | | | -0.8225 | -1.645 |
| PR-4-01-3530 | % Missed Appointment - VZ - Total - IOF | | | | | | -0.8225 | -1.645 |
| PR-4-02-1200 | Average Delay Days - Total -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-02-1341 | Average Delay Days -Total -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-4-02-2100 | Average Delay Days - Total - POTS | | | | 15 | | -0.8225 | -1.645 |
| PR-4-02-3100 | Average Delay Days - Total - POTS | 15 | 5 | | | | -0.8225 | -1.645 |
| PR-4-02-3340 | Average Delay Days -Total -Line Share/Split | | | | | 10 | -0.8225 | -1.645 |
| PR-4-02-3342 | Average Delay Days -Total -2W xDSL Loops | | | | | 10 | -0.8225 | -1.645 |
| PR-4-02-3510 | Average Delay Days - Total - EEL | | | | | | -0.8225 | -1.645 |
| PR-4-02-3530 | Average Delay Days - IOF | | | | | | -0.8225 | -1.645 |
| PR-4-04-1341 | % Missed Appointment -Dispatch -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-4-04-2100 | % Missed Appointment - VZ - Dispatch - POTS | | | | | 10 | -0.8225 | -1.645 |
| PR-4-04-3113 | % Missed Appointment - VZ - Dispatch - Loop-New | | | 20 | | | -0.8225 | -1.645 |
| PR-4-04-3140 | % Missed Appointment - VZ - Dispatch - Platform | 10 | | | | | -0.8225 | -1.645 |
| PR-4-04-3340 | % Missed Appointment -Dispatch -Line Share/Split | | | | | 5 | -0.8225 | -1.645 |
| PR-4-05-1341 | % Missed Appointment -No Dispatch -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-4-05-2100 | % Missed Appointment- VZ - No Dispatch - POTS | | | | 20 | | -0.8225 | -1.645 |
| PR-4-05-3140 | % Missed Appointment- VZ - No Dispatch - Platform | 20 | | | | | -0.8225 | -1.645 |
| PR-4-05-3340 | % Missed Appointment -No Dispatch -Line Share/Split | | | | | 10 | -0.8225 | -1.645 |
| PR-4-07-3540 | % On Time Performance - LNP only | | | | | 20 | 95 | 90 |
| PR-4-14-3342 | % Completed On Time -2W xDSL Loops | | | | | 10 | 95 | 90 |
| PR-4-15-5000 | % On Time Provisioning - Trunks | | | | | 20 | 95 | 90 |
| PR-5-01-1200 | % Missed Appointment - Facilities -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-5-01-2100 | % Missed Appointment - Facilities - POTS | | | | | 5 | -0.8225 | -1.645 |
| PR-5-01-3112 | % Missed Appointment - Facilities - Loop | | | 5 | | | -0.8225 | -1.645 |
| PR-5-01-3140 | % Missed Appointment - Facilities - Platform | 5 | | | | | -0.8225 | -1.645 |
| PR-5-01-5000 | % Missed Appointment - Facilities | | | | | 5 | -0.8225 | -1.645 |
| PR-5-02-1200 | % Orders Held for Facilities > 15 days -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-5-02-2100 | % Orders Held for Facilities > 15 days - POTS | | | | | 5 | -0.8225 | -1.645 |
| PR-5-02-3112 | % Orders Held for Facilities > 15 days - Loop | | | 5 | | | -0.8225 | -1.645 |
| PR-5-02-3140 | % Orders Held for Facilities > 15 days - Platform | 5 | | | | | -0.8225 | -1.645 |
| PR-5-02-5000 | % Orders Held for Facilities >15 Days | | | | | 5 | -0.8225 | -1.645 |
| PR-6-01-1200 | % Installation Troubles within 30 days -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-6-01-1341 | % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-6-01-2100 | % Installation Troubles within 30 days - POTS | | | | | 15 | -0.8225 | -1.645 |
| PR-6-01-3113 | % Installation Troubles within 30 days - Loop New | | | 10 | | | -0.8225 | -1.645 |
| PR-6-01-3140 | % Installation Troubles within 30 days - Platform | 10 | | | | | -0.8225 | -1.645 |
| PR-6-01-3340 | % Installation Troubles w/in 30 Days -Line Share/Split | | | | | 15 | -0.8225 | -1.645 |
| PR-6-01-3342 | % Installation Troubles w/in 30 Days -2W xDSL Loops | | | | | 15 | -0.8225 | -1.645 |
| PR-6-01-5000 | % Installation Troubles w/in 30 Days | | | | | 10 | -0.8225 | -1.645 |
| PR-6-02-3520 | % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut | | | 10 | | | 2 | 3 |
| PR-6-02-3523 | % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut | | | 20 | | | 2 | 3 |
| PR-6-02-3525 | % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut | | | 5 | | | 2 | 3 |
| PR-8-01-1200 | % Open Orders in a Hold Status > 30 Days -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-8-01-1341 | % Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-8-01-3340 | % Open Orders in Hold Status >30 Days -Line Share/Split | | | | | 5 | -0.8225 | -1.645 |
| PR-8-01-3342 | % Open Orders in Hold Status >30 Days -2W xDSL Loops | | | | | 5 | -0.8225 | -1.645 |
| PR-8-01-3510 | % Open Orders in a Hold Status >30 Days -EEL | | | | | | -0.8225 | -1.645 |
| PR-8-01-3530 | % Open Orders in a Hold Status >30 Days -IOF | | | | | | -0.8225 | -1.645 |
| PR-8-01-5000 | % Open Orders in a Hold Status >30 Days | | | | | 5 | -0.8225 | -1.645 |
| PR-9-01-3520 | % On Time Performance-Loop-Basic Hot Cut | | | 10 | | | 95 | 90 |
| PR-9-01-3523 | % On Time Performance-Loop-Lg Job Hot Cut | | | 20 | | | 95 | 90 |
| PR-9-01-3525 | % On Time Performance-Loop-Batch Hot Cut | | | 5 | | | 95 | 90 |
| PR-9-04-3525 | % On Time Batch Due Date-Loop-Batch Hot Cut | | | 5 | | | 95 | 90 |

Market Adjustment Tables

| Une-P | | | UNE-Loops | | | Resale | | | DSL | | | Trunks | | |
|----------|---------|---------|-----------|---------|---------|----------|---------|---------|----------|---------|---------|----------|---------|---------|
| Incremen | Score | Dollars | Incremen | Score | Dollars | Incremen | Score | Dollars | Incremen | Score | Dollars | Incremen | Score | Dollars |
| 1 | -0.2529 | | 1 | -0.2356 | | 1 | -0.2472 | | 1 | -0.2302 | | 1 | -0.2143 | |
| | Minimum | 50209 | | Minimum | 75313 | | Minimum | 11411 | | Minimum | 22822 | | Minimum | 11411 |
| 2 | -0.2749 | | 2 | -0.2585 | | 2 | -0.2694 | | 2 | -0.2534 | | 2 | -0.2747 | |
| | | 60779 | | | 91169 | | | 13813 | | | 27627 | | | 14922 |
| 3 | -0.2968 | | 3 | -0.2813 | | 3 | -0.2917 | | 3 | -0.2765 | | 3 | -0.3352 | |
| | | 71349 | | | 107024 | | | 16216 | | | 32432 | | | 18433 |
| 4 | -0.3188 | | 4 | -0.3042 | | 4 | -0.3139 | | 4 | -0.2997 | | 4 | -0.3956 | |
| | | 81920 | | | 122880 | | | 18618 | | | 37236 | | | 21944 |
| 5 | -0.3407 | | 5 | -0.3271 | | 5 | -0.3362 | | 5 | -0.3228 | | 5 | -0.4561 | |
| | | 92490 | | | 138735 | | | 21020 | | | 42041 | | | 25456 |
| 6 | -0.3627 | | 6 | -0.3499 | | 6 | -0.3584 | | 6 | -0.346 | | 6 | -0.5165 | |
| | | 103060 | | | 154591 | | | 23423 | | | 46846 | | | 28967 |
| 7 | -0.3846 | | 7 | -0.3728 | | 7 | -0.3807 | | 7 | -0.3691 | | 7 | -0.5769 | |
| | | 113631 | | | 170446 | | | 25825 | | | 51650 | | | 32478 |
| 8 | -0.4066 | | 8 | -0.3956 | | 8 | -0.4029 | | 8 | -0.3923 | | 8 | -0.6374 | |
| | | 124201 | | | 186301 | | | 28227 | | | 56455 | | | 35989 |
| 9 | -0.4285 | | 9 | -0.4185 | | 9 | -0.4252 | | 9 | -0.4154 | | 9 | -0.6978 | |
| | | 134771 | | | 202157 | | | 30630 | | | 61260 | | | 39500 |
| 10 | -0.4505 | | 10 | -0.4414 | | 10 | -0.4475 | | 10 | -0.4386 | | 10 | -0.7582 | |
| | | 145342 | | | 218012 | | | 33032 | | | 66064 | | | 43011 |
| 11 | -0.4724 | | 11 | -0.4642 | | 11 | -0.4697 | | 11 | -0.4617 | | 11 | -0.8187 | |
| | | 155912 | | | 233868 | | | 35435 | | | 70869 | | | 46522 |
| 12 | -0.4944 | | 12 | -0.4871 | | 12 | -0.492 | | 12 | -0.4848 | | 12 | -0.8791 | |
| | | 166482 | | | 249723 | | | 37837 | | | 75674 | | | 50033 |
| 13 | -0.5163 | | 13 | -0.51 | | 13 | -0.5142 | | 13 | -0.508 | | 13 | -0.9396 | |
| | | 177052 | | | 265579 | | | 40239 | | | 80478 | | | 53544 |
| 14 | -0.5383 | | 14 | -0.5328 | | 14 | -0.5365 | | 14 | -0.5311 | | 14 | -1 | |
| | | 187623 | | | 281434 | | | 42642 | | | 85283 | | Maximum | 57056 |
| 15 | -0.5602 | | 15 | -0.5557 | | 15 | -0.5587 | | 15 | -0.5543 | | | | |
| | | 198193 | | | 297289 | | | 45044 | | | 90088 | | | |
| 16 | -0.5822 | | 16 | -0.5786 | | 16 | -0.581 | | 16 | -0.5774 | | | | |
| | | 208763 | | | 313145 | | | 47446 | | | 94892 | | | |
| 17 | -0.6042 | | 17 | -0.6014 | | 17 | -0.6032 | | 17 | -0.6006 | | | | |
| | | 219334 | | | 329000 | | | 49849 | | | 99697 | | | |
| 18 | -0.6261 | | 18 | -0.6243 | | 18 | -0.6255 | | 18 | -0.6237 | | | | |
| | | 229904 | | | 344856 | | | 52251 | | | 104502 | | | |
| 19 | -0.6481 | | 19 | -0.6471 | | 19 | -0.6477 | | 19 | -0.6469 | | | | |
| | | 240474 | | | 360711 | | | 54653 | | | 109306 | | | |
| 20 | -0.67 | | 20 | -0.67 | | 20 | -0.67 | | 20 | -0.67 | | | | |
| | Maximum | 251044 | | Maximum | 376567 | | Maximum | 57056 | | Maximum | 114111 | | | |

**Verizon New Hampshire
Performance Assurance Plan Report**

UNE Platform

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 | 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 | | VZ | CLEC | VZ | CLEC | VZ Std Deviation | Sampling Error | Diff. | Perf. Score | Wgt. | Wgt'd. Score |
|--------------|---|--------|------|----|--------|------------------|----------------|-------|-------------|------|--------------|
| OR-1-02-3140 | % On Time LSRC - Flow Through - Platform - 2hrs | | | | | | | | | | |
| 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 | | VZ | CLEC | VZ | CLEC | VZ Std Deviation | Sampling Error | Diff. | Perf. Score | Wgt. | Wgt'd. Score | |
|-----------------|---|-------|------|-------|------|------------------|----------------|-------|-------------|------|--------------|--------|
| PR-3-01-3140 | % Completed in 1 Day (1-5 Lines - No Disp) - Platform * | | | | | | | | | | | 81.37 |
| 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 | | VZ | CLEC | VZ | CLEC | VZ Std Deviation | Sampling Error | Diff. | Perf. Score | Wgt. | Wgt'd. Score |
|-------------------------|--|-------|-------|----|-------|------------------|----------------|-------|-------------|------|--------------|
| MR-1-01-6050 | Average Response Time - Create Trouble | | | | | | | | | | |
| 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 | | VZ | CLEC | VZ | CLEC | VZ Std Deviation | Sampling Error | Diff. | Perf. Score | Wgt. | Wgt'd. Score |
|--|--------------------------|----|------|----|------|------------------|----------------|-------|-------------|------|--------------|
| BI-1-02-1000 | % DUF in 4 Business Days | | | | | | | | | | |
| "NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sai 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. | Wgt. Score | | | |
|--|---|-------------|--------|--------------|--------|------------------|----------------|-------------|------------|----|--------|--------|
| | | VZ | CLEC | VZ | CLEC | | | | | | | |
| PO-2-02-6010 | OSS Interface Availability - Prime - WPTS | | 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 | 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 | | | | | | | | | | | | |
| 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 | | | |
| PR Provisioning | | | | | | | | | | | | |
| | | VZ | CLEC | VZ | CLEC | VZ Std Deviation | Sampling Error | Stat. Score | | | | |
| PR-4-02-3100 | Average Delay Days - Total - POTS * | 3.62 | 6.17 | 182 | 6 | 6.08 | 2.52 | -1.0147 | -1 | 5 | -0.026 | |
| 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 | | |
| MR Maintenance & Repair | | | | | | | | | | | | |
| MR-1-01-6050 | Average Response Time - Create Trouble | 5.16 | 3.05 | | 811 | | | | -2.10 | 0 | 2 | 0.000 |
| Stat. Score | | | | | | | | | | | | |
| 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 | | | | | | | | | 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 | OSS Interface Availability - Prime - EDI | | 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 | | | | | | | | | | | |
| OR-1-02-2320 | % On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs | 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 | % 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-5-03-2000 | % 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 | | |
| PR Provisioning | | | | | | | | | | | |
| PR-3-01-2100 | % Completed in 1 Day (1-5 lines - No Disp) - POTS Total * | 81.37 | 80.95 | 3,704 | 21 | 8.52 | 0.1729 | 0 | 5 | 0.000 | |
| PR-4-05-2100 | % Missed Appointment- VZ - No Dispatch - POTS * | 0.07 | 0.00 | 9,644 | 59 | 0.35 | 5.0000 | 0 | 20 | 0.000 | |
| PR-4-04-2100 | % Missed Appointment - VZ - Dispatch - POTS * | 13.06 | 10.53 | 1,340 | 19 | 7.78 | 0.6151 | 0 | 10 | 0.000 | |
| PR-4-02-2100 | Average Delay Days - Total - POTS | 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 | % Installation Troubles within 30 days - POTS * | 4.91 | 2.63 | 8,697 | 190 | 1.58 | 1.7260 | 0 | 15 | 0.000 | |
| MR Maintenance & Repair | | | | | | | | | | | |
| 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 | % Missed Repair Appointments - Loop - Bus. * | 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 | % Out of Service > 24 Hours - POTS - Bus. * | 21.00 | 29.63 | 419 | 27 | 8.09 | -0.8297 | -1 | 5 | -0.027 | |
| MR-3-01-2120 | % Missed Repair Appointments - Loop - Res. | 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 | % Out of Service > 24 Hours - POTS - Res. | 47.12 | NA | 2,636 | | | | | 0 | | |
| MR-5-01-2100 | % Repeat Reports w/in 30 days - POTS * | 19.77 | 16.67 | 4,380 | 36 | 6.67 | 0.6518 | 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 "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 | Perfomance | | Observations | | Diff. | Perf. Score | Wgt | Wgtd Score | |
|---|--|------------|--------|--------------|--------|-------|--------------------------|--------|----------------------------|--|
| | | VZ | CLEC | VZ | CLEC | | | | | |
| PO-1-06-6020 | Mechanized Loop Qualification - EDI | 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 | Mechanized Loop Qualification - CORBA | 11.36 | 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 | 11.36 | 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 | | |
| OR Ordering | | | | | | | | | | |
| OR-1-04-1341 | % On Time LSR - No Facility Check - 2W Digital -UNE/Resale | | 100.00 | | 2 | | 0 | 2 | 0.000 | |
| OR-1-06-1341 | % OT LSR/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/ASRC Rej - Facility Check - 2W Digital -UNE/Resale | | NA | | | | | 0 | | |
| OR-1-04-3342 | % On Time LSR - No Facility Check - 2W xDSL Loops | | 100.00 | | 14 | | 0 | 5 | 0.000 | |
| OR-1-06-3342 | % On Time LSR/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/ASRC Rej - Facility Check - 2W xDSL Loops | | 100.00 | | 3 | | 0 | 2 | 0.000 | |
| OR-1-04-3340 | % OT LSR - No Facility Check - Line Share/Split | | 100.00 | | 4 | | 0 | 5 | 0.000 | |
| OR-1-06-3340 | % On Time LSR/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/ASRC 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 | |
| PR Provisioning | | | | | | | | | | |
| 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 | -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 | | | 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 | | | 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 | -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 | | | 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 | 0 | 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 | 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 | |
| MR Maintenance & Repair | | | | | | | | | | |
| MR-1-01-6050 | Average Response Time - Create Trouble | 5.16 | 3.05 | | 811 | | -2.10 | 0 | 0.000 | |
| Stat. Score | | | | | | | | | | |
| 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 | 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 | 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 | 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 | 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 | 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 | 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 Standard Deviation | Perf. Score | Wgt. | Wgt'd. 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 TimeTrunk 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 | |
| PR-5-02-5000 | % Orders Held for Facilities >15 Days * | 0.00 | 0.00 | 720 | 792 | 0.00 | 5.0000 | 0 | 5 | |
| PR-6-01-5000 | % Installation Troubles w/in 30 Days * | 0.00 | 0.00 | 720 | 792 | 0.00 | 5.0000 | 0 | 10 | |
| PR-8-01-5000 | % Open Orders in a Hold Status >30 Days * | 0.00 | 0.00 | 11 | 12 | 0.00 | 5.0000 | 0 | 5 | |
| 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 | |
| NP-1-04-5000 | # of Final Trunk Groups Blocked 3 months | | 0 | | | | | 0 | 10 | |
| "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 |
| 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 | \$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 LSR - 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 LSR -No Facil 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 Facil Ck (Elec.-No FT) -UNE/Resale | | | | | | | | |
| OR-2-06 | % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale | | | | | | | | |
| PROVISIONING | | | | | | | | | |
| 3 | Installation Performance | \$10,444 | \$5,968 | \$0 | \$22,523 | \$0 | \$11,324 | | \$50,258 |
| PR-3-01 | % Completed in 1 Day (15 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 | | | | | | | 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 | | | | | | | 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-6-01 | % Open Orders in a Hold Status > 30 Days -UNE/Resale | | | | | | | | |
| PR-4-01 | % Missed Appointment - VZ - Total - EEL | | | | | | | 1,618 | |
| 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 |
| MAINTENANCE | | | | | | | | | |
| 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-6-01 | % 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 | | | | | | | | |
| RESOLUTION PROCESS | | | | | | | | | |
| 6 | Maintenance Performance | \$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-4-06 | % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale | | | | | | | | |
| MR-4-06 | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale | | | | | | | | |
| MR-4-06 | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale | | | | | | | | |
| MR-5-01 | % Repeat Reports w/in 30 days -UNE/Resale | | | | | | | | |
| NETWORK PERFORMANCE | | | | | | | | | |
| 7 | NP-1-04 # of Final Trunk Groups Blocked 3 months | | | | | \$0 | | | \$0 |
| COLLOCATION | | | | | | | | | |
| 8 | Collocation | | | | | | | \$0 | \$0 |
| NP-2-01/2 | % OT Response to Request for Collocation - Total | | | | | | | | |
| NP-2-05/6 | % On Time - Physical Collocation - Total | | | | | | | | |
| NP-2-07/8 | Average Delay Days - Total | | | | | | | | |
| RESOLUTION PROCESS | | | | | | | | | |
| 9 | Resolution Process | | | | | | | \$0 | \$0 |
| OR-10-01 | % PON Exceptions Resolved w/in 3 Bus Days | | | | | | | | |
| OR-10-02 | % PON Exceptions Resolved w/in 10 Bus Days | | | | | | | | |
| BI-3-04 | % CLEC Billing Claims Acknwdgd w/ 2 Bus Days | | | | | | | | |
| BI-3-05 | %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack | | | | | | | | |
| Total | | \$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 |
| | | | | | 30 |

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 Acknwdgd 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 |
| | | | | | 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 | 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 | Perf. Score | Wgt. |
|--------------|--|--------|-------|----------|--------------|-------------|-------------|------|
| 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 | 0.00 | | SS |

| MR | Maintenance & Repair | VZ | VZ | Std Dev. | Sample Error | Stat. Score | Perf. Score | Wgt. |
|--------------|--|-------|-------|----------|--------------|-------------|-------------|--------|
| MR-4-01-1216 | Mean Time to Repair - nonDS0 & DS0 -UNE/Resale | 17.27 | NA | 61 | | 14.33 | | |
| 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 | | | | |
| MR-4-08-1216 | % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale | 31.15 | NA | 61 | | | | |
| 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 | \$ - |

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 Performance | CLEC Observations | CLEC Performance | 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-C | 3.72 | 1 | 27.31 | 2 |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -V | 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) | NA | NA | \$ - |

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

| | | | | |
|--------------|---|----|--|------|
| PO-4-03-6600 | Change Management Notice Delay 8 plus Days (type 1-4) | NA | | \$ - |
|--------------|---|----|--|------|

| | | % Test Deck Wgt. Failure | Test Deck Wgt. | Mrkt Adj. |
|--------------|-----------------------|--------------------------|----------------|-----------|
| PO-6-01-6000 | % Software Validation | R3 | R3 | \$ - |

* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

| | | | | |
|--------------|--|----|--|------|
| PO-7-04-6000 | Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround | R3 | | \$ - |
|--------------|--|----|--|------|

| | | |
|--------------------------------|--------|------|
| 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

January-09

| | Weighted Score | Market Adjustment | | |
|---------------------------------------|-------------------|----------------------|-----------|-----------------------|
| MODE OF ENTRY | | | | |
| 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> | | |
| Mode of Entry Total | | | \$ | 168,764 |
| # CRITICAL MEASURES | | | | |
| 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> | | |
| Critical Measure Total | | | \$ | 110,638 |
| Individual Rule Payments: | | | | |
| SPECIAL PROVISIONS | | | | |
| UNE Ordering | | - | | |
| UNE Flow Through | | - | | |
| UNE Hot Cut Loop | | - | | |
| Special Provision Total | | | | - |
| CHANGE CONTROL | | | | |
| | | | | <u>-</u> |
| Grand Total | | | \$ | <u>279,402</u> |

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

Verizon New Hampshire

| Code | Company Name |
|------|--|
| ACPT | Access Point |
| ARCN | ARC Networks |
| AYVC | AYC Communications Services |
| BILD | BUSINESS LONG DISTANCE |
| BULL | Bullseye Telecom Inc. |
| COVD | COVAD Communications |
| CTCM | CTC Communications |
| DISC | Digital Signal Communications Inc |
| ELZC | Elzic Communications |
| EXCL | Excel Communications |
| FRTI | Frontier - Massachusetts |
| GRVL | Grooveline, LLC |
| IATG | BCN Telecom |
| IUMV | Computer Wireless |
| IMNT | Metropolitan Tel Corp |
| MOTC | Media One |
| NATG | New Horizon Communications |
| NTTE | Neutral Tandem |
| NWPS | Network Plus |
| OTEL | Opte Star Long Distance Inc |
| PAFC | Paafce Communications |
| PTEC | SecureSys.Com Inc |
| SORS | Smart Spectrum (aka Pillface) |
| SPCS | T-Mobile USA, Inc |
| TMUS | United States Cellular Corp |
| USCC | Time Warner Cable Information Services |
| VNHT | |

| Code | Company Name |
|------|---|
| ADAT | Spectrol, Inc |
| ATNC | ATLANTIC CONNECTIONS |
| BIDL | Atlantic Cellular Company |
| BPHL | Broadband Phone (aka Alpha Great Works Internet |
| CCAM | COMCAST PHONE (aka AT & T Broadband) |
| CRCC | ClearCall America |
| CXCM | Corex Inc |
| DSCL | DSCI Corporation |
| ERCM | Enterprise Communications Inc |
| FRGC | Freedom Ring Comm dba Bay Ring Comm |
| GGNK | Global Network, Inc |
| HMNT | Harmed NET Communications |
| IDTO | IDT America Corp. |
| LFTF | Lighthouse Telecom LLC |
| MMTP | Mid Maine Communications |
| NWBC | QuantumShift Communications |
| NVSL | National Mobile (aka Sovereit) |
| NVAL | Novasent (New England |
| NXTL | NexTel Communications |
| OCSP | Optical Communication Solutions Partners Inc |
| PKNY | PKNY, Inc |
| RNKK | RNKK, Inc |
| SEGT | Segetel, Inc |
| SDOE | Spectrum Communications (aka Choice One Communications) |
| TCOM | Trans National Communications |
| TNCI | UNITED SYSTEMS ACCESS TELECOM INC |
| UVAT | Verac Telecom Inc |

Verizon New Hampshire

Risk Allocation Summary and Input Page

Allocation

| Mode of Entry | \$10,270,000 | <u>Allocation</u> | <u>Monthly \$</u> | <u>Minimum</u> | <u>Maximum</u> | <u># of Increments</u> | <u>1st increment%</u> | <u>1st increment \$s</u> | <u>%/increment after 1st</u> | <u>\$ per Increment</u> |
|----------------|--------------|-------------------|-------------------|----------------|----------------|------------------------|-----------------------|--------------------------|------------------------------|-------------------------|
| UNE - Platform | | 3,012,533 | 251,044 | -0.25292 | -0.6700 | 19 | 20% | 50,209 | -2.195% | 10,570 |
| UNE - Loop | | 4,518,800 | 376,567 | -0.23560 | -0.6700 | 19 | 20% | 75,313 | -2.286% | 15,855 |
| Resale | | 684,667 | 57,056 | -0.24715 | -0.6700 | 19 | 20% | 11,411 | -2.226% | 2,402 |
| DSL | | 1,369,333 | 114,111 | -0.23024 | -0.6700 | 19 | 20% | 22,822 | -2.315% | 4,805 |
| Trunks | | 684,667 | 57,056 | -0.21429 | -1.0000 | 13 | 20% | 11,411 | -6.044% | 3,511 |
| | | | <u>\$855,834</u> | | | | | | | |

| Critical Measures | \$16,260,001 | <u>UNE - P</u> | <u>UNE - L</u> | <u>Resale</u> | <u>DSL</u> | <u>Trunks</u> | <u>Collocation</u> | <u>Specials</u> | <u>Resolution Process</u> | <u>Total</u> |
|------------------------|--------------|----------------|----------------|---------------|-------------|---------------|--------------------|-----------------|---------------------------|--------------|
| | | 3,341,978 | 5,012,966 | 1,369,663 | 4,070,000 | 1,643,596 | 273,933 | 410,899 | 136,966 | 16,260,001 |
| measures / category | | 4 | 6 | 4 | 4 | 5 | 1 | 1 | 1 | |
| Annual Dollars/Measure | | \$835,495 | \$835,494 | \$342,416 | \$1,017,500 | \$328,719 | \$273,933 | \$410,899 | \$136,966 | |
| Dollars/month/measure | | \$69,625 | \$69,625 | \$28,535 | \$84,792 | \$27,393 | \$22,828 | \$34,242 | \$11,414 | \$348,452 |
| Dollars/month/category | | \$278,498 | \$417,747 | \$114,139 | \$339,167 | \$136,966 | \$22,828 | \$34,242 | \$11,414 | \$1,355,000 |

| Special Provisions | \$4,650,000 | <u>UNE Ordering</u> | <u>UNEP Flow-Thru</u> | <u>UNEL Flow-Thru</u> | <u>UNE other Flow-Thru</u> | <u>Hot Cut Basic</u> | <u>Hot Cut Large Job</u> | <u>Hot Cut Batch</u> | <u>Hot Cut Duration</u> |
|--------------------|-------------|---------------------|-----------------------|-----------------------|----------------------------|----------------------|--------------------------|----------------------|-------------------------|
| unused \$\$s | | 3,280,000 | \$1,023,936 | \$302,928 | \$43,136 | \$874,667 | \$1,749,333 | \$437,333 | \$218,667 |
| Per measure | | Quarterly | Quarterly | Quarterly | Quarterly | Tier II and Tier I | Tier II and Tier III | Tier II and Tier | Tier II and Tier III |
| | | \$68,333 | \$255,984 | \$75,732 | \$10,784 | \$36,444 | \$72,889 | \$18,222 | \$9,111 |
| | | | | | | \$72,889 | \$145,778 | \$36,444 | \$18,222 |

| Change Control | \$1,370,000 | <u><95%</u> | <u><90%</u> |
|----------------|-------------|----------------------|----------------|
| PO-4-01 | | 34,350 | 68,700 |
| PO-6-01 | | 13,740 | 137,400 |
| | | <u>>5%</u> | <u>>10%</u> |
| | | <u>Per Delay Day</u> | |
| PO-4-03 | | 3,435 | |
| PO-7-04 | | 6,870 | |

Total Dollars \$32,550,001

Verizon New Hampshire

Backslide Metrics and Standards

| DESCRIPTION | | UNE-FUNE-LOOPS | RESALE | DSL | TRUNKS | Colloc. | -1 STANDARD | -2 STANDARD |
|--------------|--|----------------|--------|-----|--------|---------|------------------------|------------------------|
| BI-1-02-1000 | % DUF in 4 Business Days | 5 | | 5 | | | 95 | 90 |
| BI-3-04-1000 | % CLEC Billing Claims Acknwldgd w/ 2 Bus Days | | | | | | 95 | 90 |
| BI-3-05-1000 | %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack | | | | | | 95 | 90 |
| MR-1-01-6050 | Average Response Time - Create Trouble | 2 | 2 | 2 | 2 | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| MR-1-06-6050 | Average Response Time - Test Trouble (POTS only) | 2 | | 2 | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| MR-3-01-1341 | % Missed Repair Appt -Loop -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-3-01-2110 | % Missed Repair Appointments - Loop - Bus. | | | 10 | | | -0.8225 | -1.645 |
| MR-3-01-2120 | % Missed Repair Appointments - Loop - Res. | | | 10 | | | -0.8225 | -1.645 |
| MR-3-01-3112 | % Missed Repair Appointments - Loop - Loop | | | | | 10 | -0.8225 | -1.645 |
| MR-3-01-3144 | % Missed Repair Appointments - Loop - Platform - Bus | 10 | | | | | -0.8225 | -1.645 |
| MR-3-01-3145 | % Missed Repair Appointments - Loop -Platform - Res | 10 | | | | | -0.8225 | -1.645 |
| MR-3-01-3340 | % Missed Repair Appointment -Loop -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-3-01-3342 | % Missed Repair Appt -Loop -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-3-02-1341 | % Missed Repair Appt -CO -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-3-02-2110 | % Missed Repair Appointments - CO - Bus. | | | 10 | | | -0.8225 | -1.645 |
| MR-3-02-2120 | % Missed Repair Appointments - CO - Res. | | | 10 | | | -0.8225 | -1.645 |
| MR-3-02-3112 | % Missed Repair Appointments - CO - Loop | | | 10 | | | -0.8225 | -1.645 |
| MR-3-02-3144 | % Missed Repair Appointments - CO - Platform - Bus | 10 | | | | | -0.8225 | -1.645 |
| MR-3-02-3145 | % Missed Repair Appointments - CO - Platform - Res | 10 | | | | | -0.8225 | -1.645 |
| MR-3-02-3340 | % Missed Repair Appointment -CO -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-3-02-3342 | % Missed Repair Appointment -CO -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-4-01-1216 | Mean Time to Repair - nonDS0 & DS0 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-01-1217 | Mean Time to Repair - DS1 & DS3 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-01-5000 | Mean Time to Repair - Total | | | | | 5 | -0.8225 | -1.645 |
| MR-4-02-1341 | Mean Time To Repair -Loop -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-4-02-2110 | Mean Time To Repair - Loop Trouble - Bus. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-02-2120 | Mean Time To Repair - Loop Trouble - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-02-3112 | Mean Time to Repair - Loop Trouble - Loop | | | 5 | | | -0.8225 | -1.645 |
| MR-4-02-3144 | Mean Time to Repair - Loop Trouble - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-02-3145 | Mean Time to Repair - Loop Trouble - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-02-3340 | Mean Time To Repair -Loop -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-4-02-3342 | Mean Time To Repair -Loop -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-4-03-1341 | Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-4-03-2110 | Mean Time To Repair - CO Trouble - Bus. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-03-2120 | Mean Time to Repair - CO Trouble - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-03-3112 | Mean Time to Repair - CO Trouble - Loop | | | 5 | | | -0.8225 | -1.645 |
| MR-4-03-3144 | Mean Time to Repair - CO Trouble - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-03-3145 | Mean Time to Repair - CO Trouble - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-03-3340 | Mean Time To Repair -CO -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-4-03-3342 | Mean Time To Repair -CO -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-4-04-1341 | % Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-4-04-3340 | % Cleared (all troubles) w/in 24 Hours -Line Share/Split | | | | 5 | | -0.8225 | -1.645 |
| MR-4-04-3342 | % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops | | | | 5 | | -0.8225 | -1.645 |
| MR-4-05-5000 | % Out of Service >2 Hours | | | | | 5 | -0.8225 | -1.645 |
| MR-4-06-1216 | % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-06-1217 | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-06-2110 | % Out of Service > 4 Hours - POTS - Bus | | | | 5 | | -0.8225 | -1.645 |
| MR-4-06-2120 | % Out of Service > 4 Hours - POTS - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-06-3144 | % Out of Service >4 Hours - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-06-3145 | % Out of Service >4 Hours - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-06-5000 | % Out of Service >4 Hours | | | | | 5 | -0.8225 | -1.645 |
| MR-4-07-1341 | % Out of Service >12 Hours -2W Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |
| MR-4-07-2110 | % Out of Service > 12 Hours - POTS - Bus. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-07-2120 | % Out of Service > 12 Hours - POTS - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-07-3112 | % Out of Service > 12 Hours - Loop | | | 5 | | | -0.8225 | -1.645 |
| MR-4-07-3144 | % Out of Service >12 Hours - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-07-3145 | % Out of Service >12 Hours - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-07-3340 | % Out of Service >12 Hours -Line Share/Split | | | | 10 | | -0.8225 | -1.645 |
| MR-4-07-3342 | % Out of Service >12 Hours -2W xDSL Loops | | | | 10 | | -0.8225 | -1.645 |
| MR-4-07-5000 | % Out of Service >12 Hours | | | | | 5 | -0.8225 | -1.645 |
| MR-4-08-1216 | % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-08-1217 | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-4-08-2110 | % Out of Service > 24 Hours - POTS - Bus. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-08-2120 | % Out of Service > 24 Hours - POTS - Res. | | | | 5 | | -0.8225 | -1.645 |
| MR-4-08-3112 | % Out of Service > 24 Hours - Loop | | | 5 | | | -0.8225 | -1.645 |
| MR-4-08-3144 | % Out of Service > 24 Hours - Platform - Bus | 5 | | | | | -0.8225 | -1.645 |
| MR-4-08-3145 | % Out of Service > 24 Hours - Platform - Res | 5 | | | | | -0.8225 | -1.645 |
| MR-4-08-5000 | % Out of Service >24 Hours | | | | | 5 | -0.8225 | -1.645 |
| MR-5-01-1200 | % Repeat Reports w/in 30 days -UNE/Resale | | | | | | -0.8225 | -1.645 |
| MR-5-01-1341 | % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale | | | | 2 | | -0.8225 | -1.645 |

| | | | | | | | | | |
|---------------|--|----|----|----|----|----|----|------------------------|------------------------|
| MR-5-01-2100 | % Repeat Reports w/in 30 days - POTS | | | 10 | | | | -0.8225 | -1.645 |
| MR-5-01-3112 | % Repeat Reports w/in 30 days - Loop | | | 10 | | | | -0.8225 | -1.645 |
| MR-5-01-3140 | % Repeat Reports w/in 30 days - Platform | 10 | | | | | | -0.8225 | -1.645 |
| MR-5-01-3340 | % Repeat Reports w/in 30 Days -Line Share/Split | | | | 10 | | | -0.8225 | -1.645 |
| MR-5-01-3342 | % Repeat Reports w/in 30 Days -2W xDSL Loops | | | | 10 | | | -0.8225 | -1.645 |
| MR-5-01-5000 | % Repeat Reports w/in 30 Days | | | | | 10 | | -0.8225 | -1.645 |
| NP-1-03-5000 | # of Final Trunk Groups Blocked 2 months | | | | | 5 | 1 | | 1.000001 |
| NP-1-04-5000 | # of Final Trunk Groups Blocked 3 months | | | | | 10 | | | 1 |
| NP-2-01/2 | % OT Response to Request for Collocation - Total | | | | | | 5 | 95 | 90 |
| NP-2-05/6 | % On Time - Physical Collocation - Total | | | | | | 20 | 95 | 90 |
| NP-2-07/8 | Average Delay Days - Total | | | | | | 10 | 6 | 15 |
| OR-1-02-2320 | % On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs | | | 10 | | | | 95 | 90 |
| OR-1-02-3140 | % On Time LSRC - Flow Through - Platform - 2hrs | 10 | | | | | | 95 | 90 |
| OR-1-02-3331 | % On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs | | 10 | | | | | 95 | 90 |
| OR-1-04-1200 | % OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale | | | | | | | 95 | 90 |
| OR-1-04-1341 | % On Time LSRC - No Facility Check - 2W Digital -UNE/Resale | | | | 2 | | | 95 | 90 |
| OR-1-04-2320 | % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx | | | | 5 | | | 95 | 90 |
| OR-1-04-3140 | % OT LSRC - No Facility Check - Platform | 5 | | | | | | 95 | 90 |
| OR-1-04-3331 | % OT LSRC - No Facility Check - Loop/LNP | | 5 | | | | | 95 | 90 |
| OR-1-04-3340 | % OT LSRC - No Facility Check - Line Share/Split | | | | 5 | | | 95 | 90 |
| OR-1-04-3342 | % On Time LSRC - No Facility Check - 2W xDSL Loops | | | | 5 | | | 95 | 90 |
| OR-1-06-1200 | % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale | | | | | | | 95 | 90 |
| OR-1-06-1341 | % OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale | | | | 2 | | | 95 | 90 |
| OR-1-06-2320 | % OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx | | | | 2 | | | 95 | 90 |
| OR-1-06-3140 | % OT LSRC/ASRC - Facility Check - Platform | 2 | | | | | | 95 | 90 |
| OR-1-06-3331 | % OT LSRC/ASRC - Facility Check - Loop/LNP | | 2 | | | | | 95 | 90 |
| OR-1-06-3340 | % On Time LSRC/ASRC - Facility Check - Line Share/Split | | | | 5 | | | 95 | 90 |
| OR-1-06-3342 | % On Time LSRC/ASRC - Facility Check - 2W xDSL Loops | | | | 5 | | | 95 | 90 |
| OR-1-12-5020 | % OT Firm Order Confirmations (<=192 Forecasted Trunks) | | | | | 5 | | 95 | 90 |
| OR-1-13-5000 | % On Time Design Layout Record | | | | | 10 | | 95 | 90 |
| OR-1-19-5020 | % On Time Response - Request for Inbound Augment (<=192) | | | | | 5 | | 95 | 90 |
| OR-10-01-1000 | % PON Exceptions Resolved w/in 3 Bus Days | | | | | | | 95 | 90 |
| OR-10-02-1000 | % PON Exceptions Resolved w/in 10 Bus Days | | | | | | | 99 | 94 |
| OR-2-02-2320 | % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex | | | | 5 | | | 95 | 90 |
| OR-2-02-3140 | % On Time LSR Reject - Flow Through - Platform | 5 | | | | | | 95 | 90 |
| OR-2-02-3331 | % On Time LSR Reject - Flow Thru - Loop/Pre-Qual | | 5 | | | | | 95 | 90 |
| OR-2-04-1200 | % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale | | | | | | | 95 | 90 |
| OR-2-04-1341 | % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale | | | | 2 | | | 95 | 90 |
| OR-2-04-2320 | % OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx | | | | 2 | | | 95 | 90 |
| OR-2-04-3140 | % OT LSR Rej.- No Facility Check - Platform | 2 | | | | | | 95 | 90 |
| OR-2-04-3331 | % OT LSR Rej - No Facility Check - Loop/LNP | | 2 | | | | | 95 | 90 |
| OR-2-04-3340 | % OT LSR Rej - No Facility Check - Line Share/Split | | | | 2 | | | 95 | 90 |
| OR-2-04-3342 | % OT LSR Rej - No Facility Check - 2W xDSL Loops | | | | 2 | | | 95 | 90 |
| OR-2-06-1200 | % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale | | | | | | | 95 | 90 |
| OR-2-06-1341 | % OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale | | | | 2 | | | 95 | 90 |
| OR-2-06-2320 | % OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx | | | | 2 | | | 95 | 90 |
| OR-2-06-3140 | % OT LSR/ASR Rej. - Facility Check - Platform | 2 | | | | | | 95 | 90 |
| OR-2-06-3331 | % OT LSR/ASR Rej - Facility Check - Loop/LNP | | 2 | | | | | 95 | 90 |
| OR-2-06-3340 | % OT LSR/ASR Rej - Facility Check - Line Share/Split | | | | 2 | | | 95 | 90 |
| OR-2-06-3342 | % On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops | | | | 2 | | | 95 | 90 |
| OR-2-12-5020 | % On TimeTrunk ASR Reject | | | | | 5 | | 95 | 90 |
| OR-4-11-1000 | % Completed Orders with Neither a PCN or BCN Sent | 5 | 2 | 2 | | | | 0.250001 | 1.000001 |
| OR-4-11-1000 | % Completed Orders with neither a PCN or BCN Sent | | | 5 | | | | 0.250001 | 1.000001 |
| OR-4-16-1000 | % On Time PCN - 1 Business Day | 5 | 2 | 5 | | | | 95 | 90 |
| OR-4-16-1000 | % On Time PCN - 1 Business Day | | | | 2 | | | 95 | 90 |
| OR-4-17-1000 | % Billing Completion Notifiers sent on Line | 5 | 2 | 5 | 2 | | | 95.5 | 90 |
| OR-5-03-2000 | % Flow Through - Achieved - POTS | | | | 10 | | | 95 | 90 |
| OR-5-03-3112 | % Flow-Through Achieved-UNE POTS Loop | | | 5 | | | | 95 | 90 |
| OR-5-03-3140 | % Flow-Through Achieved-UNE POTS Platform | 5 | | | | | | 95 | 90 |
| OR-6-03-2000 | % Accuracy - LSRC | | | | 10 | | | 5 | 10 |
| OR-6-03-3140 | % Accuracy - LSRC - Platform | 5 | | | | | | 5 | 10 |
| OR-6-03-3331 | % Accuracy - LSRC - Loop | | | | 5 | | | 5 | 10 |
| PO-1-01-6020 | Customer Service Record - EDI | 2 | 2 | 2 | | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-01-6030 | Customer Service Record - CORBA | 2 | 2 | | | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-01-6050 | Customer Service Record - Web GUI | 2 | 2 | 2 | | | | > VZ +7.000001 Seconds | > VZ +9.000001 Seconds |
| PO-1-03-6020 | Address Validation -EDI | 2 | 2 | 2 | | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-03-6030 | Address Validation - CORBA | 2 | 2 | | | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-03-6050 | Address Validation - Web GUI | 2 | 2 | 2 | | | | > VZ +7.000001 Seconds | > VZ +9.000001 Seconds |
| PO-1-06-6020 | Mechanized Loop Qualification - EDI | | | | 5 | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-06-6030 | Mechanized Loop Qualification - CORBA | | | | 5 | | | > VZ +4.000001 Seconds | > VZ +6.000001 Seconds |
| PO-1-06-6050 | Mechanized Loop Qualification - Web GUI | | | | 5 | | | > VZ +7.000001 Seconds | > VZ +9.000001 Seconds |
| PO-2-02-6010 | OSS Interface Availability - Prime - WPTS | | | 5 | | | | 99.5 | 98 |
| PO-2-02-6020 | OSS Interface Availability - Prime - EDI | 5 | 5 | 5 | | | | 99.5 | 98 |

| | | | | | | | | |
|--------------|--|----|---|----|----|----|---------|--------|
| PO-2-02-6020 | OSS Interface Availability - Prime - EDI | | | 5 | | | 99.5 | 98 |
| PO-2-02-6030 | OSS Interface Availability - Prime - CORBA | 5 | 5 | | | | 99.5 | 98 |
| PO-2-02-6030 | OSS Interface Availability - Prime - CORBA | | | | | 2 | 99.5 | 98 |
| PO-2-02-6080 | OSS Interface Availability - Prime - Web GUI | 5 | 5 | 5 | | | 99.5 | 98 |
| PO-2-02-6080 | OSS Interface Availability - Prime - Web GUI | | | | | 2 | 99.5 | 98 |
| PO-8-01-6000 | % On Time - Manual Loop Qualification | | | | | 2 | 95 | 90 |
| PO-8-02-6000 | % On Time - Engineering Record Request | | | | | 2 | 95 | 90 |
| PR-3-01-2100 | % Completed in 1 Day (1-5 lines - No Disp) - POTS Total | | | | | 5 | -0.8225 | -1.645 |
| PR-3-01-3140 | % Completed in 1 Day (1-5 Lines - No Disp) - Platform | 5 | | | | | -0.8225 | -1.645 |
| PR-3-03-3340 | % Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split | | | | | 10 | 95 | 90 |
| PR-3-10-3342 | % Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops | | | | | 10 | 95 | 90 |
| PR-4-01-1210 | % Missed Appointment -VZ -DSO -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-01-1211 | % Missed Appointment -VZ -DS1 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-01-1213 | % Missed Appointment -VZ -DS3 -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-01-1214 | % Missed Appointment -VZ -Other -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-01-3510 | % Missed Appointment - VZ - Total - EEL | | | | | | -0.8225 | -1.645 |
| PR-4-01-3530 | % Missed Appointment - VZ - Total - IOF | | | | | | -0.8225 | -1.645 |
| PR-4-02-1200 | Average Delay Days - Total -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-4-02-1341 | Average Delay Days -Total -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-4-02-2100 | Average Delay Days - Total - POTS | | | | | 15 | -0.8225 | -1.645 |
| PR-4-02-3100 | Average Delay Days - Total - POTS | 15 | 5 | | | | -0.8225 | -1.645 |
| PR-4-02-3340 | Average Delay Days -Total -Line Share/Split | | | | | 10 | -0.8225 | -1.645 |
| PR-4-02-3342 | Average Delay Days -Total -2W xDSL Loops | | | | | 10 | -0.8225 | -1.645 |
| PR-4-02-3510 | Average Delay Days - Total - EEL | | | | | | -0.8225 | -1.645 |
| PR-4-02-3530 | Average Delay Days - IOF | | | | | | -0.8225 | -1.645 |
| PR-4-04-1341 | % Missed Appointment -Dispatch -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-4-04-2100 | % Missed Appointment - VZ - Dispatch - POTS | | | | | 10 | -0.8225 | -1.645 |
| PR-4-04-3113 | % Missed Appointment - VZ - Dispatch - Loop-New | | | 20 | | | -0.8225 | -1.645 |
| PR-4-04-3140 | % Missed Appointment - VZ - Dispatch - Platform | 10 | | | | | -0.8225 | -1.645 |
| PR-4-04-3340 | % Missed Appointment -Dispatch -Line Share/Split | | | | | 5 | -0.8225 | -1.645 |
| PR-4-05-1341 | % Missed Appointment -No Dispatch -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-4-05-2100 | % Missed Appointment- VZ - No Dispatch - POTS | | | | | 20 | -0.8225 | -1.645 |
| PR-4-05-3140 | % Missed Appointment- VZ - No Dispatch - Platform | 20 | | | | | -0.8225 | -1.645 |
| PR-4-05-3340 | % Missed Appointment -No Dispatch -Line Share/Split | | | | | 10 | -0.8225 | -1.645 |
| PR-4-07-3540 | % On Time Performance - LNP only | | | | | 20 | 95 | 90 |
| PR-4-14-3342 | % Completed On Time -2W xDSL Loops | | | | | 10 | 95 | 90 |
| PR-4-15-5000 | % On Time Provisioning - Trunks | | | | | 20 | 95 | 90 |
| PR-5-01-1200 | % Missed Appointment - Facilities -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-5-01-2100 | % Missed Appointment - Facilities - POTS | | | | | 5 | -0.8225 | -1.645 |
| PR-5-01-3112 | % Missed Appointment - Facilities - Loop | | | | 5 | | -0.8225 | -1.645 |
| PR-5-01-3140 | % Missed Appointment - Facilities - Platform | 5 | | | | | -0.8225 | -1.645 |
| PR-5-01-5000 | % Missed Appointment - Facilities | | | | | 5 | -0.8225 | -1.645 |
| PR-5-02-1200 | % Orders Held for Facilities > 15 days -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-5-02-2100 | % Orders Held for Facilities > 15 days - POTS | | | | | 5 | -0.8225 | -1.645 |
| PR-5-02-3112 | % Orders Held for Facilities > 15 days - Loop | | | | 5 | | -0.8225 | -1.645 |
| PR-5-02-3140 | % Orders Held for Facilities > 15 days - Platform | 5 | | | | | -0.8225 | -1.645 |
| PR-5-02-5000 | % Orders Held for Facilities >15 Days | | | | | 5 | -0.8225 | -1.645 |
| PR-6-01-1200 | % Installation Troubles within 30 days -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-6-01-1341 | % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-6-01-2100 | % Installation Troubles within 30 days - POTS | | | | | 15 | -0.8225 | -1.645 |
| PR-6-01-3113 | % Installation Troubles within 30 days - Loop New | | | | 10 | | -0.8225 | -1.645 |
| PR-6-01-3140 | % Installation Troubles within 30 days - Platform | 10 | | | | | -0.8225 | -1.645 |
| PR-6-01-3340 | % Installation Troubles w/in 30 Days -Line Share/Split | | | | | 15 | -0.8225 | -1.645 |
| PR-6-01-3342 | % Installation Troubles w/in 30 Days -2W xDSL Loops | | | | | 15 | -0.8225 | -1.645 |
| PR-6-01-5000 | % Installation Troubles w/in 30 Days | | | | | 10 | -0.8225 | -1.645 |
| PR-6-02-3520 | % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut | | | | | 10 | 2 | 3 |
| PR-6-02-3523 | % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut | | | | | 20 | 2 | 3 |
| PR-6-02-3525 | % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut | | | | | 5 | 2 | 3 |
| PR-8-01-1200 | % Open Orders in a Hold Status > 30 Days -UNE/Resale | | | | | | -0.8225 | -1.645 |
| PR-8-01-1341 | % Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale | | | | | 2 | -0.8225 | -1.645 |
| PR-8-01-3340 | % Open Orders in Hold Status >30 Days -Line Share/Split | | | | | 5 | -0.8225 | -1.645 |
| PR-8-01-3342 | % Open Orders in Hold Status >30 Days -2W xDSL Loops | | | | | 5 | -0.8225 | -1.645 |
| PR-8-01-3510 | % Open Orders in a Hold Status >30 Days -EEL | | | | | | -0.8225 | -1.645 |
| PR-8-01-3530 | % Open Orders in a Hold Status >30 Days -IOF | | | | | | -0.8225 | -1.645 |
| PR-8-01-5000 | % Open Orders in a Hold Status >30 Days | | | | | 5 | -0.8225 | -1.645 |
| PR-9-01-3520 | % On Time Performance-Loop-Basic Hot Cut | | | | | 10 | 95 | 90 |
| PR-9-01-3523 | % On Time Performance-Loop-Lg Job Hot Cut | | | | | 20 | 95 | 90 |
| PR-9-01-3525 | % On Time Performance-Loop-Batch Hot Cut | | | | | 5 | 95 | 90 |
| PR-9-04-3525 | % On Time Batch Due Date-Loop-Batch Hot Cut | | | | | 5 | 95 | 90 |

Market Adjustment Tables

| One-P | | | UNE-Loops | | | Resale | | | DSL | | | Trunks | | |
|----------|---------|---------|-----------|---------|---------|----------|---------|---------|----------|---------|---------|----------|---------|---------|
| Incremen | Score | Dollars | Incremen | Score | Dollars | Incremen | Score | Dollars | Incremen | Score | Dollars | Incremen | Score | Dollars |
| 1 | -0.2529 | | 1 | -0.2356 | | 1 | -0.2472 | | 1 | -0.2302 | | 1 | -0.2143 | |
| | Minimum | 50209 | | Minimum | 75313 | | Minimum | 11411 | | Minimum | 22822 | | Minimum | 11411 |
| 2 | -0.2749 | | 2 | -0.2585 | | 2 | -0.2694 | | 2 | -0.2534 | | 2 | -0.2747 | |
| | | 60779 | | | 91169 | | | 13813 | | | 27627 | | | 14922 |
| 3 | -0.2968 | | 3 | -0.2813 | | 3 | -0.2917 | | 3 | -0.2765 | | 3 | -0.3352 | |
| | | 71349 | | | 107024 | | | 16216 | | | 32432 | | | 18433 |
| 4 | -0.3188 | | 4 | -0.3042 | | 4 | -0.3139 | | 4 | -0.2997 | | 4 | -0.3956 | |
| | | 81920 | | | 122880 | | | 18618 | | | 37236 | | | 21944 |
| 5 | -0.3407 | | 5 | -0.3271 | | 5 | -0.3362 | | 5 | -0.3228 | | 5 | -0.4561 | |
| | | 92490 | | | 138735 | | | 21020 | | | 42041 | | | 25456 |
| 6 | -0.3627 | | 6 | -0.3499 | | 6 | -0.3584 | | 6 | -0.346 | | 6 | -0.5165 | |
| | | 103060 | | | 154591 | | | 23423 | | | 46846 | | | 28967 |
| 7 | -0.3846 | | 7 | -0.3728 | | 7 | -0.3807 | | 7 | -0.3691 | | 7 | -0.5769 | |
| | | 113631 | | | 170446 | | | 25825 | | | 51650 | | | 32478 |
| 8 | -0.4066 | | 8 | -0.3956 | | 8 | -0.4029 | | 8 | -0.3923 | | 8 | -0.6374 | |
| | | 124201 | | | 186301 | | | 28227 | | | 56455 | | | 35989 |
| 9 | -0.4285 | | 9 | -0.4185 | | 9 | -0.4252 | | 9 | -0.4154 | | 9 | -0.6978 | |
| | | 134771 | | | 202157 | | | 30630 | | | 61260 | | | 39500 |
| 10 | -0.4505 | | 10 | -0.4414 | | 10 | -0.4475 | | 10 | -0.4386 | | 10 | -0.7582 | |
| | | 145342 | | | 218012 | | | 33032 | | | 66064 | | | 43011 |
| 11 | -0.4724 | | 11 | -0.4642 | | 11 | -0.4697 | | 11 | -0.4617 | | 11 | -0.8187 | |
| | | 155912 | | | 233868 | | | 35435 | | | 70869 | | | 46522 |
| 12 | -0.4944 | | 12 | -0.4871 | | 12 | -0.492 | | 12 | -0.4848 | | 12 | -0.8791 | |
| | | 166482 | | | 249723 | | | 37837 | | | 75674 | | | 50033 |
| 13 | -0.5163 | | 13 | -0.51 | | 13 | -0.5142 | | 13 | -0.508 | | 13 | -0.9396 | |
| | | 177052 | | | 265579 | | | 40239 | | | 80478 | | | 53544 |
| 14 | -0.5383 | | 14 | -0.5328 | | 14 | -0.5365 | | 14 | -0.5311 | | 14 | -1 | |
| | | 187623 | | | 281434 | | | 42642 | | | 85283 | | Maximum | 57056 |
| 15 | -0.5602 | | 15 | -0.5557 | | 15 | -0.5587 | | 15 | -0.5543 | | | | |
| | | 198193 | | | 297289 | | | 45044 | | | 90088 | | | |
| 16 | -0.5822 | | 16 | -0.5786 | | 16 | -0.581 | | 16 | -0.5774 | | | | |
| | | 208763 | | | 313145 | | | 47446 | | | 94892 | | | |
| 17 | -0.6042 | | 17 | -0.6014 | | 17 | -0.6032 | | 17 | -0.6006 | | | | |
| | | 219334 | | | 329000 | | | 49849 | | | 99697 | | | |
| 18 | -0.6261 | | 18 | -0.6243 | | 18 | -0.6255 | | 18 | -0.6237 | | | | |
| | | 229904 | | | 344856 | | | 52251 | | | 104502 | | | |
| 19 | -0.6481 | | 19 | -0.6471 | | 19 | -0.6477 | | 19 | -0.6469 | | | | |
| | | 240474 | | | 360711 | | | 54653 | | | 109306 | | | |
| 20 | -0.67 | | 20 | -0.67 | | 20 | -0.67 | | 20 | -0.67 | | | | |
| | Maximum | 251044 | | Maximum | 376567 | | Maximum | 57056 | | Maximum | 114111 | | | |

Verizon New Hampshire Performance Assurance Plan Report

UNE Platform

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 | 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. | Wgt'd. 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 | | Performance | | Observations | | VZ Std Deviation | Sampling Error | Perf. Score | Wgt. | Wgt'd. 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 | 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 | | Performance | | Observations | | VZ Std Deviation | Sampling Error | Perf. Score | Wgt. | Wgt'd. 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 | Perf. Score | Wgt. | Wgt'd. 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 | Perf. Score | Wgt. | Wgt'd. 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 Sample Size 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. | Wgted. Score | | |
|---|---|--------------|---------------|--------------|---------------|--------------|--------------|----------------|--------------|------------|---------------|
| | | VZ | CLEC | CLEC | | | | | | | |
| PO-2-02-6010 | OSS Interface Availability - Prime - WPTS | | 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 | 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 | | | | | | | | | | | |
| 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 | | |
| PR Provisioning | | | | | | | | | | | |
| PR-4-02-3100 | Average Delay Days - Total - POTS * ** | 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 | | |
| MR Maintenance & Repair | | | | | | | | | | | |
| MR-1-01-6050 | Average Response Time - Create Trouble | 5.16 | 3.05 | | 811 | | | -2.10 | 0 | 2 | 0.000 |
| Stat. Score | | | | | | | | | | | |
| 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 Totals | | | | | | | | | -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. 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-1-01-6050 | 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 | | | | | | | | | | | |
| OR-1-02-2320 | % On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs | 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 | % 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-5-03-2000 | % 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 | | |
| PR Provisioning | | | | | | | | | | | |
| PR-3-01-2100 | % Completed in 1 Day (1-5 lines - No Disp) - POTS Total * | 81.37 | 80.95 | 3,704 | 21 | 8.52 | 0.1729 | 0 | 5 | 0.000 | |
| PR-4-05-2100 | % Missed Appointment- VZ - No Dispatch - POTS * | 0.07 | 0.00 | 9,644 | 59 | 0.35 | 5.0000 | 0 | 20 | 0.000 | |
| PR-4-04-2100 | % Missed Appointment - VZ - Dispatch - POTS * | 13.06 | 10.53 | 1,340 | 19 | 7.78 | 0.6151 | 0 | 10 | 0.000 | |
| PR-4-02-2100 | Average Delay Days - Total - POTS | 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 | % Installation Troubles within 30 days - POTS * | 4.91 | 2.63 | 8,697 | 190 | 1.58 | 1.7260 | 0 | 15 | 0.000 | |
| MR Maintenance & Repair | | | | | | | | | | | |
| 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 | % Missed Repair Appointments - Loop - Bus. * | 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 | % Out of Service > 24 Hours - POTS - Bus. * | 21.00 | 29.63 | 419 | 27 | 8.09 | -0.8297 | -1 | 5 | -0.027 | |
| MR-3-01-2120 | % Missed Repair Appointments - Loop - Res. | 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 | % Out of Service > 24 Hours - POTS - Res. | 47.12 | NA | 2,636 | | | | | 0 | | |
| MR-5-01-2100 | % Repeat Reports w/in 30 days - POTS * | 19.77 | 16.67 | 4,380 | 36 | 6.67 | 0.6518 | 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 "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 | Wgtd Score | | |
|---|--|-------------|--------|--------------|--------|-------|-------------|---------|------------|-------|--------|
| | | VZ | CLEC | VZ | CLEC | | | | | | |
| PO-1-06-6020 | Mechanized Loop Qualification - EDI | 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 | Mechanized Loop Qualification - CORBA | 11.36 | 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 | 11.36 | 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 | | | |
| OR Ordering | | | | | | | | | | | |
| 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 | |
| PR Provisioning | | | | | | | | | | | |
| 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 | | | |
| 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 |
| MR Maintenance & Repair | | | | | | | | | | | |
| MR-1-01-6050 | Average Response Time - Create Trouble | 5.16 | 3.05 | | 811 | | | -2.10 | 0 | 2 | 0.000 |
| Stat. Score | | | | | | | | | | | |
| 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 | |
| * Stat and Performance score determined through permutation test "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 | CLEC | VZ | CLEC | VZ | CLEC | Perf. Score | Wgt. | Wgtd. Score | | | |
|---|--|-------------|------|--------------|------|------|------|------|------|--------|------|--------------------------|--------------------|------------------|-------|-------|--------|
| | | CLEC | VZ | 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 | VZ | CLEC | VZ | CLEC | VZ | CLEC | Standard Deviation | | | | |
| 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 |
| 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 | \$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 | | | | | | | | |
| PROVISIONING | | | | | | | | | | |
| 3 | Installation Performance | | \$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-4-02 | 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 | | | | | | | 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 | % On Time Performance - LNP only | | | | | \$0 | | | \$0 |
| MAINTENANCE | | | | | | | | | | |
| 6 | Maintenance Performance | | \$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 1 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 | | | | | | | | |
| NETWORK PERFORMANCE | | | | | | | | | | |
| 7 | NP-1-04 | # of Final Trunk Groups Blocked 3 months | | | | | \$0 | | | \$0 |
| RESOLUTION PROCESS | | | | | | | | | | |
| 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 Acknwldgd w/ 2 Bus Days | | | | | | | | |
| | BI-3-05 | %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack | | | | | | | | |
| Total | | | \$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 |
| | | | | | 30 |

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 Acknwdgd 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 |
| | | | | | 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 | 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 | Perf. Score | Wgt. |
|--------------|---|--------|-------|----|-----|----------|--------------|-------------|-------------|------|
| 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 | 5 |
| 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 | | 0 |
| PR-5-01-1200 | % Missed Appointment - Facilities -UNE/Resale * ** | 0.00 | 10.87 | 27 | 46 | | 0.00 | -1.3330 | 0 | 20 |
| PR-5-02-1200 | % Orders Held for Facilities > 15 days -UNE/Resale * ** | 0.00 | 10.87 | 27 | 46 | | 0.00 | -1.3330 | 0 | 20 |
| PR-6-01-1200 | % Installation Troubles within 30 days -UNE/Resale * | 2.13 | 1.92 | 47 | 104 | | 2.54 | 0.7431 | 0 | 10 |
| 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 | 5 |
| PR-4-01-3510 | % Missed Appointment - VZ - Total - EEL * ** | 27.78 | 54.55 | 18 | 11 | | 17.14 | -1.0462 | 0 | 10 |
| PR-4-02-3510 | Average Delay Days - Total - EEL | 4.20 | 8.50 | 5 | 6 | 2.28 | 1.38 | SS | | 0 |
| PR-8-01-3510 | % Open Orders in a Hold Status >30 Days -EEL * | 0.00 | 0.00 | 18 | 11 | | 0.00 | 5.0000 | 0 | 2 |
| 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 | | 0 |
| PR-8-01-3530 | % Open Orders in a Hold Status >30 Days -IOF | 0.00 | 0.00 | 1 | 10 | | 0.00 | SS | | 0 |

| MR | Maintenance & Repair | VZ | | VZ | | Std Dev. | Sample Error | Stat. Score | Perf. Score | Wgt. |
|--------------|--|-------|-------|-----|----|----------|--------------|-------------|-------------|------|
| 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 | 0 | 5 |
| 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 | 0 | 5 |
| MR-4-08-1217 | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale * | 16.33 | 5.41 | 49 | 74 | | 6.81 | 2.2918 | 0 | 5 |
| MR-5-01-1200 | % Repeat Reports w/in 30 days -UNE/Resale * | 37.50 | 18.67 | 112 | 75 | | 7.22 | 2.9747 | 0 | 10 |

"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 Performance | CLEC Observations | CLEC Performance | 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-C | 3.72 | 1 | 27.31 | 2 |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -V | 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, | NA | NA | \$ | - |
|--------------|---|----|----|----|---|

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

| | | | | | |
|--------------|--|----|--|----|---|
| PO-4-03-6600 | Change Management Notice Delay 8 plus Days (type 1-5 | NA | | \$ | - |
|--------------|--|----|--|----|---|

% Test Deck Wgt. Failure Test Deck Wgt.

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

* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

| | | | | | |
|--------------|--|----|--|----|---|
| PO-7-04-6000 | Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround | R3 | | \$ | - |
|--------------|--|----|--|----|---|

| | | | | |
|--------------------------------|--------|----|----|---|
| 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

January-09

| | Weighted Score | Market Adjustment | |
|---------------------------------------|----------------------------------|----------------------|-------------------|
| MODE OF ENTRY | | | |
| 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 | |
| | Mode of Entry Total | | \$ 150,507 |
| # CRITICAL MEASURES | | | |
| 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 | - | |
| | Critical Measure Total | | \$ 83,981 |
| | Individual Rule Payments: | | \$ 200 |
| SPECIAL PROVISIONS | | | |
| | UNE Ordering | - | |
| | UNE Flow Through | - | |
| | UNE Hot Cut Loop | - | |
| | Special Provision Total | | - |
| CHANGE CONTROL | | | |
| | | | - |
| | Grand Total | | <u>\$ 234,687</u> |

Verizon New Hampshire

| Code | Company Name |
|-------|--|
| ACPT | Access Point |
| ARCN | ARC Networks |
| AYVC | AYC Communications Services |
| BLDI | BUSINESS LONG DISTANCE |
| BULL | Bulldog Telecom Inc. |
| COVD | Comcast Cable Communications |
| CTCM | CTC Communications |
| DISC | Digital Signal Communications Inc |
| ELZC | Eltrac Communications |
| EXCL | Excel Communications |
| FRTI | Frontier - Massachusetts |
| GRVL | Groveville, LLC |
| IATG | BCN Telecom |
| IUWV | Comcast Wireless |
| LUMV | Lightstream Communications |
| MHNT | Metropolitan Tel Corp |
| MOTC | Media One |
| NHAC | New Horizon Communications |
| NHDC | New Hampshire Telephone |
| NITTE | Neutral Tandem |
| NMPS | Network Plus |
| OTEL | Optima Long Distance Inc |
| PTEC | Paetec Communications |
| SECS | SecureSmsCom Inc |
| SPCS | Sprint Spectrum (aka Pillbox) |
| TWUS | T Mobile USA, Inc |
| TRUS | United States Cellular Corp |
| USCC | US Cellular |
| VNHT | Time Warner Cable Information Services |

| Code | Company Name |
|------|---|
| ADAT | Spectrol, Inc |
| ATNC | ATLANTIC CONNECTIONS |
| BUD | Atlantic Cellular Company |
| BPHL | Broadband Phone (filed in Great Works Internet |
| CCAM | COMCAST PHONE (filed AT & T Broadband) |
| CCDC | Comcast Cable |
| CXCM | Comcast Communications of Maine, Inc. |
| DSCJ | DSCJ Corporation |
| ESCK | Entire Corporation |
| FRGC | Freedom Ring Communications Inc |
| FRGK | Freedom Ring Comm dba Bay Ring Comm |
| GGNK | Gillette Global Network, Inc |
| GNHT | Global Next Communications |
| HAND | Hand NE |
| IDTO | IDT America Corp. |
| LTPH | Lighthouse Telecom LLC |
| MWTP | Mid Maine Communications |
| NMBC | QuantumShift Communications |
| NVAC | Northern Vermont Telephone |
| NVAL | Conversant (New England Voice & Data) |
| NYTL | Nextel Communications |
| OPH | Optima Long Distance Partners Inc |
| PDN | Paetec |
| RNKG | RNK, Inc |
| SEGT | SatTEL, Inc |
| SGDE | Sprint Spectrum (aka Choice One Communications) |
| SOI | Sprint Spectrum (aka Choice One Communications) |
| TNCI | Trans National Communications |
| UVAT | UNITED SYSTEMS ACCESS TELECOM INC |
| VVAT | Vtrac Telecom Inc |

Verizon New Hampshire
Mode of Entry Market Adjustment Allocation

Confidential Report

January 2009

| UNE-P | | | UNE-LOOPS | | | RESALE | | | DSL | | | TRUNKS | | |
|-----------------|---------------|-------------------|-----------------|---------------|-------------------|-----------------|---------------|-------------------|-----------------|---------------|-------------------|-----------------|----------------|-------------------|
| Mkt Adjust Rate | Lines in Svc. | Market Adjustment | Mkt Adjust Rate | Lines in Svc. | Market Adjustment | Mkt Adjust Rate | Lines in Svc. | Market Adjustment | Mkt Adjust Rate | Lines in Svc. | Market Adjustment | Mkt Adjust Rate | Minutes of Use | Market Adjustment |
| 0.00 | 26,054 | 0 | 3.31 | 37,169 | 122,880 | 1.96 | 8,267 | 16,216 | 0.00 | 6,444 | 0 | 0.00 | 10,505,238 | 11,411 |
| CLEC | \$ share | | CLEC | \$ share | | CLEC | \$ share | | CLEC | \$ share | | CLEC | \$ share | |
| ACPT | 53 | 0 | CHOC | 14,444 | 47,751 | ARCN | 75 | 147 | ACPT | 2 | 0 | ATTL | 257,491 | 280 |
| ADAT | 414 | 0 | COVD | 1 | 3 | ATNC | 3 | 6 | ARCN | 16 | 0 | BPHL | 1,081,531 | 1,175 |
| ARCN | 16 | 0 | CXCM | 2 | 7 | ATTL | 80 | 157 | ATTL | 47 | 0 | CHOC | 647,669 | 704 |
| ATTL | 5,126 | 0 | FRGC | 8,386 | 27,724 | BLDI | 137 | 269 | BIDD | 126 | 0 | CRCC | 12,829 | 14 |
| AYVC | 157 | 0 | NMBC | 67 | 222 | BULL | 3 | 6 | BLDI | 2 | 0 | CTCM | 359,117 | 390 |
| BULL | 296 | 0 | NVAL | 11,863 | 39,219 | CCAM | 3 | 6 | CHOC | 1,118 | 0 | CXCM | 98,738 | 107 |
| CCAM | 1 | 0 | NWPS | 1,999 | 6,609 | CHOC | 68 | 133 | COVD | 836 | 0 | DSCI | 133,864 | 145 |
| CTCM | 787 | 0 | OTEL | 141 | 466 | COMI | 87 | 171 | CTCM | 106 | 0 | FRGC | 1,123,277 | 1,220 |
| CXCM | 1,079 | 0 | SEGT | 196 | 648 | CRCC | 10 | 20 | CXCM | 2 | 0 | GNPS | 283,710 | 308 |
| ELRR | 2 | 0 | SLDE | 70 | 231 | CTCM | 3,733 | 7,322 | DSCI | 10 | 0 | IDTO | 580,447 | 631 |
| ELZC | 226 | 0 | | | | CXCM | 129 | 253 | DSEC | 46 | 0 | LTPT | 316,706 | 344 |
| ERCM | 267 | 0 | Totals | 37,169 | 122,880 | DGSC | 12 | 24 | FRGC | 924 | 0 | LVLC | 1 | 0 |
| EXCL | 18 | 0 | | | | DSCI | 887 | 1,740 | GRTT | 16 | 0 | MOTC | 3,294,841 | 3,579 |
| GGNK | 927 | 0 | | | | FRGC | 1,301 | 2,552 | HVNT | 4 | 0 | NTTE | 1,913 | 2 |
| GRTT | 6,520 | 0 | | | | FTRT | 84 | 165 | IATG | 3 | 0 | NVAL | 490,054 | 532 |
| IATG | 1,132 | 0 | | | | GRTT | 84 | 165 | LTPT | 18 | 0 | OTEL | 137,072 | 149 |
| IDTO | 629 | 0 | | | | GRVL | 60 | 118 | MHNT | 17 | 0 | PTEC | 740,779 | 805 |
| MHNT | 2,739 | 0 | | | | IATG | 589 | 1,155 | NHZC | 1 | 0 | RNKI | 42,582 | 46 |
| NHZC | 456 | 0 | | | | LTPT | 477 | 936 | NMBC | 70 | 0 | SCRS | 7 | 0 |
| NVAL | 2,930 | 0 | | | | METR | 3 | 6 | NVAL | 1,481 | 0 | TCGI | 61,558 | 67 |
| NWPS | 300 | 0 | | | | MHNT | 114 | 224 | NWPS | 5 | 0 | VNHT | 841,052 | 914 |
| PTEC | 1,498 | 0 | | | | MMTP | 9 | 18 | OTEL | 609 | 0 | | | |
| TCGI | 15 | 0 | | | | MVXC | 6 | 12 | PRXR | 35 | 0 | Totals | 10,505,238 | 11,411 |
| TNCI | 164 | 0 | | | | NHZC | 22 | 43 | RNKI | 2 | 0 | | | |
| UYAT | 269 | 0 | | | | NMBC | 83 | 163 | SEGT | 942 | 0 | | | |
| VRTT | 33 | 0 | | | | NOMI | 1 | 2 | SGET | 1 | 0 | | | |
| | | | | | | NOSC | 48 | 94 | SLDE | 1 | 0 | | | |
| | | | | | | NWPS | 30 | 59 | TCGI | 4 | 0 | | | |
| | | | | | | OLDI | 2 | 4 | | | | | | |
| | | | | | | OOPi | 1 | 2 | Totals | 6,444 | 0 | | | |
| | | | | | | OTEL | 13 | 26 | | | | | | |
| | | | | | | PTEC | 18 | 35 | | | | | | |
| | | | | | | RNKI | 23 | 45 | | | | | | |
| | | | | | | SLDE | 71 | 139 | | | | | | |
| | | | | | | UYAT | 1 | 2 | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | Totals | 8,267 | 16,216 | | | | | | |

Mkt adj. template for a CLEC that receives a -1 for two consecutive months in a critical measure & the aggregate performance does not receive a -1 in at least one month.

| | | | |
|-------------------------------------|---------------------------------------|----------------|-----------------|
| Metric # - | OR-4-16-1000 | Product - | RESALE |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | BULL | | |
| -1 Standard performance | 95 | -2 Standard | 90 |
| max mrkt. adj. - | 89.47 | mrkt volume - | 12292 |
| <u>%</u> | 9512 | CLEC volume - | 1.05 |
| | <u>increments</u> | <u>dollars</u> | |
| 95.00 | 50% | 4,756 | |
| 94.50 | 55% | 5,231 | |
| 94.00 | 60% | 5,707 | |
| 93.50 | 65% | 6,183 | |
| 93.00 | 70% | 6,658 | |
| 92.50 | 75% | 7,134 | |
| 92.00 | 80% | 7,609 | |
| 91.50 | 85% | 8,085 | |
| 91.00 | 90% | 8,560 | |
| 90.50 | 95% | 9,036 | |
| 90.00 | 100% | 9,512 | 9,512 |
| Available market adjustment dollars | | | 9,512 |
| 1/3 market volume | | | 4,097.33 |
| Market adjustment /qualified unit | | | 2.32 |
| BULL Volume | | | 1.05 |
| Bill credit / current month | | | 2 |

Metric # - **OR-4-16-1000** Product - **UNE-LOOF**

Metric Name - **% On Time PCN - 1 Business Day**

CLEC Code - **BULL**

-1 Standard **95** -2 Standard **90**

performance **89.47** mrkt volume - **12292**

max mrkt. adj. - **11604** CLEC volume - **1.05**

| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
|----------|-------------------|----------------|--------|
| 95.00 | 50% | 5,802 | |
| 94.50 | 55% | 6,382 | |
| 94.00 | 60% | 6,962 | |
| 93.50 | 65% | 7,543 | |
| 93.00 | 70% | 8,123 | |
| 92.50 | 75% | 8,703 | |
| 92.00 | 80% | 9,283 | |
| 91.50 | 85% | 9,863 | |
| 91.00 | 90% | 10,444 | |
| 90.50 | 95% | 11,024 | |
| 90.00 | 100% | 11,604 | 11,604 |

Available market adjustment dollars **11,604**

1/3 market volume **4,097.33**

Market adjustment /qualified unit **2.83**

BULL Volume 1.05

Bill credit / current month **3**

| | | | |
|-------------------------------------|---------------------------------------|----------------|-----------------|
| Metric # - | OR-4-16-1000 | Product - | UNE-P |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | BULL | | |
| -1 Standard | 95 | -2 Standard | 90 |
| performance | 89.47 | mrkt volume - | 12292 |
| max mrkt. adj. - | 23208 | CLEC volume - | 1.05 |
| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
| 95.00 | 50% | 11,604 | |
| 94.50 | 55% | 12,765 | |
| 94.00 | 60% | 13,925 | |
| 93.50 | 65% | 15,085 | |
| 93.00 | 70% | 16,246 | |
| 92.50 | 75% | 17,406 | |
| 92.00 | 80% | 18,567 | |
| 91.50 | 85% | 19,727 | |
| 91.00 | 90% | 20,887 | |
| 90.50 | 95% | 22,048 | |
| 90.00 | 100% | 23,208 | 23,208 |
| Available market adjustment dollars | | | 23,208 |
| 1/3 market volume | | | 4,097.33 |
| Market adjustment /qualified unit | | | 5.66 |
| BULL Volume | | | 1.05 |
| Bill credit / current month | | | 6 |

| | | | |
|------------------|---------------------------------------|---------------|---------------|
| Metric # - | OR-4-16-1000 | Product - | RESALE |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | CHOC | | |
| -1 Standard | 95 | -2 Standard | 90 |
| performance | 80.00 | mrkt volume - | 12292 |
| max mrkt. adj. - | 9512 | CLEC volume - | 8.25 |

| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
|----------|-------------------|----------------|-------|
| 95.00 | | | |
| | 50% | 4,756 | |
| 94.50 | | | |
| | 55% | 5,231 | |
| 94.00 | | | |
| | 60% | 5,707 | |
| 93.50 | | | |
| | 65% | 6,183 | |
| 93.00 | | | |
| | 70% | 6,658 | |
| 92.50 | | | |
| | 75% | 7,134 | |
| 92.00 | | | |
| | 80% | 7,609 | |
| 91.50 | | | |
| | 85% | 8,085 | |
| 91.00 | | | |
| | 90% | 8,560 | |
| 90.50 | | | |
| | 95% | 9,036 | |
| 90.00 | | | |
| | 100% | 9,512 | 9,512 |

| | |
|-------------------------------------|-----------------|
| Available market adjustment dollars | 9,512 |
| 1/3 market volume | 4,097.33 |
| Market adjustment /qualified unit | 2.32 |
| CHOC Volume | 8.25 |
| Bill credit / current month | 19 |

Metric # - **OR-4-16-1000** Product - **UNE-LOOF**

Metric Name - **% On Time PCN - 1 Business Day**

CLEC Code - **CHOC**

-1 Standard **95** -2 Standard **90**

performance **80.00** mrkt volume - **12292**

max mrkt. adj. - **11604** CLEC volume - **8.25**

% increments dollars

| | | |
|-------|------|--------|
| 95.00 | | |
| | 50% | 5,802 |
| 94.50 | | |
| | 55% | 6,382 |
| 94.00 | | |
| | 60% | 6,962 |
| 93.50 | | |
| | 65% | 7,543 |
| 93.00 | | |
| | 70% | 8,123 |
| 92.50 | | |
| | 75% | 8,703 |
| 92.00 | | |
| | 80% | 9,283 |
| 91.50 | | |
| | 85% | 9,863 |
| 91.00 | | |
| | 90% | 10,444 |
| 90.50 | | |
| | 95% | 11,024 |
| 90.00 | | |
| | 100% | 11,604 |

Available market adjustment dollars **11,604**

1/3 market volume **4,097.33**

Market adjustment /qualified unit **2.83**

CHOC Volume 8.25

Bill credit / current month **23**

| | | | |
|------------------|---------------------------------------|---------------|--------------|
| Metric # - | OR-4-16-1000 | Product - | UNE-P |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | CHOC | | |
| -1 Standard | 95 | -2 Standard | 90 |
| performance | 80.00 | mrkt volume - | 12292 |
| max mrkt. adj. - | 23208 | CLEC volume - | 8.25 |

| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
|----------|-------------------|----------------|--------|
| 95.00 | 50% | 11,604 | |
| 94.50 | 55% | 12,765 | |
| 94.00 | 60% | 13,925 | |
| 93.50 | 65% | 15,085 | |
| 93.00 | 70% | 16,246 | |
| 92.50 | 75% | 17,406 | |
| 92.00 | 80% | 18,567 | |
| 91.50 | 85% | 19,727 | |
| 91.00 | 90% | 20,887 | |
| 90.50 | 95% | 22,048 | |
| 90.00 | 100% | 23,208 | 23,208 |

| | |
|-------------------------------------|-----------------|
| Available market adjustment dollars | 23,208 |
| 1/3 market volume | 4,097.33 |
| Market adjustment /qualified unit | 5.66 |
| CHOC Volume | 8.25 |
| Bill credit / current month | 47 |

Metric # - **OR-4-16-1000** Product - **RESALE**
 Metric Name - **% On Time PCN - 1 Business Day**
 CLEC Code - **COVD**
 -1 Standard **95** -2 Standard **90**
 performance **93.33** mrkt volume - **12292**
 max mrkt. adj. - **9512** CLEC volume - **0.50**

| <u>%</u> | <u>increments</u> | <u>dollars</u> |
|----------|-------------------|----------------|
| 95.00 | 50% | 4,756 |
| 94.50 | 55% | 5,231 |
| 94.00 | 60% | 5,707 |
| 93.50 | 65% | 6,183 |
| 93.00 | 70% | 6,658 |
| 92.50 | 75% | 7,134 |
| 92.00 | 80% | 7,609 |
| 91.50 | 85% | 8,085 |
| 91.00 | 90% | 8,560 |
| 90.50 | 95% | 9,036 |
| 90.00 | 100% | 9,512 |

Available market adjustment dollars **6,183**
 1/3 market volume **4,097.33**
 Market adjustment /qualified unit **1.51**
COVD Volume 0.50
 Bill credit / current month **1**

Metric # - **OR-4-16-1000** Product - **UNE-LOOF**

Metric Name - **% On Time PCN - 1 Business Day**

CLEC Code - **COVD**

-1 Standard **95** -2 Standard **90**

performance **93.33** mrkt volume - **12292**

max mrkt. adj. - **11604** CLEC volume - **0.50**

% increments dollars

| | | | |
|-------|------|--------|-------|
| 95.00 | 50% | 5,802 | |
| 94.50 | 55% | 6,382 | |
| 94.00 | 60% | 6,962 | |
| 93.50 | 65% | 7,543 | 7,543 |
| 93.00 | 70% | 8,123 | |
| 92.50 | 75% | 8,703 | |
| 92.00 | 80% | 9,283 | |
| 91.50 | 85% | 9,863 | |
| 91.00 | 90% | 10,444 | |
| 90.50 | 95% | 11,024 | |
| 90.00 | 100% | 11,604 | |

Available market adjustment dollars **7,543**

1/3 market volume **4,097.33**

Market adjustment /qualified unit **1.84**

COVD Volume 0.50

Bill credit / current month **1**

| | | | |
|------------------|---------------------------------------|----------------|--------------|
| Metric # - | OR-4-16-1000 | Product - | UNE-P |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | COVD | | |
| -1 Standard | 95 | -2 Standard | 90 |
| performance | 93.33 | mrkt volume - | 12292 |
| max mrkt. adj. - | 23208 | CLEC volume - | 0.50 |
| <u>%</u> | <u>increments</u> | <u>dollars</u> | |

| | | | |
|-------|------|--------|--------|
| 95.00 | | | |
| | 50% | 11,604 | |
| 94.50 | | | |
| | 55% | 12,765 | |
| 94.00 | | | |
| | 60% | 13,925 | |
| 93.50 | | | |
| | 65% | 15,085 | 15,085 |
| 93.00 | | | |
| | 70% | 16,246 | |
| 92.50 | | | |
| | 75% | 17,406 | |
| 92.00 | | | |
| | 80% | 18,567 | |
| 91.50 | | | |
| | 85% | 19,727 | |
| 91.00 | | | |
| | 90% | 20,887 | |
| 90.50 | | | |
| | 95% | 22,048 | |
| 90.00 | | | |
| | 100% | 23,208 | |

| | |
|-------------------------------------|-----------------|
| Available market adjustment dollars | 15,085 |
| 1/3 market volume | 4,097.33 |
| Market adjustment /qualified unit | 3.68 |
| COVD Volume | 0.50 |
| Bill credit / current month | 2 |

| | | | |
|-------------------------------------|---------------------------------------|-----------------|---------------|
| Metric # - | OR-4-16-1000 | Product - | RESALE |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | MHNT | | |
| -1 Standard | 95 | -2 Standard | 90 |
| performance | 83.33 | mrkt volume - | 12292 |
| max mrkt. adj. - | 9512 | CLEC volume - | 4.90 |
| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
| 95.00 | 50% | 4,756 | |
| 94.50 | 55% | 5,231 | |
| 94.00 | 60% | 5,707 | |
| 93.50 | 65% | 6,183 | |
| 93.00 | 70% | 6,658 | |
| 92.50 | 75% | 7,134 | |
| 92.00 | 80% | 7,609 | |
| 91.50 | 85% | 8,085 | |
| 91.00 | 90% | 8,560 | |
| 90.50 | 95% | 9,036 | |
| 90.00 | 100% | 9,512 | 9,512 |
| Available market adjustment dollars | | 9,512 | |
| 1/3 market volume | | 4,097.33 | |
| Market adjustment /qualified unit | | 2.32 | |
| MHNT Volume | | 4.90 | |
| Bill credit / current month | | 11 | |

Metric # - **OR-4-16-1000** Product - **UNE-LOOF**

Metric Name - **% On Time PCN - 1 Business Day**

CLEC Code - **MHNT**

-1 Standard **95** -2 Standard **90**

performance **83.33** mrkt volume - **12292**

max mrkt. adj. - **11604** CLEC volume - **4.90**

% increments dollars

| | | | |
|-------|------|--------|--------|
| 95.00 | 50% | 5,802 | |
| 94.50 | 55% | 6,382 | |
| 94.00 | 60% | 6,962 | |
| 93.50 | 65% | 7,543 | |
| 93.00 | 70% | 8,123 | |
| 92.50 | 75% | 8,703 | |
| 92.00 | 80% | 9,283 | |
| 91.50 | 85% | 9,863 | |
| 91.00 | 90% | 10,444 | |
| 90.50 | 95% | 11,024 | |
| 90.00 | 100% | 11,604 | 11,604 |

Available market adjustment dollars **11,604**

1/3 market volume **4,097.33**

Market adjustment /qualified unit **2.83**

MHNT Volume 4.90

Bill credit / current month **14**

| | | | |
|-------------------------------------|---------------------------------------|----------------|-----------------|
| Metric # - | OR-4-16-1000 | Product - | UNE-P |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | MHNT | | |
| -1 Standard | 95 | -2 Standard | 90 |
| performance | 83.33 | mrkt volume - | 12292 |
| max mrkt. adj. - | 23208 | CLEC volume - | 4.90 |
| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
| 95.00 | 50% | 11,604 | |
| 94.50 | 55% | 12,765 | |
| 94.00 | 60% | 13,925 | |
| 93.50 | 65% | 15,085 | |
| 93.00 | 70% | 16,246 | |
| 92.50 | 75% | 17,406 | |
| 92.00 | 80% | 18,567 | |
| 91.50 | 85% | 19,727 | |
| 91.00 | 90% | 20,887 | |
| 90.50 | 95% | 22,048 | |
| 90.00 | 100% | 23,208 | 23,208 |
| Available market adjustment dollars | | | 23,208 |
| 1/3 market volume | | | 4,097.33 |
| Market adjustment /qualified unit | | | 5.66 |
| MHNT Volume | | | 4.90 |
| Bill credit / current month | | | 28 |

| | | | |
|-------------------------------------|---------------------------------------|----------------|-----------------|
| Metric # - | OR-4-16-1000 | Product - | RESALE |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | NWPS | | |
| -1 Standard | 95 | -2 Standard | 90 |
| performance | 90.48 | mrkt volume - | 12292 |
| max mrkt. adj. - | 9512 | CLEC volume - | 1.90 |
| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
| 95.00 | 50% | 4,756 | |
| 94.50 | 55% | 5,231 | |
| 94.00 | 60% | 5,707 | |
| 93.50 | 65% | 6,183 | |
| 93.00 | 70% | 6,658 | |
| 92.50 | 75% | 7,134 | |
| 92.00 | 80% | 7,609 | |
| 91.50 | 85% | 8,085 | |
| 91.00 | 90% | 8,560 | |
| 90.50 | 95% | 9,036 | 9,036 |
| 90.00 | 100% | 9,512 | |
| Available market adjustment dollars | | | 9,036 |
| 1/3 market volume | | | 4,097.33 |
| Market adjustment /qualified unit | | | 2.21 |
| NWPS Volume | | | 1.90 |
| Bill credit / current month | | | 4 |

Metric # - **OR-4-16-1000** Product - **UNE-LOOF**

Metric Name - **% On Time PCN - 1 Business Day**

CLEC Code - **NWPS**

-1 Standard **95** -2 Standard **90**

performance **90.48** mrkt volume - **12292**

max mrkt. adj. - **11604** CLEC volume - **1.90**

| % | increments | dollars |
|-------|------------|---------|
| 95.00 | 50% | 5,802 |
| 94.50 | 55% | 6,382 |
| 94.00 | 60% | 6,962 |
| 93.50 | 65% | 7,543 |
| 93.00 | 70% | 8,123 |
| 92.50 | 75% | 8,703 |
| 92.00 | 80% | 9,283 |
| 91.50 | 85% | 9,863 |
| 91.00 | 90% | 10,444 |
| 90.50 | 95% | 11,024 |
| 90.00 | 100% | 11,604 |

Available market adjustment dollars **11,024**
 1/3 market volume **4,097.33**
 Market adjustment /qualified unit **2.69**
NWPS Volume 1.90
 Bill credit / current month **5**

| | | | |
|-------------------------------------|---------------------------------------|----------------|-----------------|
| Metric # - | OR-4-16-1000 | Product - | UNE-P |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | NWPS | | |
| -1 Standard | 95 | -2 Standard | 90 |
| performance | 90.48 | mrkt volume - | 12292 |
| max mrkt. adj. - | 23208 | CLEC volume - | 1.90 |
| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
| 95.00 | 50% | 11,604 | |
| 94.50 | 55% | 12,765 | |
| 94.00 | 60% | 13,925 | |
| 93.50 | 65% | 15,085 | |
| 93.00 | 70% | 16,246 | |
| 92.50 | 75% | 17,406 | |
| 92.00 | 80% | 18,567 | |
| 91.50 | 85% | 19,727 | |
| 91.00 | 90% | 20,887 | |
| 90.50 | 95% | 22,048 | 22,048 |
| 90.00 | 100% | 23,208 | |
| Available market adjustment dollars | | | 22,048 |
| 1/3 market volume | | | 4,097.33 |
| Market adjustment /qualified unit | | | 5.38 |
| NWPS Volume | | | 1.90 |
| Bill credit / current month | | | 10 |

Mkt adj. template for a CLEC that receives a -1 for two consecutive months in a critical measure & the aggregate performance does not receive a -1 in at least one month.

| | | | |
|-------------------------------------|---------------------------------------|-----------------|---------------|
| Metric # - | OR-4-16-1000 | Product - | RESALE |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | BULL | | |
| -1 Standard performance | 95 | -2 Standard | 90 |
| max mrkt. adj. - | 93.75 | mrkt volume - | 10748 |
| <u>%</u> | 9512 | CLEC volume - | 0.20 |
| | <u>increments</u> | <u>dollars</u> | |
| 95.00 | 50% | 4,756 | |
| 94.50 | 55% | 5,231 | |
| 94.00 | 60% | 5,707 | 5,707 |
| 93.50 | 65% | 6,183 | |
| 93.00 | 70% | 6,658 | |
| 92.50 | 75% | 7,134 | |
| 92.00 | 80% | 7,609 | |
| 91.50 | 85% | 8,085 | |
| 91.00 | 90% | 8,560 | |
| 90.50 | 95% | 9,036 | |
| 90.00 | 100% | 9,512 | |
| Available market adjustment dollars | | 5,707 | |
| 1/3 market volume | | 3,582.67 | |
| Market adjustment /qualified unit | | 1.59 | |
| BULL Volume | | 0.20 | |
| Bill credit / Prior Month | | 0 | |

Metric # - **OR-4-16-1000** Product - **UNE-LOOPS**

Metric Name - **% On Time PCN - 1 Business Day**

CLEC Code - **BULL**

-1 Standard **95** -2 Standard **90**
 performance **93.75** mrkt volume - **10748**
 max mrkt. adj. - **11604** CLEC volume - **0.20**

| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
|----------|-------------------|----------------|-------|
| 95.00 | 50% | 5,802 | |
| 94.50 | 55% | 6,382 | |
| 94.00 | 60% | 6,962 | 6,962 |
| 93.50 | 65% | 7,543 | |
| 93.00 | 70% | 8,123 | |
| 92.50 | 75% | 8,703 | |
| 92.00 | 80% | 9,283 | |
| 91.50 | 85% | 9,863 | |
| 91.00 | 90% | 10,444 | |
| 90.50 | 95% | 11,024 | |
| 90.00 | 100% | 11,604 | |

Available market adjustment dollars **6,962**
 1/3 market volume **3,582.67**
 Market adjustment /qualified unit **1.94**
BULL Volume 0.20
 Bill credit / Prior Month **0**

| | | | |
|------------------|---------------------------------------|---------------|--------------|
| Metric # - | OR-4-16-1000 | Product - | UNE-P |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | BULL | | |
| -1 Standard | 95 | -2 Standard | 90 |
| performance | 93.75 | mrkt volume - | 10748 |
| max mrkt. adj. - | 23208 | CLEC volume - | 0.20 |

| <u>%</u> | <u>increments</u> | <u>dollars</u> | |
|----------|-------------------|----------------|--------|
| 95.00 | 50% | 11,604 | |
| 94.50 | 55% | 12,765 | |
| 94.00 | 60% | 13,925 | 13,925 |
| 93.50 | 65% | 15,085 | |
| 93.00 | 70% | 16,246 | |
| 92.50 | 75% | 17,406 | |
| 92.00 | 80% | 18,567 | |
| 91.50 | 85% | 19,727 | |
| 91.00 | 90% | 20,887 | |
| 90.50 | 95% | 22,048 | |
| 90.00 | 100% | 23,208 | |

| | |
|-------------------------------------|-----------------|
| Available market adjustment dollars | 13,925 |
| 1/3 market volume | 3,582.67 |
| Market adjustment /qualified unit | 3.89 |
| BULL Volume | 0.20 |
| Bill credit / Prior Month | 1 |

| | | | |
|-------------------------------------|---------------------------------------|-----------------|---------------|
| Metric # - | OR-4-16-1000 | Product - | RESALE |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | COVD | | |
| -1 Standard performance | 95 | -2 Standard | 90 |
| max mrkt. adj. - | 88.00 | mrkt volume - | 10748 |
| <u>%</u> | <u>increments</u> | <u>dollars</u> | 1.75 |
| 95.00 | 50% | 4,756 | |
| 94.50 | 55% | 5,231 | |
| 94.00 | 60% | 5,707 | |
| 93.50 | 65% | 6,183 | |
| 93.00 | 70% | 6,658 | |
| 92.50 | 75% | 7,134 | |
| 92.00 | 80% | 7,609 | |
| 91.50 | 85% | 8,085 | |
| 91.00 | 90% | 8,560 | |
| 90.50 | 95% | 9,036 | |
| 90.00 | 100% | 9,512 | 9,512 |
| Available market adjustment dollars | | 9,512 | |
| 1/3 market volume | | 3,582.67 | |
| Market adjustment /qualified unit | | 2.65 | |
| COVD Volume | | 1.75 | |
| Bill credit / Prior Month | | 5 | |

| | | | |
|-------------------------------------|---------------------------------------|----------------|-----------------|
| Metric # - | OR-4-16-1000 | Product - | UNE-P |
| Metric Name - | % On Time PCN - 1 Business Day | | |
| CLEC Code - | COVD | | |
| -1 Standard performance | 95 | -2 Standard | 90 |
| max mrkt. adj. - | 88.00 | mrkt volume - | 10748 |
| <u>%</u> | 23208 | CLEC volume - | 1.75 |
| | <u>increments</u> | <u>dollars</u> | |
| 95.00 | 50% | 11,604 | |
| 94.50 | 55% | 12,765 | |
| 94.00 | 60% | 13,925 | |
| 93.50 | 65% | 15,085 | |
| 93.00 | 70% | 16,246 | |
| 92.50 | 75% | 17,406 | |
| 92.00 | 80% | 18,567 | |
| 91.50 | 85% | 19,727 | |
| 91.00 | 90% | 20,887 | |
| 90.50 | 95% | 22,048 | |
| 90.00 | 100% | 23,208 | 23,208 |
| Available market adjustment dollars | | | 23,208 |
| 1/3 market volume | | | 3,582.67 |
| Market adjustment /qualified unit | | | 6.48 |
| COVD Volume | | | 1.75 |
| Bill credit / Prior Month | | | 11 |

