PERFORMANCE ASSURANCE PLAN

VERIZON NEW HAMPSHIRE

Effective Date: TBD

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PERFORMANCE ASSURANCE PLAN

I. INTRODUCTION

The New Hampshire Performance Assurance Plan ("New Hampshire PAP") is a self-executing remedy plan that will ensure that Verizon New Hampshire ("Verizon NH") continues to provide quality wholesale services to competitive carriers after Verizon NH has gained entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. The New Hampshire PAP is based on the New York PAP and Carrier-to-Carrier Guidelines ("C2C"). The Change Control Assurance Plan ("CCAP") contained in Appendix I is also consistent with the New York Plan.

A. The New Hampshire PAP

The New Hampshire PAP has three major components: (1) the metrics used to report performance; (2) the methodology used to determine billing credits, including service segmentation, scoring method, and other rules described in the plan document; and (3) the dollars at risk. Each of these components is summarized below and is discussed in more detail in the following sections and Appendices.

1. Measures and Standards

The New Hampshire PAP utilizes the standards and measures set forth in the New York Carrier-to-Carrier Guidelines. The C2C measures include hundreds of individual data points that track and report on performance. Some metrics are compared with analogous Verizon retail services to ensure parity of service and others, where no retail analog exists, are reviewed on the basis of absolute standards. As in New York, where a subset of the C2C measures was selected

for inclusion in the PAP, the New Hampshire PAP incorporates the same C2C measures and standards.

2. Methodology

(a) Service Segmentation

The New Hampshire PAP includes three service segmentations: Mode of Entry ("MOE"), Critical Measures, and Special Provisions.

The MOE segment measures the overall level of service on an industry-wide basis for each method or mode by which carriers can enter the local exchange market under the Telecommunications Act of 1996, *i.e.* Resale, Unbundled Network Elements - Platform ("UNE-Platform"), Unbundled Network Elements - Loop ("UNE-Loop"), Interconnection ("Trunks") and Digital Subscriber Lines ("DSL"). Any bill credits generated in any one of these modes are allocated to competitors purchasing those types of services. The MOE component of the New Hampshire PAP is fully described in Section II.C. and in Appendices A and E.

The Critical Measures component measures performance in critical areas that have been identified as most important to the provision of quality service. These measures are a subset of the measures included in the MOE segment measurements for Resale, UNE-Platform, UNE-Loops, Trunks and DSL, and include additional measures for Collocation, Specials and Resolution Process. Additional bill credits will be provided for performance on these measures that fail to meet the standards. This segment provides a mechanism to assure that carriers are receiving non-discriminatory service on an individual basis. The complete list of Critical Measures is enumerated in Appendix B and scoring/credit calculations are in Appendix F.

The Special Provisions segment focuses on a number of measures that are viewed as measuring key aspects of Verizon NH's performance. This segment establishes targets that Verizon NH must achieve for flow-through, order processing, hot-cuts, Local Service Request

Confirmations, and reject notices. Verizon NH will provide bill credits to those carriers who received service below target levels. The Special Provisions measures are described in Section II.E. and Appendix H.

(b) Change Control Assurance

Verizon is also subject to a separate Change Control Assurance Plan ("CCAP"). Change Control is designed to measure Verizon's performance in implementing revisions to OSS interfaces and business rules that affect CLECs. The Change Control process is common to carriers operating in New Hampshire and New York. Under the Change Control Assurance Plan, ~~$1.37 million~~472,000 in bill credits will be available to all CLECs in New Hampshire for unsatisfactory performance on four Change Control metrics. Change Control credits are described in Section II. B.2.

(c) Statistical Test

The New Hampshire PAP uses statistical methodologies as one means to determine if "parity" exists between Verizon NH's wholesale and retail performance. The statistical methodology is described in Appendix D.

(d) Scoring

Each of the measures within the MOE segment is graded with a 0, -1, or -2 based on the statistical analysis and the magnitude of the Z-statistic for the month. The performance score for each metric is then weighted. These weights were developed to reflect the importance of that metric in determining that markets are open to competition. Critical Measures performance is scored against sliding scales based on the statistical score and the magnitude of the difference between wholesale service and the applicable standards. Special Provisions are scored against absolute standards of performance. Each of the scoring, weighting, and credit distribution processes is contained in the Appendices.

(e) Self-executing aspects

Verizon NH will report its performance on the New Hampshire PAP on a monthly basis. Within 28 days of the close of the month in which performance is being reviewed, PAP credits will be determined and submitted for processing for each CLEC, in accordance with and subject to the provisions of Section II.H below and Appendix D.

3. Dollars at Risk

The structure of the New Hampshire PAP includes three credit categories: Mode of Entry, Critical Measures, and Special Provisions. Each category has a New Hampshire-specific credit schedule and cap that are presented in greater detail in the Appendices. The New Hampshire PAP contains a maximum dollar amount at risk. The total cap for Verizon NH is ~~$42.8~~14.79 million annually, which is made up of a New Hampshire PAP cap of ~~$41.45~~14.29 million and a CCAP cap of ~~$1.37 million~~472,000. The distribution of dollars is as follows:

	Dollars at Risk (millions)
Mode of Entry	~~$10.27~~3.54
Doubling of MOE	~~$10.27~~3.54
Critical Measures	~~$16.26~~5.61
Special Provisions	
Flow Through	~~$1.37~~.472
Hot Cut Performance	~~$3.28~~1.13
CCAP	~~$1.37~~.472
Verizon Total	~~$42.82~~14.764

Conditions for doubling of the MOE dollars at risk are explained fully in Section II.C.2. In addition, there is an additional category for Special Provisions associated with ordering that provides for an additional ~~$3.28~~1.13 million, to be paid from the MOE dollars at risk, if Verizon

NH does not meet service standards and has not reached the cap level for MOE. If Verizon NH's performance results in payments that reach the overall monetary cap, the Commission, at its discretion, may open a proceeding to resolve the underlying service problem. The Commission retains the discretion to investigate extraordinary wholesale service performance issues and to take appropriate corrective action.

II. PROVISIONS OF THE PLAN

A. Measures, Methods of Analysis and Standards

1. Measures

The measures and standards in the New Hampshire PAP have been taken directly from the current version of Guidelines for Carrier-to-Carrier (C2C) Performance Standards and Reports (the "Guidelines"), which were initially developed in New York Case 97-C-0139 and cover the areas of Pre-order, Ordering, Provisioning, Maintenance and Repair, Billing, and Network Performance. The NH Commission has adopted the New York C2C Performance Measurement Plan for evaluating Verizon NH's compliance with the requirements of Section 271 of the Telecommunications Act of 1996. The measures and standards in the Guidelines have been revised since their initial adoption, and it is expected that further revisions will be adopted to reflect the needs of the competitive marketplace.

2. Methods of Analysis

Verizon NH will use two interrelated methods to monitor wholesale performance to CLECs on the performance measurements. The first method is designed to measure Verizon NH's overall Section 271 performance in five categories that correspond to the methods or modes CLECs use to enter the local exchange market: Resale; UNE-Platform; UNE-Loop; Trunks; and DSL. This is referred to as the Mode of Entry ("MOE") Measurements method. A total of ~~$10.27~~3.54 million in annual bill credits, with potential for doubling per the provisions in Section II.C.2, will be available to CLECs if Verizon NH provides the maximum allowable unsatisfactory performance in all five MOE categories. (*See* Appendix A.) The MOE

measurements provide a mechanism to measure the overall level of Verizon NH's service to the entire CLEC industry in the five areas.

The second method, referred to as the Critical Measures measurements, measures Verizon NH's performance in critical areas, on both a CLEC-specific and a CLEC-aggregate basis. The Critical Measures are also grouped by the five categories used in MOE and, in addition, include measures for Specials, Collocation and Resolution Process.[1] These measures are a subset of the measures included in the MOE segment measurements for Resale, UNE-Platform, UNE-Loop, Trunks and DSL, and include additional measures for Collocation, Specials and the Resolution Process. A total of $~~16.26~~5.16 million in annual bill credits will be available to CLECs if Verizon NH provides the maximum allowable out of parity performance on all Critical Measures. (*See* Appendix B.) The Critical Measures cover Verizon NH's service in areas critical to the CLECs and provide a mechanism to assure that CLECs on an individual basis are receiving non-discriminatory service.

In addition, this Plan contains a "Special Provisions" segment that focuses on a number of UNE measures that measure key aspects of Verizon NH's performance after it gains entry into the InterLATA long distance market. In order to assure that Verizon NH will provide satisfactory service in these key areas, *e.g.*, flow through and hot cuts, $~~4.65~~1.60 million is made available in addition to the $~~26.53~~9.15 million available under the MOE and Critical Measures. In addition, $~~3.28~~1.13 million will be available for certain UNE ordering measures, to be paid from the MOE dollars at risk, if Verizon NH does not meet service standards and has not reached the cap level for MOE. (*See* Section II.E. *infra.*)

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[1] The Resolution Process includes measures for the resolution of PON related-trouble tickets and billing claims.

3. Standards

Each measure will be evaluated according to one of two standards. For the measures where a Verizon New Hampshire retail analog exists, a "parity" standard will be applied.[2] For those measures where no retail analogs are available, an absolute standard has been specified as a surrogate to determine whether Verizon NH is providing non-discriminatory service to the CLECs. The metrics with absolute standards are displayed in Appendix C.

B. Distribution of the MOE and Critical Measures Credits

1. Distribution of Bill Credits

Annual bill credits totaling $~~10.27~~3.54 million are attributed to the MOE measures and are distributed to each of the MOE categories in amounts that reflect the importance of that MOE to the local exchange competition. These amounts can double to $~~20.54~~7.08 million in annual bill credits. (*See* section II.C.2 below.) Each month one-twelfth (1/12) of the annual amount will be available for bill credits. (*See* Appendix A.) An analogous principle has been applied to the $~~16.26~~5.61 million associated with Critical Measures bill credits. (*See* Appendix B.)

2. Reallocation of Potential Bill Credits

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the Plan and the Change Control Assurance Plan, which is discussed below hereto. The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

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[2] The parity measures in the Plan fall into two categories: Measured variables and Counted variables. Measured variables are metrics of means or averages, such as mean time to repair. Counted variables are metrics of proportions such as percent measures.

C. MOE Scoring and Bill Credit Calculations

1. Scoring

The measures and standards for the MOE measurements have been placed into five categories: Resale, UNE-Platform, UNE-Loop, Interconnection (Trunks) and DSL. Since the 1996 Act requires that Verizon NH provide interconnection "that is at least equal in quality" to that provided to itself, and "nondiscriminatory access" to unbundled elements, each month Verizon NH will apply statistical tests, which are described in Appendix D, to Verizon NH and CLEC performance data to develop t scores or equivalent permutation or Fisher's Exact Test scores for the measures.[3] These statistical scores will be converted into a performance score for each MOE measure as follows:

Statistical Score	Performance Score
Z <= -1.645	-2
-1.645 < Z <= -0.8225	-1
-0.8225 < Z	0

For small sample sizes of measures with a parity standard, the permutation pest will be applied to obtain the statistical scores, which will be converted into a performance score. (*See* Appendix D.) For small sample sizes of measures with absolute standards, a small sample size table will be applied to obtain the performance scores. Measures with absolute standards will be given a performance score of 0, -1, or -2 depending on the performance for that measure. (*See* Appendix C.)

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[3] The statistical methodologies set forth in Appendix D were taken from the New York State Carrier-to-Carrier Guidelines Performance Standards and Reports in Case 97-C-0139.

Thus, for each of the measures within the five MOE categories, Verizon NH's performance will be graded 0, -1, or -2. Each measure with a performance score of -1 in a given month will be subject to change, depending upon the previous two Z-statistics or t-statistics. If Verizon NH's previous two Z-statistics or t-statistics were greater than or equal to –0.8225, then the score in the current month will be changed from -1 to 0.[4] The 0 would then be used in conjunction with all of the other metrics in that MOE category to determine an aggregate score. A score of -2 in a given month will not be subject to change based upon previous performance. The performance score for each metric will then be weighted, based upon the importance of the metric in determining whether that MOE is open to competition. (*See* Appendix A, which lists the weights for the MOE measurements.) The weighted scores will then be aggregated (averaged) by each MOE category (Resale, UNE-Platform, UNE-Loop, Interconnection and DSL), producing an overall weighted score for each of the five categories.

2. Bill Credit Calculations

If Verizon NH's overall (aggregate) performance score in the five categories falls below a minimum score in any given month, wholesale price reductions in the form of bill credits will be implemented and remain in effect for one month.[5] If an overall score falls to the maximum score or below, the maximum wholesale price reduction will be implemented. Scores between the minimum and maximum scores will also be entitled to credits pursuant to a credit table for each MOE category. Credit Tables with the range of scores between the minimum and

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[4] If there is no activity or insufficient sample for evaluation of a metric in either or both of the two previous months, the performance score from the 3rd previous month or scores from the 3rd and 4th previous months will be used in that order to obtain two scores to determine the outcome of the –1 in the month under evaluation. If two scores cannot be obtained from the four months, the –1 in the month under evaluation will be changed to a 0.

[5] The intent is that the minimum score for each MOE category corresponds to the threshold at which there is a

(Continued . . .)

maximum and the applicable rates appear in Appendix A. The bill credits payable to the CLECs will be determined each month by dividing the amount from the table in Appendix A by the actual monthly volumes of the CLEC units in service. The measurement units for each of the MOEs is as follows:

1. UNE – Loop – Lines in service at end of month;
2. UNE – Platform – Lines in service at end of month;
3. Resale – Lines in service at end of month;
4. Interconnection (Trunks) – Minutes of use in month; and
5. DSL – Lines in service at end of month.[6]

The maximum scores represent the maximum allowable out of parity condition. The minimum and maximum performance scores and the start point percentages are as follows:

(. . . Continued)

95% certainty that parity does not exist.

[6] For the purpose of the Plan:

1. Lines in service for UNE - Platform means UNE-Platform lines.
2. Lines in service for UNE-Loop means, UNE 2-Wire analog loops.
3. Lines in service for Resale means Resale POTS lines.
4. Trunks – minutes of use per month.
5. Lines in service for DSL means Resale 2-Wire Digital Services, UNE 2-Wire Digital loops, UNE 2- Wire xDSL loops, UNE Line Shared loops, and UNE Line Split loops.

	Minimum Market Adj	Maximum Market Adj	% Market Adj at Minimum[7]
UNE - Platform	-0.25292	-0.67000	20%
UNE - Loop	-0. 18293[8]	-0.67000	20%
Resale	-0.24715	-0.67000	20%
Interconnection	-0.21429	-1.00000	20%
DSL	-0.23024	-0.67000	20%

If an aggregate MOE score is less than one half the difference (*i.e.*, below the midpoint) between the minimum and maximum scores in any one of the five MOE categories for three consecutive months, the amounts in the credit tables in Appendix A for that same three-month period will be doubled for the applicable MOE category. (The midpoints for the MOEs are delineated in Appendix A.) The amounts in Appendix A will remain doubled until such time as Verizon NH achieves a score of one quarter (or greater) the difference between the minimum and maximum scores in that category in any given month. Appendix E provides a detailed step-by-step description of how the MOE performance scores and bill credits will be calculated and distributed to the CLECs.

3. The Domain Clustering Rule

Domain Clustering will provide CLECs with an additional layer of protection under the MOE mechanism. The term Domain refers to four service quality measures (*i.e.*, Pre-Order,

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[7] The "% Market Adj At Minimum" indicates the amount of monthly bill credits that will be due to CLECs if Verizon NH trips the minimum score. For example, if Verizon NH were to score -.253 on the UNE – Platform MOE in a month, 20% of the ~~$251,044~~86,549 monthly amount would be due. (*See* Appendix A.)

[8] The minimum market adjustment score above for UNE-Loop has been calculated assuming each metric will have sufficient activity for evaluation in each reporting period. The Plan recognizes that sufficient activity may not occur for each of the Large Job and Batch Hot Cut measures in every report period, causing one or more of these metric weights to be zero. When this occurs, the UNE-Loop minimum threshold will range between -0.18293 and -0.23560. The threshold corresponding to the reduced number of MOE weights are shown in Appendix A.

Ordering, Provisioning, and Maintenance and Repair)[9] that are included in the Resale, UNE - Platform, UNE-Loop, and DSL MOEs. Under the Domain Clustering Rule, each Domain will be reviewed each month. If 75% or more of the respective Ordering, Provisioning, or Maintenance and Repair Domain weights are tripped, the higher of the clustering overlay or overall market score will be used to determine the market adjustments for the Resale, UNE-Platform, UNE-Loop, and DSL MOEs. The same rule will apply to the Pre-Ordering Domain, except that the clustering overlay would be effective if all Pre-Ordering response time measures failed at the -2 level, in which case 75% would be used in the overlay calculations. The Domain Clustering methodologies are set forth in detail in Appendix E.

D. Critical Measures Scoring and Bill Credit Calculations

1. Scoring

Verizon NH's performance in these measurement categories is critical to the CLECs' ability to compete in the New Hampshire local exchange market. Should Verizon NH performance miss the applicable performance standards for even *one* of these categories, eligible CLECs will be entitled to bill credits. (*See* Appendix B.) The statistical tests and performance scoring mechanism described in the MOE section also apply to these measures.[10]

2. Bill Credit Calculations

For each Critical Measure, Verizon NH's performance for all CLECs during a given month will be averaged. Should the resulting performance score in any one category fall to -1 or

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[9] The domains do not include billing.

[10] To the extent that a Critical Measure contains more than one measure, the weights from Appendix A will be used to determine the amount of bill credits available for the individual measure.

below ("sub-standard performance"),[11] 50% of the maximum bill credits for that measure will be payable to eligible CLECs. The eligible CLECs are all those CLECs that received sub-standard performance during that month (the "Aggregate Rule"). In addition, should any CLEC receive sub-standard performance for two consecutive months, bill credits for that CLEC will be implemented for the two month period, notwithstanding the fact that all CLECs on average may have received satisfactory performance during the two months (the "Individual Rule").[12]

Bill credits will increase by ten incremental amounts for performance scores between -1 and -2, or Z or t scores between -0.8225 and -1.645. The amounts payable to each CLEC will be in direct proportion to the amount of service that CLEC receives from Verizon NH compared to the other CLECs who received sub-standard performance pursuant to the critical measure. For example, under Critical Measure % Repeat Reports within 30 days, the percent of bill credits for an unsatisfactory score would be calculated by determining the number of lines a CLEC had compared to other CLECs that received sub-standard performance.[13] If a score falls to the maximum level, the maximum bill credits will be implemented for the Critical Measure in question.

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[11] The permutations test will be used to derive Z and t scores for measures with small sample sizes as described in the Guidelines and Appendix D.

[12] If all CLECs on average received an aggregate score below -1 for both months, the individual CLEC with the below average score would be entitled to bill credits for the Critical Measure in question under the Aggregate Rule. Likewise, if all CLECs on average received an aggregate score below -1 for the first of the two months and an aggregate score above -1 for the second month, the individual CLEC with sub-standard performance during both months would be entitled to receive bill credits pursuant to the Aggregate Rule for the first month and pursuant to the Individual Rule for the second month. A CLEC is only entitled to receive Bill Credits under the Individual Rule if it receives a score of -1 or less in a Critical Measure category and the CLEC group on average received a score greater than -1 for the Critical Measure.

[13] For Collocation – bill credits distribution will be determined by the cages completed during month, *i.e.*, collocation arrangements completed: all arrangements including (a) physical, (b) virtual and (c) other collocation arrangements provided under tariff.

Appendix F provides a detailed step-by-step description of how the Critical Measures scores and bill credits will be calculated and distributed to the CLECs.

E. Special Provisions - UNE Measures

A number of key measures have been identified that measure aspects of Verizon NH's performance on service quality items that are viewed as essential for CLECs to ensure their ability to effectively compete in the local service market. Accordingly, additional funds will be made available for these measures under the subparagraphs described below.

1. Flow Through Measures for UNEs

Verizon NH will make an additional ~~$1.37~~ .472 million available for potential bill credits, which will be paid on a quarterly basis, for the following flow through UNE metrics measured on a cumulative quarterly basis: OR-5-01 "% Flow Through - Total" and OR-5-03 "% Flow Through Achieved", for each of three products, UNE-Platform, UNE-Loop and UNE-Other. Under this section, a performance standard of 80% will apply to each of the OR-5-01 measures, and a performance standard of 95% will apply to each of the OR-5-03 measures. If at the end of any quarter Verizon NH has not achieved one of these two performance standards for the specified products, it will distribute the amount of bill credits that corresponds to that product as shown in Appendix H. The bill credits will be available to all CLECs purchasing UNEs. Any amounts due will be credited based on the CLEC's lines in service.[14] Bill credit allocations for UNE-Platform and UNE-Other Special Provisions will be included with any UNE-Platform MOE market adjustments and bill credit allocations for UNE-Loop Special Provisions will be included with any UNE-Loop MOE market adjustments. The scoring methodology for the respective measures and products is set forth in more detail in Appendix H.

[14] Lines in service will equal: UNE-Platform and UNE Loop.

2. UNE Ordering Performance

An additional $~~$273,333~~94,167 per month, or $~~$3.28~~1.13 million annually, will be made available for bill credits for four non-flow through UNE performance measures:

> OR-1-04 % On Time LSRC/ASRC – No Facility Check (Electronic- No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP
> OR-1-06 % On Time LSRC/ASRC – Facility Check (Electronic- No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP;
> OR-2-04 % On Time LSR/ASR Reject – No Facility Check (Electronic- No Flow-Through)–Platform and Loop/Pre-Qualified Complex/LNP; and
> OR-2-06 % On Time LSR/ASR Reject - Facility Check (Electronic- No Flow-Through) – Platform and Loop/Pre-Qualified Complex/LNP.

Funding for these additional bill credits will come from any unused MOE funds in a month or the six prior months. $~~$68,417~~23,587 in bill credits per metric will be distributed under this section to all CLECs ordering UNEs based on the CLEC's lines in service if performance is less than 90% on the respective measures. For small sample sizes of measures with an absolute standard of 90%, a small sample size table will be applied to obtain the performance scores (Appendix C). These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (*See* Appendix H.)

3. Additional Hot Cut Performance Measures

An additional $~~$3.28~~1.13 million for bill credits will be made available for service quality related to Hot Cut Performance Measures: PR-9-01 "- % on Time Performance - Hot Cut" and PR-6-02 "Installation Quality - % Installation Troubles Reported Within 7 Days" for each of three products, Basic Hot Cuts, Large Job Hot Cuts and Batch Hot Cuts. Bill credits will be paid under this section if either of two events occurs for a single product:

> (a) If for any two consecutive months, Verizon NH fails to achieve either 90% on-time performance or scores greater than a 3.00% rate for installation troubles within 7 days, Verizon NH will distribute bill credits shown in Appendix H for each product to the affected CLECs. These credits will be combined with the bill credits under the

corresponding Critical Measures that have bill credits due under the Aggregate Rule. If Verizon NH fails to meet either of these measures in the first month, but meets them in the second month, no bill credits will be due.

(b) If for any one month, Verizon NH fails to achieve 85% on-time performance or scores greater than a 4.00% rate for installation troubles within 7 days, Verizon NH will distribute the bill credits shown in Appendix H for each product to the affected CLECs for that month. These credits will be combined with bill credits under the corresponding Critical Measures that have bill credits due also under the Aggregate Rule. (*See* Appendix H.)

Performance for PR-9-08 Average Duration of Hot Cut Installation Trouble (UNE POTS Loop, Total Hot Cut) is also reported in this Special Provision (*See* Appendix H).

F. The Change Control Assurance Plan

A total of ~~$1.37~~.472 million will be placed at risk for the Change Control Process for those CLECs operating in New Hampshire. The credits will be made available using the same methodology used in New York. The Change Control process that is currently in place is common to systems in New Hampshire and New York. The proposed CCAP is attached in Appendix I and is consistent with the CCAP currently effective in New York.

G. Monthly Reports

To ensure that there is timely information regarding Verizon NH's performance, Verizon NH will report its performance on a monthly basis. Verizon NH will make a report will be made available to all CLECs providing service in New Hampshire with respect to each month after the Plan becomes effective.

A sample copy of the report appears in Appendix G. The first five pages will provide information regarding the MOE measures and will include:

1. Verizon NH actual performance to its retail customers where such measures exist and to CLECs for each metric;
2. The number of observations for Verizon NH and the CLECs for each measure (where applicable);
3. The Verizon NH standard deviation (where applicable);
4. The sampling error (where applicable);
5. The appropriate statistical scores (where applicable)[15] or the difference between Verizon NH's and the CLECs' actual performance on the measure (where applicable);
6. A performance score for each measure;
7. The weight for each measure;
8. The weighted performance score; and
9. An aggregation of the performance scores, weighted performance scores, and aggregate bill credits, if any, due under each MOE.

The sixth and seventh pages will list the Critical Measures and the bill credits, if any, that are due for these measures on an aggregate CLEC basis. The eighth page will include performance details for Critical Measures for Network Performance, Specials and Resolution Processes. The ninth page will include Special Provisions. The tenth page will include a summary of the CCAP measures and the bill credits due, if any. The eleventh page will provide a summary of the total bill credits, if any, due the CLEC industry. In addition, CLEC specific reports will include bill credit amounts, if any, due to the individual CLEC for the

[15] Refer to Appendix D for a discussion of the appropriate statistical tests.

MOE and Critical Measures and Special Provisions.[16] The monthly report will be provided within 28 days of the end of each month following the effective date of the PAP.[17]

Verizon NH will provide a separate report on all measures that will be established in the New Hampshire C2C proceeding (Docket No. DT 01-006), allowing for future additions, deletions and other modifications ordered by the Commission. In addition, to the extent allowed by law, Verizon NH will make available CLEC-specific C2C electronic reports enabling those receiving the reports to evaluate performance at greater levels of detail.[18] The C2C reports will be made available to any CLEC requesting the reports.

H. Bill Credits Payment

Except as set forth in this paragraph, the remedies established under the New Hampshire PAP are in lieu of, and not in addition to, the remedy provisions contained in individually negotiated interconnection agreements or interconnection agreements adopted under section 252(i) of the Telecommunications Act of 1996. However, if, as of May 24, 2002 (the date of Commission Order No. 23,976), a CLEC has an approved interconnection agreement in New Hampshire which provides for performance penalties, the CLEC may elect to receive penalties under that interconnection agreement instead of under the New Hampshire PAP and Change

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16 The computer model that will be used to calculate the MOE and Critical Measures bill credits will be posted on Verizon NH's Wholesale Website.

17 If the 28th day is a weekend or holiday, the monthly reports will be provided by the first subsequent business day.

18 A two-year statute of limitation on challenges to PAP performance will be adopted and effective September 29 for the August 2003 performance report. The initiation of this provision is contingent upon Verizon providing the algorithms, in a structured format, related to the PAP metrics to the Commission prior to September 29, 2003. Verizon NH will provide notice to CLECs receiving PAP reports that it has satisfied this obligation.

Control Plan until the termination date of the agreement. A CLEC shall make such election by notifying Verizon NH in writing no later than the last day of the first month in which the PAP is effective. CLECs that have failed to provide such notice by the specified deadline will be deemed to have elected to receive payment under the New Hampshire PAP rather than under their interconnection agreements. To the extent that any CLECs elect to receive remedy payments under their interconnection agreements instead of under the PAP and Change Control Plan, Verizon NH will deduct the aggregate amounts of the credits that otherwise would be owed to those CLECs under the PAP from the total credits owed for each payment category (MOE, Critical Measures, Special Provision, and CCAP) for which the electing CLECs otherwise would have been eligible.

Should Verizon NH's performance not meet the standards set forth above for the MOE and Critical Measure measurements, CLECs will receive bill credits for those MOE categories or Critical Measures scores that fall below the respective minimum levels.

If the bill credits exceed the balance due Verizon NH on the CLEC's bill (including any arrearage), the net balance will be carried as a credit on to the CLEC's next month's bill.

Verizon NH will issue checks in lieu of outstanding bill credits to CLECs that discontinue taking service from Verizon NH and have no outstanding bill balance. If a CLEC has a balance due to Verizon NH, a check will be issued only in the amounts by which outstanding bill credits exceed any balance due from the CLEC.

I. Term of Performance Assurance Plan

The Commission will reevaluate the appropriateness of the Plan when Verizon NH eliminates its Section 272 affiliate. Until such time as a replacement mechanism is developed or the Plan is rescinded, the Plan will remain in effect, as it may be modified from time to time by the Commission.

J. Exceptions and Waiver Process

Recognizing that C2C service quality data may be influenced by factors beyond Verizon NH's control, Verizon NH may file Exception or Waiver petitions with the Commission seeking to have the monthly service quality results modified on three generic grounds. The first involves the potential for "clustering" of data, and the effect that such clustering has on the statistical models used in this Plan. The requirements of the clustering exception are set forth in Appendix D.

The second ground for filing an exception relates to CLEC behavior. If performance for any measure is impacted by unusual CLEC behavior, Verizon NH will bring such behavior to the attention of the CLEC and attempt to resolve the problem. Examples of CLEC behavior which may influence performance results include:

1. poor order quality, such as missing codes, incorrect codes or misspelled directory listings;
2. actions that cause excessive missed appointments, such as wrong addresses, wrong due dates or offered intervals shorter than the standard interval;
3. actions resulting in excessive multiple dispatch and repeat reports, such as incorrect dispatch information or inadequate testing by a CLEC;
4. inappropriate coding on orders, such as where extended due dates are desired and are not coded as such;
5. delays in rescheduling appointments when Verizon NH has missed an appointment.

If such action negatively influences Verizon NH's performance on any metric, Verizon NH will be permitted to petition for relief. The petition, which will be filed with the Commission and served on the CLEC, will provide appropriate, detailed documentation of the events, and will demonstrate that the CLEC behavior has caused Verizon NH to miss the service

quality target. Verizon NH's petition must include all data that demonstrates how the measure was missed. It should also include information that excludes the data affected by the CLEC behavior. CLECs and other interested parties will be given an opportunity to respond to any Verizon NH petition for an Exception. If the Commission determines that the service results were influenced by inappropriate CLEC behavior, the data will be excluded from the monthly reports.

The third ground for filing a waiver relates to situations beyond Verizon NH's control that negatively affect its ability to satisfy only those measures with absolute standards. The performance requirements dictated by absolute standards establish the quality of service under normal operating conditions, and do not necessarily establish the level of performance to be achieved during periods of emergency, catastrophe, natural disaster, severe storms, work stoppage, or other events beyond Verizon NH's control.

Verizon NH may petition the Commission for a waiver of specific performance results for those metrics that have performance targets dictated by absolute standards, if Verizon NH's performance results do not meet the specific standard. This waiver process shall not be available for those metrics for which Verizon NH's wholesale performance is measured by comparison to retail performance (parity metrics).

Any petition pursuant to this provision must demonstrate clearly and convincingly the extraordinary nature of the circumstances involved, the impact that the circumstances had on Verizon NH's service quality, why Verizon NH's normal, reasonable preparations for difficult situations proved inadequate, and the specific days affected by the event. The petition must also include an analysis of the extent to which the parity metrics (retail and wholesale) were affected by the subject event, and must be filed within 45 days from the end of month in which the event occurred.

The Commission will determine which, if any, of the daily and monthly results should be adjusted in light of the extraordinary event cited, and will have full discretion to consider all available evidence submitted. Insufficient filings may be dismissed for failure to make a *prima facie* showing that relief is justified.

K. Annual Review, Updates and Audits

1. Annual Review, Updates and Audits

Each year the Commission and Verizon NH may review and/or audit the Performance Assurance Plan to determine whether any modifications or additions should be made. During this review, the Commission and Verizon NH can determine, among other things, whether: (1) measures and weights should be modified, added or deleted; (2) modifications should be made to the distribution of dollars at risk among the MOE and Critical Measures categories; (3) geographic deaveraging should be adopted for reporting metric results; (4) the clustering and CLEC behavior exceptions included in Appendix D should be modified; (5) small sample size procedures should be modified; and (6) the methodologies used to calculate the bill credits should be modified.[19] All aspects of the Plan, however, will be subject to review. The annual review process may be initiated no more than six months before the anniversary date of Verizon NH's entry into the long distance market pursuant to Section 271. Any modifications to the Plan will be implemented as soon as is reasonably practical after Commission approval of the modifications.

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[19] In particular, during the first annual review, the methodology used to calculate amounts due to CLECs under the Individual Rule for bill credits under the Critical Measures category will be analyzed to determine whether the rule provides for an appropriate distribution of bill credits.

2. Changes to the New York Plan

Verizon NH will file changes to the New York Plan adopted by the New York PSC with the New Hampshire Commission within 30 days of the compliance filing in New York for review and inclusion in the New Hampshire Plan upon the Commission's approval.

VERIZON NEW HAMPSHIRE

APPENDIX A

Effective Date: TBD

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Note: **BOLD** indicates Critical Measure

Table A-1-1: Resale - Mode of Entry Weights

PO	Pre-Ordering	Weight
PO-1-01-6020	Customer Service Record – EDI	2
PO-1-03-6020	Address Validation –EDI	2
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**	**5**
PO-1-01-6050	Customer Service Record - Web GUI	2
PO-1-03-6050	Address Validation - Web GUI	2
PO-2-02-6050	**OSS Interface Availability - Prime - Web GUI**	**5**
OR	**Ordering**	
OR-1-02-2320	**% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs**	**10**
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	5
OR-4-11-2000	% Completed Orders with neither a PCN or BCN Sent	5
OR-4-16-2000	**% On Time PCN - 1 Business Day**	**5**
OR-4-17-2000	% On Time BCN - 2 Business Day	5
OR-5-03-2000	% Flow Through - Achieved – POTS	10
OR-6-03-2000	% Accuracy – LSRC	10
OR-1-04-2100	% OT LSRC -No Facil Ck(E -No Flow Thru)-POTS/Pre-Qual Cmplx	5
OR-1-06-2320	% OT LSRC/ASRC -Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx	2
OR-2-04-2320	% OT LSR Rej -No Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx	2
OR-2-06-2320	% OT LSR/ASR Rej -Facil Ck(E -No F/T) -POTS/Pre-Qual Cmplx	2
PR	**Provisioning**	
PR-3-01-2100	**% Completed in 1 Day (1-5 lines – No Disp) - POTS Total**	**5**
PR-4-05-2100	**% Missed Appointment- VZ - No Dispatch - POTS**	**20**
PR-4-04-2100	**% Missed Appointment - VZ - Dispatch - POTS**	**10**
PR-4-02-2100	**Average Delay Days - Total – POTS**	**15**
PR-5-01-2100	% Missed Appointment - Facilities - POTS	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	5
PR-6-01-2100	**% Installation Troubles within 30 days - POTS**	**15**
MR	**Maintenance & Repair**	
MR-1-01-2000	Average Response Time - Create Trouble	2
MR-1-06-2000	Average Response Time - Test Trouble (POTS only)	2
MR-3-01-2110	**% Missed Repair Appointments - Loop - Bus.**	**10**
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	10
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	5
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	5
MR-4-08-2110	**% Out of Service > 24 Hours - POTS - Bus.**	**5**
MR-3-01-2120	**% Missed Repair Appointments - Loop - Res.**	**10**
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	10
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	5
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	5
MR-4-06-2120	% Out of Service > 4 Hours - POTS – Res.	5
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	5
MR-4-08-2120	**% Out of Service > 24 Hours - POTS - Res.**	**5**
MR-5-01-2100	**% Repeat Reports w/in 30 days - POTS**	**10**
BI	**Billing**	
BI-1-02-2030	% DUF in 4 Business Days	5

	Total Weights For Resale MOE	263

Table A-1-2: Unbundled Network Elements - Platform - Mode of Entry Weights

PO	Pre-Ordering	Weight
PO-1-01-6020	Customer Service Record – EDI	2
PO-1-03-6020	Address Validation –EDI	2
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**	**5**
PO-1-01-6030	Customer Service Record - CORBA	2
PO-1-03-6030	Address Validation - CORBA	2
PO-2-02-6030	**OSS Interface Availability - Prime - CORBA**	**5**
PO-1-01-6050	Customer Service Record - Web GUI	2
PO-1-03-6050	Address Validation - Web GUI	2
PO-2-02-6050	**OSS Interface Availability - Prime - Web GUI**	**5**
OR	**Ordering**	
OR-1-02-3143	**% On Time LSRC - Flow Thru - Platform - 2hrs**	**10**
OR-2-02-3143	% On Time LSR Reject - Flow Thu - Platform	5
OR-4-11-3000	% Completed Orders with Neither a PCN or BCN Sent	5
OR-4-16-3000	**% On Time PCN - 1 Business Day**	**5**
OR-4-17-3000	% On Time BCN - 2 Business Day	5
OR-5-03-3140	% Flow Through - Achieved - UNE POTS Platform	5
OR-6-03-3143	% Accuracy - LSRC - Platform	5
OR-1-04-3143	% OT LSRC -No Facil Check(Elec.-No Flow Thru) -Platform	5
OR-1-06-3143	% OT LSRC/ASRC -Facil Ck(Elec.-No Flow Thru) -Platform	2
OR-2-04-3143	% OT LSR Rej.-No Facil Ck (Elec.-No Flow Thru) -Platform	2
OR-2-06-3143	% OT LSR/ASR Rej. -Facil Ck(Elec.-No Flow Thru) -Platform	2
PR	**Provisioning**	
PR-3-01-3140	**% Completed in 1 Day (1-5 Lines - No Disp) - Platform**	**5**
PR-4-05-3140	**% Missed Appointment- VZ - No Dispatch - Platform**	**20**
PR-4-04-3140	**% Missed Appointment - VZ - Dispatch - Platform**	**10**
PR-4-02-3100	**Average Delay Days - Total - POTS**	**15**
PR-5-01-3140	% Missed Appointment - Facilities - Platform	5
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	5
PR-6-01-3121	**% Installation Troubles within 30 days - Platform**	**10**
MR	**Maintenance & Repair**	
MR-1-01-2000	Avg. Response Time - Create Trouble	2
MR-1-06-2000	Avg. Response Time - Test Trouble (POTS only)	2
MR-3-01-3144	**% Missed Repair Appointments - Loop - Platform - Bus**	**10**
MR-3-02-3144	% Missed Repair Appointments - CO Platform - Bus	10
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	5
MR-4-06-3144	% Out of Service > 4 Hours – Platform - Bus.	5
MR-4-07-3144	% Out of Service > 12 Hours - Platform - Bus.	5
MR-4-08-3144	**% Out of Service > 24 Hours - Platform - Bus**	**5**
MR-3-01-3145	**% Missed Repair Appointments - Loop -Platform - Res**	**10**
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	10
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	5
MR-4-06-3145	% Out of Service > 4 Hours – Platform – Res.	5
MR-4-07-3145	% Out of Service > 12 Hours – Platform - Res.	5
MR-4-08-3145	**% Out of Service > 24 Hours – Platform - Res**	**5**
MR-5-01-3140	**% Repeat Reports w/in 30 days - Platform**	**10**
BI	**Billing**	
BI-1-02-2030	% DUF in 4 Business Days	5

	Total Weights For UNE Platform MOE	257

Table A-1-3: Unbundled Network Elements – Loop - Mode of Entry Weights

PO	Pre-Ordering	Weight
PO-1-01-6020	Customer Service Record - EDI	2
PO-1-03-6020	Address Validation -EDI	2
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**	**5**
PO-1-01-6030	Customer Service Record - CORBA	2
PO-1-03-6030	Address Validation - CORBA	2
PO-2-02-6010	OSS Interface Availability – Prime – WPTS	5
PO-2-02-6030	**OSS Interface Availability - Prime - CORBA**	**5**
PO-1-01-6050	Customer Service Record - Web GUI	2
PO-1-03-6050	Address Validation - Web GUI	2
PO-2-02-6050	**OSS Interface Availability - Prime - Web GUI**	**5**
OR	**Ordering**	
OR-1-02-3331	**% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs**	**10**
OR-2-02-3331	% On Time LSR Reject - Flow Thu - Loop/Pre-Qual	5
OR-4-11-3000	% Completed Orders with Neither a PCN or BCN Sent	2
OR-4-16-3000	**% On Time PCN - 1 Business Day**	**2**
OR-4-17-3000	% On Time BCN - 2 Business Day	2
OR-5-03-3112	% Flow Through - Achieved - UNE POTS Loop	5
OR-6-03-3331	% Accuracy - LSRC - Loop	5
OR-1-04-3331	% OT LSRC -No Facil Ck(E -No F/T) -Loop/LNP	5
OR-1-06-3331	% OT LSRC/ASRC -Facil Ck(E -No F/T) -Loop/LNP	2
OR-2-04-3331	% OT LSR Rej -No Facil Ck(E -No F/T) -Loop/LNP	2
OR-2-06-3331	% OT LSR/ASR Rej -Facil Ck(E -No F/T) -Loop/LNP	2
PR	**Provisioning**	
PR-4-02-3100	**Average Delay Days - Total - POTS**	**5**
PR-4-04-3113	**% Missed Appointment - VZ - Dispatch - Loop-New**	**20**
PR-5-01-3112	% Missed Appointment - Facilities - Loop	5
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	5
PR-6-01-3113	**% Installation Troubles within 30 days – Loop New**	**10**
PR-6-02-3520	**% Installation Troubles within 7 days – Loop – Basic Hot Cut**	**10**
PR-6-02-3523	**% Installation Troubles within 7 days – Loop – Large Job Hot Cut**	**20**
PR-6-02-3525	**% Installation Troubles within 7 days – Loop- Batch Hot Cut**	**5**
PR-9-01-3520	**% On Time Performance – Loop Basic Hot Cut**	10
PR-9-01-3523	**% On Time Performance - -Loop – Large Job Hot Cut**	20
PR-9-01-3525	**% On Time Performance – Loop – Batch Hot Cut**	5
PR-9-04-3525	% On Time Batch Due Date –Loop - Batch Hot Cut	5
MR	**Maintenance & Repair**	
MR-1-01-2000	Avg. Response Time - Create Trouble	2
MR-3-01-3550	**% Missed Repair Appointments - Loop - Loop**	**10**
MR-4-02-3550	Mean Time to Repair - Loop Trouble - Loop	5
MR-4-07-3550	% Out of Service > 12 Hours - Loop	5
MR-4-08-3550	**% Out of Service > 24 Hours - Loop**	**5**
MR-5-01-3550	**% Repeat Reports w/in 30 days - Loop**	**10**
MR-3-02-3550	% Missed Repair Appointments - CO - Loop	10
MR-4-03-3550	Mean Time to Repair - CO Trouble - Loop	5

	Total Weights For UNE Loop MOE	246

Table A-1-4: Interconnection - Mode of Entry Weights

OR	Ordering	Weight
OR-1-12-5020	**% OT Firm Order Confirmations (<=192 Forecasted Trunks)**	**5**
OR-1-13-5020	**% On Time Design Layout Record**	**10**
OR-1-19-5020	**% On Time Response - Request for Inbound Augment (<=192)**	**5**
OR-2-12-5000	% On Time Trunk ASR Reject	5
PR	**Provisioning**	
PR-4-07-3540	**% On Time Performance - LNP only**	**20**
PR-4-15-5000	**% On Time Provisioning Trunks**	**20**
PR-5-01-5000	% Missed Appointment – Facilities	5
PR-5-02-5000	% Orders Held for Facilities >15 Days	5
PR-6-01-5000	**% Installation Troubles w/in 30 Days**	**10**
PR-8-01-5000	Open Orders in a Hold Status >30 Days	5
MR	**Maintenance & Repair**	
MR-4-01-5000	Mean Time to Repair – Total	5
MR-4-05-5000	% Out of Service > 2 Hours	5
MR-4-06-5000	% Out of Service > 4 Hours	5
MR-4-07-5000	% Out of Service > 12 Hours	5
MR-4-08-5000	**% OOS > 24 Hours**	**5**
MR-5-01-5000	**% Repeat Reports w/in 30 Days**	**10**
NP	**Network Performance**	
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	5
NP-1-04-5000	**# of Final Trunk Groups Blocked 3 months**	**10**

	Total Weights For Interconnection MOE	140

Table A-1-5: DSL - Mode of Entry Weights

PO	Pre-Ordering	Weight
PO-1-06-6020	**Mechanized Loop Qualification - EDI**	**5**
PO-2-02-6020	OSS Interface Availability - Prime - EDI	5
PO-1-06-6030	**Mechanized Loop Qualification - CORBA**	**5**
PO-2-02-6030	OSS Interface Availability - Prime - CORBA	2
PO-1-06-6050	**Mechanized Loop Qualification - Web GUI**	**5**
PO-2-02-6050	OSS Interface Availability - Prime - Web GUI	2
PO-8-01-2000	% On Time - Manual Loop Qualification	2
PO-8-02-2000	% On Time - Engineering Record Request	2
OR	**Ordering**	
OR-1-04	% On Time LSRC -No Facil Ck (E -No FT) -2W Digital -UNE/Resale	2
OR-1-06	% OT LSRC/ASRC -Facility Ck (E -No FT) -2W Digital -UNE/Resale	2
OR-2-04	% On Time LSR Rej -No Facil Ck(E- No FT) -2W Digital -UNE/Resale	2
OR-2-06	% OT LSR/ASR Rej -Facility Ck(E -No FT) -2W Digital -UNE/Resale	2
OR-1-04-3342	% On Time LSRC -No Facil Ck(E -No FT) -2W xDSL Loops	5
OR-1-06-3342	% On Time LSRC/ASRC -Facility Check(Elec) -2W xDSL Loops	5
OR-2-04-3342	% OT LSR Rej -No Facil Ck(E- No FT) -2W xDSL Loops	2
OR-2-06-3342	% On Time LSR/ASR Rej -Facility Check(Elec) -2W xDSL Loops	2
OR-1-04-3340	% OT LSRC -No Facility Check (E –No FT) -Line Share/Split	5
OR-1-06-3340	% On Time LSRC/ASRC -Facility Ck(E -No FT) -Line Share/Split	5
OR-2-04-3340	% OT LSR Rej -No Facil Ck(E- No FT) -Line Share/Split	2
OR-2-06-3340	% OT LSR/ASR Rej -Facility Ck(E- No FT) -Line Share/Split	2
OR-4-11-3000	% Completed Orders with Neither a PCN or BCN Sent	2
OR-4-16-3000	% On Time PCN - 1 Business Day	2
OR-4-17-3000	% On Time BCN - 2 Business Day	2
PR	**Provisioning**	
PR-4-02	**Average Delay Days -Total -2W Digital -UNE/Resale**	**2**
PR-4-04	**% Missed Appointment -Dispatch -2W Digital -UNE/Resale**	**2**
PR-4-05	**% Missed Appointment -No Dispatch -2W Digital -UNE/Resale**	**2**
PR-6-01	**% Install. Troubles w/in 30 Days -2W Digital Loops -UNE/Resale**	**2**
PR-8-01	Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	2
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops	10
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10
PR-4-14-3342	**% Completed On Time -2W xDSL Loops**	**10**
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	15
PR-8-01-3342	Open Orders in Hold Status >30 Days -2W xDSL Loops	5
PR-3-03	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split (**benchmark/parity)	10
PR-4-02	Average Delay Days -Total -Line Share/Split	10
PR-4-04	% Missed Appointment -Dispatch -Line Share/Split	5
PR-4-05	% Missed Appointment -No Dispatch -Line Share/Split	10
PR-6-01	**% Installation Troubles w/in 30 Days -Line Share/Split**	**15**
PR-8-01	Open Orders in Hold Status >30 Days -Line Share/Split	5
MR	**Maintenance & Repair**	
MR-1-01-2000	Average Response Time - Create Trouble	2
MR-3-01	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	2
MR-3-02	% Missed Repair Appt -CO -2W Digital -UNE/Resale	2
MR-4-02	Mean Time To Repair -Loop -2W Digital -UNE/Resale	2
MR-4-03	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	2
MR-4-04	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	2
MR-4-07	% Out of Service > 12 Hours -2W Digital -UNE/Resale	2
MR-5-01	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	2
MR-3-01-3342	**% Missed Repair Appt -Loop -2W xDSL Loops**	**5**
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	5
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	5
MR-4-07-3342	% Out of Service > 12 Hours -2W xDSL Loops	10
MR-5-01-3342	**% Repeat Reports w/in 30 Days -2W xDSL Loops**	**10**
MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split	5
MR-3-02	% Missed Repair Appointment -CO -Line Share/Split	5
MR-4-02	Mean Time To Repair -Loop -Line Share/Split	5
MR-4-03	Mean Time To Repair -CO -Line Share/Split	5
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	5

MR-4-07	% Out of Service > 12 Hours - Line Share/Split	10
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split	10

	Total Weights For DSL MOE	291

2. Mode of Entry: Dollars At Risk – $~~10, 270,000~~3,540,000

	Resale	UNE-Platform	UNE-Loop	DSL	Trunks
Monthly	$~~57,056~~19,667	$~~251,044~~86,533	$~~376,567~~129,800	$~~114,111~~39,333	$~~57,056~~19,667
Annual	$~~684,667~~236,000	$~~3,012,533~~1,038,400	$~~4,518,800~~1,557,600	$~~1,369,333~~472,000	$~~684,667~~236,000

3. Minimum and Maximum Bill Credit Tables:

Table A-3-1: Resale

Table A-3-2: Unbundled Network Elements - Platform

Table A-3-3: Unbundled Network Elements – Loop

Table A-3-4: Interconnection Trunks

Table A-3-5: DSL

Table A-3-1: Resale

- Maximum of $~~$684,667~~236,000 per year
- Maximum Credit Performance Score "X" = -0.67000
- Minimum threshold = -0.24715
- Mid-point between minimum and maximum = -0.45858

Score Range		Monthly Dollars:
<	And ≥	
	-0.24715	$0
-0.24715	-0.26941	$~~11,411~~3,933
-0.26941	-0.29166	$4,761~~13,813~~
-0.29166	-0.31392	$5,589~~16,216~~
-0.31392	-0.33617	$6,417~~18,618~~
-0.33617	-0.35843	$7,245~~21,020~~
-0.35843	-0.38068	$8,074~~23,423~~
-0.38068	-0.40294	$8,902~~25,825~~
-0.40294	-0.42519	$9,730~~28,227~~
-0.42519	-0.44745	$10,558~~30,630~~
-0.44745	-0.46970	$11,386~~33,032~~
-0.46970	-0.49196	$12,214~~35,435~~
-0.49196	-0.51421	$13,042~~37,837~~
-0.51421	-0.53647	$13,870~~40,239~~
-0.53647	-0.55872	$14,698~~42,642~~
-0.55872	-0.58098	$15,526~~45,044~~
-0.58098	-0.60323	$16,355~~47,446~~
-0.60323	-0.62549	$17,183~~49,849~~
-0.62549	-0.64774	$18,011~~52,251~~
-0.64774	-0.67000	$18,839~~54,653~~
-0.67000		$~~57,056~~19,667

Table A-3-2: Unbundled Network Elements - Platform

Maximum of $~~$3,012,533~~1,038,400 per year

- Maximum Credit Performance Score "X" = -0.6700
- Minimum threshold = -0.25292
- Mid-point between minimum and maximum = -0.46146

Score Range		Monthly Dollars:
<	And ≥	
	-0.25292	$0
-0.25292	-0.27487	$~~50,209~~17,307
-0.27487	-0.29682	$20,950~~60,779~~
-0.29682	-0.31877	$24,594~~71,349~~
-0.31877	-0.34073	$28,237~~81,920~~
-0.34073	-0.36268	$31,881~~92,490~~
-0.36268	-0.38463	$35,524~~103,060~~
-0.38463	-0.40658	$39,168~~113,631~~
-0.40658	-0.42853	$42,811~~124,201~~
-0.42853	-0.45048	$46,455~~134,771~~
-0.45048	-0.47244	$50,098~~145,342~~
-0.47244	-0.49439	$53,742~~155,912~~
-0.49439	-0.51634	$57,385~~166,482~~
-0.51634	-0.53829	$61,029~~177,052~~
-0.53829	-0.56024	$64,672~~187,623~~
-0.56024	-0.58219	$68,316~~198,193~~
-0.58219	-0.60415	$71,795~~208,763~~
-0.60415	-0.62610	$75,603~~219,334~~
-0.62610	-0.64805	$79,246~~229,904~~
-0.64805	-0.67000	$82,890~~240,474~~
-0.67000		$~~251,044~~86,533

Table A-3-3: Unbundled Network Elements - Loop

- Maximum of $ ~~4,518,800~~1,557,600 per year
- Maximum Credit Performance Score "X" = -0.67000
- Minimum threshold = -0.18923[1]
- Mid-point between minimum and maximum = -0.42647

Score Range		Monthly Dollars:
<	And ≥	
	-0.18293	$0
-0.18293	-0.20857	$~~75,313~~25,960
-0.20857	-0.23420	$~~91,169~~31,425
-0.23420	-0.25984	$36,891~~107,024~~
-0.25984	-0.28547	$42,356~~122,880~~
-0.28547	-0.31111	$47,821~~138,735~~
-0.31111	-0.33674	$53,286~~154,591~~
-0.33674	-0.36238	$58,752~~170,446~~
-0.36238	-0.38801	$64,217~~186,301~~
-0.38801	-0.41365	$69,682~~202,157~~
-0.41365	-0.43928	$75,147~~218,012~~
-0.43928	-0.46492	$80,613~~233,868~~
-0.46492	-0.49055	$86,078~~249,723~~
-0.49055	-0.51619	$91,543~~265,579~~
-0.51619	-0.54182	$97,008~~281,434~~
-0.54182	-0.56746	$102,474~~297,289~~
-0.56746	-0.59309	$107,939~~313,145~~
-0.59309	-0.61873	$113,404~~329,000~~
-0.61873	-0.64436	$118,869~~344,856~~
-0.64436	-0.67000	$125,335~~360,711~~
-0.67000		$~~376,567~~129,800

Table A-3-4: Interconnection Trunks

Maximum of $ ~~684,667~~236,000 per year

- Maximum Credit Performance Score "X" = -1.00000
- Minimum threshold = -0.21429
- Mid-point between minimum and maximum = -0.60715

Score Range	Monthly Dollars:

[1] The minimum market adjustment score above for UNE Loop has been calculated assuming each metric will have sufficient activity for evaluation in each reporting period. The Plan recognizes that sufficient activity may not occur for each of the Large Job and Batch Hot Cut measures in every report period, causing one or more of these metric weights to be zero. When this occurs, the UNE Loop minimum threshold will range between -0.18293 and -0.23560. The threshold corresponding to the reduced number of MOE weights in the table below is used to create the 19 increments similar to the example above in Appendix A, Table A-3-3.

<	**And ≥**	
	-0.21429	$0
-0.21429	-0.27473	$~~11,411~~3,933
-0.27473	-0.33517	$5,143~~14,922~~
-0.33517	-0.39561	$6,354~~18,433~~
-0.39561	-0.45605	$7,564~~21,944~~
-0.45605	-0.51649	$8,774~~25,456~~
-0.51649	-0.57693	$9,985~~28,967~~
-0.57693	-0.63736	$11,195~~32,478~~
-0.63736	-0.69780	$12,405~~35,989~~
-0.69780	-0.75824	$13,615~~39,500~~
-0.75824	-0.81868	$14,825~~43,011~~
-0.81868	-0.87912	$16,036~~46,522~~
-0.87912	-0.93956	$17,246~~50,033~~
-0.93956	-1.00000	$18,456~~53,544~~
-1.00000		$~~57,056~~19,667

Table A-3-5: DSL

Maximum of $1,369,333472,000 per year

- Maximum Credit Performance Score "X" = -0.67000
- Minimum threshold = -0.23024
- Mid-point between minimum and maximum = -0.45012

Score Range		Monthly Dollars:
<	And ≥	
	-0.23024	$0
-0.23024	-0.25339	$22,8227,867
-0.25339	-0.27653	$9,52327,627
-0.27653	-0.29968	$11,17932,432
-0.29968	-0.32282	$12,83537,236
-0.32282	-0.34597	$14,49142,041
-0.34597	-0.36911	$16,14846,846
-0.36911	-0.39226	$17,80451,650
-0.39226	-0.41540	$19,46056,455
-0.41540	-0.43855	$21,11661,260
-0.43855	-0.46169	$22,77266,064
-0.46169	-0.48484	$24,42870,869
-0.48484	-0.50798	$26,08475,674
-0.50798	-0.53113	$27,74080,478
-0.53113	-0.55427	$29,39685,283
-0.55427	-0.57742	$31,05290,088
-0.57742	-0.60056	$32,70994,892
-0.60056	-0.62371	$34,36599,697
-0.62371	-0.64685	$36,081104,502
-0.64685	-0.67000	$37,667109,306
-0.67000		$114,11139,333

APPENDIX B

Effective Date: TBD

Critical Measures Table B-1

		CRITICAL MEASURES	UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
		PRE-ORDERING								
1		**OSSInterface**	**$69,625 24,022**	**$69,625 24,022**	**$28,535 9,845**	**$84,792 29,255**				**$252,577 87,144**
	PO-1-06	MechanizedLoopQualification-EDI				28,264 9,752				
	PO-1-06	MechanizedLoopQualification-CORBA				28,264 9,752				
	PO-1-06	MechanizedLoopQualification-WebGUI				9,752 28,264				
	PO-2-02	OSSInterfaceAvailability-Prime-WPTS		6,005 17,406						
	PO-2-02	OSSInterfaceAvailability-Prime-EDI	23,208 8,007	17,406 6,005	14,267 4,922					
	PO-2-02	OSSInterfaceAvailability-Prime-CORBA	23,208 8,007	17,406 6,005						
	PO-2-02	OSSInterfaceAvailability-Prime-WebGUI	23,208 8,007	17,406 6,005	14,267 4,922					
		ORDERING								
2		**%OnTimeOrderingNotification**	**$69,625 24,022**	**$69,625 24,022**	**$28,535 9,845**	**$84,792 29,255**	**$27,393 9,451**	**$5,583 1,926**		**$285,553 98,521**
	OR-1-02	%OnTimeLSRC-FlowThrough	46,416 16,014	58,020 20,018	19,023 6,563					
	OR-1-04	%OTLSRC-NoFacCk(E-NoFT)-2WDigital-UNE/Resale				9,421 3,251				
	OR-1-04	%OTLSRC-NoFacCk(E-NoFT)-2WxDSLLoops				8,126 23,553				
	OR-1-04	%OTLSRC-NoFacCk(E-NoFT)-LineShare/Split				8,126 23,553				
	OR-1-12	%OnTimeFOC					2,363 6,848			
	OR-1-13	%OnTimeDesignLayoutRecord					4,726 13,697			
	OR-1-19	%OTResponse-RequestforInboundAugment(<=192)					2,363 6,848			
	OR-2-04	%OTLSRRej-NoFacCk(E-NoFT)-2WDigital-UNE/Resl				3,251 9,421				
	OR-2-04	%OTLSRRej-NoFacCk(E-NoFT)-2WxDSLLoops				3,251 9,421				
	OR-2-04	%OTLSRRej-NoFacCk(E-NoFT)-LineShare/Split				3,251 9,421				
	OR-4-16	%OnTimePCN-1BusinessDay	23,208 8,007	11,604 4,003	9,512 3,282					
	OR-1-04	%OTLSRC-NoFacCk(E-NoFT)-AllSpecials-UNE/Resale						1,861 642		
	OR-1-06	%OTLSRC/ASRC-FacCk(E-NoFT)-AllSpecls-UNE/Resl						6421,861		
	OR-2-04	%OTLSRRej-NoFacCk(E-NoFT)-UNE/Resale						321 930		
	OR-2-06	%OTLSR/ASRRej-FacCk(Elec)-UNE/Resale						321 930		
		PROVISIONING								
3		**InstallationPerformance**	**$69,625 24,022**	**$69,625 24,022**	**$28,535 9,845**	**$84,792 29,255**	**$27,393 9,451**	**$21,215 7,320**		**$301,185 103,914**
	PR-3-01	%Completedin1Day(1-5linesNoDisp.)	5,802 2,002		2,195 757					
	PR-4-02	AverageDelayDays-Total	17,406 6,005	9,946 3,432	6,585 2,272					
	PR-4-02	AverageDelayDays-Total-2WDigital				2,043 705				
	PR-4-02	AverageDelayDays-Total-2WxDSLLoop				3,525 10,216				
	PR-4-02	AverageDelayDays-Total-LineShare/Split				3,525 10,216				
	PR-4-04	%MissedAppointments-Dispatch	11,604 4,003	39,785 13,727	4,390 1,515					
	PR-4-04	%MissedAppointments-Dispatch-2WDigital-UNE/Resale				2,043 705				

	PR-4-04	%MissedAppointments-Dispatch-LineShare/Split				5,1081,762				
	PR-4-05	%MissedAppointments-NoDispatch	23,2088,007		8,7803,029					
	PR-4-05	%MissedAppt-NoDispatch-2WDigital-UNE/Resale				2,043705				
	PR-4-05	%MissedAppointment-NoDispatch-LineShare/Split				3,52510,216				
	PR-4-14	%CompletedOnTime-2WxDSLLoops				3,52510,216				
	PR-4-15	%OnTimeProvisioning-Trunks					18,2626,301			
	PR-6-01	%InstallationTroublesw/in30Days	11,6044,003	19,8936,864	6,5852,272		9,1313,150			
	PR-6-01	%InstallTrblsw/in30Days-2WDigitalLoop-UNE/Resale				2,043705				
	PR-6-01	%InstallationTroublesw/in30Days-2WxDSLLoops				5,28715,324				
	PR-6-01	%InstallationTroublesw/in30Days-LineShare/Split				5,28715,324				
	PR-4-01	%MissedAppointment-VZ-DSO-UNE/Resale						930321		
	PR-4-01	%MissedAppointment-VZ-DS1-UNE/Resale						321930		
	PR-4-01	%MissedAppointment-VZ-DS3-UNE/Resale						321930		
	PR-4-01	%MissedAppointment-VZ-Other-UNE/Resale						321930		
	PR-4-02	AverageDelayDays-Total-UNE/Resale						321930		
	PR-5-01	%MissedAppointment-Facilities-UNE/Resale						1,2843,722		
	PR-5-02	%OrdersHeldforFacilities>15days-UNE/Resale						1,2843,722		
	PR-6-01	%InstallationTroublesw/in30days-UNE/Resale						6421,861		
	PR-8-01	OpenOrdersinHoldStatus>30Days-UNE/Resale						321930		
	PR-4-01	%MissedAppointment-VZ-Total-EEL						6421,861		
	PR-4-02	AverageDelayDays-Total-EEL						321930		
	PR-8-01	OpenOrdersinaHoldStatus>30Days-EEL						128372		
	PR-4-01	%MissedAppointment-VZ-Total-IOF						6421,861		
	PR-4-02	AverageDelayDays-IOF						321930		
	PR-8-01	OpenOrdersinaHoldStatus>30Days-IOF						128372		
4	PR-4-07	**%OnTimePerformance-LNP**					**$27,3939,451**			**$27,3939,451**
5		**HotCutPerformance**		**$139,24948,044**						**$139,24948,044**
	PR-6-02	%InstallationTroublesw/in7days-HotCut		19,8936,846						
	PR-6-02	%InstallationTroublesw/in7days-Loop-LargeJobHotCut		13,72739,785						
	PR-6-02	%InstallationTroublesw/in7days-Loop-BatchHotCut		3,4319,946						
	PR-9-01	%OnTimePerformance-HotCut		6,86419,893						
	PR-9-01	%OnTimePerformance-Loop-LargeJobHotCut		13,72739,785						
	PR-9-01	%OnTimePerformance-Loop-BatchHotCut		3,4319,946						
		MAINTENANCE								
6		**MaintenancePerformance**	**$69,62524,022**	**$69,62524,022**	**$28,5359,845**	**$84,79229,255**	**$27,3939,451**	**$7,4442,568**		**$287,41499,163**
	MR-3-01	MissedRepairAppointments-Loop-Business	17,4066,005		7,1342,461					
	MR-3-01	MissedRepairAppointments-Loop-Residential	17,4066,005		7,1342,461					
	MR-3-01	MissedRepairAppointments-Loop		27,8509,609						
	MR-3-01	%MissedRepairAppt-Loop-2WDigital-UNE/Resale				3,0281,045				
	MR-3-01	%MissedRepairAppointment-Loop-2WxDSLLoops				2,6127,571				
	MR-3-01	%MissedRepairAppointment-Loop-LineShare/Split				2,6127,571				
	MR-3-02	%MissedRepairAppointment-CO-2WxDSLLoops				2,6127,571				

	MR-4-03	MeanTimeToRepair-CO-2WxDSLLoops				2,6127,571				
	MR-4-04	%Cleared(alltroubles)w/in24hrs-2WDigital-UNE/Resale				1,0453,028				
	MR-4-04	%Cleared(alltroubles)w/in24hrs-2WxDSLLoops				7,5712,612				
	MR-4-04	%Cleared(alltroubles)w/in24hrs-LineShare/Split				2,6127,571				
	MR-4-08	OutofService>24hrs-Business	8,7033,003		3,5671,231					
	MR-4-08	OutofService>24hrs-Residential	8,7033,003		3,5671,231					
	MR-4-08	OutofService>24hrs-Total		13,9254,804			9,1313,150			
	MR-5-01	%RepeatReportswithin30Days	17,4066,005	27,8509,609	7,1342,461		18,2626,301			
	MR-5-01	%RepeatReportsw/in30Days-2wDigital-UNE/Resale				3,0281,045				
	MR-5-01	%RepeatReportsw/in30Days-2WxDSLLoops				5,22415,141				
	MR-5-01	%RepeatReportsw/in30Days-LineShare/Split				5,22415,141				
	MR-4-01	MeanTimetoRepair-nonDS0&DS0-UNE/Resale						321930		
	MR-4-01	MeanTimetoRepair-DS1&DS3-UNE/Resale						321930		
	MR-4-06	%OutofService>4hrs-nonDS0&DS0-UNE/Resale						321930		
	MR-4-08	%OutofService>24hrs-nonDS0&DS0-UNE/Resale						321930		
	MR-4-06	%OutofService>4hrs-DS1&DS3-UNE/Resale						321930		
	MR-4-08	%OutofService>24hrs-DS1&DS3-UNE/Resale						321930		
	MR-5-01	%RepeatReportsw/in30days-Specials-UNE/Resale						6421,861		
		NETWORKPERFORMANCE								
7	NP-1-04	**FinalTrunkGroupsBlocked**					**$27,3939,451**			**$27,3939,451**
8		**Collocation**							**$22,8287,876**	**$22,8287,876**
	NP-2-01/2	%OTResponsetoRequestforCollocation-Total							3,2611,125	
	NP-2-05/6	%OnTime-PhysicalCollocation-Total							4,50013,044	
	NP-2-07/8	AverageDelayDays-Total							2,2506,522	
		RESOLUTIONPERFORMANCE								
9		**ResolutionTimeliness**							**11,414$3,938**	**$11,4143,938**
	OR-10-01	%PONExceptionsResolvedw/in3BusinessDays							1,968679	
	OR-10-02	%PONExceptionsResolvedw/in10BusinessDays							272787	
	BI-3-04	%CLECBillingClaimsAcknowledgedw/in2BusDays							272787	
	BI-3-05	%CLECBillingClaimsResolvedw/in28CalDaysafterAck.							2,7167,871	
		Month Total	**$278,49896,087**	**$417,747144,130**	**$114,13939,380**	**$339,167117,019**	**$136,96647,256**	**$34,24211,814**	**$34,24211,814**	**$1,355,000467,500**
		Annual Total	**$3,341,9781,153,044**	**$5,012,9661,729,566**	**$1,369,663472,559**	**$4,070,0001,404,225**	**$1,643,596567,071**	**$410,899141,768**	**$410,899141,768**	**$16,260,0005,610,000**

Under the provisions of the Plan, -1 performance scores are subject to adjustment based on the previous two month's performance.
Note B: All bill credits in this section are at risk each month. Any bill credits assigned to a sub-metric that has no activity or is under development will be divided proportionately among the sub-metrics in the respective critical measures.

Critical Measures Table B-2

Weights for Network Performance, Resolution Timeliness and Specials

Network Performance Maximum of ~~$273,933~~94,500 at risk annually (1/12 in each month)		Weight
NP-2-01/2	% OT Response to Request for Collocation – Total	5
NP-2-05/6	% On Time - Physical Collocation – Total	20
NP-2-07/8	Average Delay Days – Total	10
	Total	35

Resolution Timeliness Maximum of ~~$136,966~~47,268 at risk annually (1/12 in each month)		Weight
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	5
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	2
BI-3-04	% CLEC Billing Claims Acknowledged within Two Business Days	2
BI-3-05	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	20
	Total	29

Specials Maximum of ~~$410,899~~141,768 at risk annually (1/12 in each month)		Weight
	Ordering	
OR-1-04	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	10
OR-1-06	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	10
OR-2-04	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	5
OR-2-06	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	5
	Provisioning	
PR-4-01	% Missed Appointment -VZ -DSO -UNE/Resale	5
PR-4-01	% Missed Appointment -VZ -DS1 -UNE/Resale	5
PR-4-01	% Missed Appointment -VZ -DS3 -UNE/Resale	5
PR-4-01	% Missed Appointment -VZ -Other -UNE/Resale	5
PR-4-02	Average Delay Days - Total -UNE/Resale	5
PR-5-01	% Missed Appointment - Facilities -UNE/Resale	20
PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale	20
PR-6-01	% Installation Troubles within 30 days -UNE/Resale	10
PR-8-01	Open Orders in a Hold Status > 30 Days -UNE/Resale	5
PR-4-01-3510	% Missed Appointment - VZ - Total – EEL	10
PR-4-02-3510	Average Delay Days - Total – EEL	5
PR-8-01-3510	Open Orders in a Hold Status >30 Days –EEL	2
PR-4-01-3530	% Missed Appointment - VZ - Total – IOF	10
PR-4-02-3530	Average Delay Days – IOF	5
PR-8-01-3530	Open Orders in a Hold Status >30 Days –IOF	2
	Maintenance & Repair	
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	5
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5
MR-4-06	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	5
MR-4-08	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	5
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	5
MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	5
MR-5-01	% Repeat Reports w/in 30 days -UNE/Resale	10
	Total	184

APPENDIX C

Effective Date: TBD

Performance Scores for Measures with Absolute Standards:

Table C-1

Metric #'s	Measure	0	-1	-2
PO-1 and MR-1 [2]	OSS Response Time Measures Excluding WEB GUI	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
PO-1. [3]	OSS Response Time Measures for WEB GUI	≤ 7 second difference	> 7 and ≤ 9 second difference	> 9 second difference
PO-2-02	OSS System Availability – Prime	≥ 99.5%	≥ 98% and < 99.5%	< 98%
See Table [4]	Metrics with 95% standards	≥ 95%	≥ 90% and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75% and < 80%	< 75%
OR-4-11	% Completed Orders with Neither a PCN or BCN Sent	≤0.25%	>0.25% and ≤ 1%	>1%
OR-10-02	% PON Exceptions Resolved w/in 10 Business Days	≥ 99%	≥ 94 and < 99%	< 94%
PR-4-04	% Missed Appointment - VZ – Dispatch – 2 Wire xDSL	≤ 5%	> 5% and ≤ 10%	> 10%
PR-6-02	% Installation Troubles Reported within 7 Days - Hot Cuts (Basic, Large Job and Batch)	≤ 2%	> 2% and ≤ 3%	> 3%
NP-2-07 NP-2-08	Collocation – Average Delay Days - Total	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
NP-1-03 NP-1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row

Example: If Verizon NH were to perform at 97.0% for PO-2-02- OSS System Availability – Prime, in a month, then the performance score would be –2 for that measure.

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[2] Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06 for EDI and CORBA interfaces

[3] Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06 for the WEB GUI interface

[4] The list of Metrics with a 95% Standard appears in Table C-2.

Table C-2-1: Performance Metrics with 95% Performance Standard:

PO	**Pre-Ordering**
8-01	Average Response Time - Manual Loop Qualification
8-02	Average Response Time - Engineering Record Response
OR	**Ordering**
1-02	% On Time LSRC - Flow Through - POTS/Pre-qualified Complex – 2hrs
1-02	% On Time LSRC - Flow Through – Platform – 2hrs
1-02	% On Time LSRC - Flow Through – Loop/Pre-qualified – 2hrs
1-04	% OT LSRC/ASRC No Facility Check (Elec.-No Flow Through) - POTS/ Pre-qualified Complex
1-04	% OT LSRC /ASRC- No Facility Check (Elec.-No Flow Through) – Platform
1-04	% OT LSRC /ASRC- No Facility Check (Elec.-No Flow Through) – Loop/LNP
1-04	% OT LSRC/ASRC No Facility Check (Elec.-No Flow Through) - Specials
1-04	% OT LSRC/ASRC No Facility Check (Elec.-No Flow Through) - 2 Wire Digital – UNE/Resale
1-04	% OT LSRC/ASRC No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL Loops
1-04	% OT LSRC/ASRC No Facility Check (Elec.-No Flow Through) - Line Share/Line Split
1-06	% On Time LSRC/ASRC Facility Check (Electronic-No Flow Through) -– POTS/Pre-qualified Complex
1-06	% On Time LSRC – Facility Check (Electronic-No Flow Through) – Platform
1-06	% On Time LSRC – Facility Check (Electronic-No Flow Through) – Loop/LNP
1-06	% On Time LSRC/ASRC Facility Check (Electronic-No Flow Through) – Specials
1-06	% On Time LSRC/ASRC Facility Check (Electronic-No Flow Through) – 2 Wire Digital– UNE/Resale
1-06	% On Time LSRC/ASRC Facility Check (Electronic-No Flow Through) - 2 Wire xDSL Loops
1-06	% On Time LSRC/ASRC Facility Check (Electronic-No Flow Through) - Line Share/Line Split
1-12	% On Time Firm Order Confirmations
1-13	% On Time Design Layout Record
1-19	% On Time Response - Request for Inbound Augment (<=192)
2-12	% On Time Trunk ASR Reject
2-02	% On Time LSR Reject - Flow Through - POTS/Pre-qualified Complex
2-02	% On Time LSR Reject - Flow Through – Platform
2-02	% On Time LSR Reject - Flow Through – Loop/Pre-qualified
2-04	% OT LSR/ASR Reject No Facility Check (Elec.-No Flow Through) - POTS/Pre-qualified Complex
2-04	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) Platform
2-04	% OT LSR/ASR Rej. - No Facility Check (Elec.-No Flow Through) Loop/LNP
2-04	% OT LSR/ASR Reject No Facility Check (Elec.-No Flow Through) - Specials
2-04	% OT LSR/ASR Reject No Facility Check (Elec.-No Flow Through) -2 Wire Digital - UNE/Resale
2-04	% OT LSR/ASR Reject No Facility Check (elec.-No Flow Through) - 2 Wire xDSL Loops
2-04	% OT LSR/ASR Reject No Facility Check (Elec.-No Flow Through) - Line Share/Line Split
2-06	% On Time LSR/ASR Reject Facility Check (Electronic) – POTS/ Pre-qualified Complex
2-06	% On Time LSR/ASR Reject - Facility Check (Electronic) – Platform

2-06	% On Time LSR/ASR Reject - Facility Check (Electronic) – Loop/LNP
2-06	% On Time LSR/ASR Reject Facility Check (Electronic) – Specials
2-06	% On Time LSR/ASR Reject Facility Check (Electronic) - 2 Wire Digital – UNE/Resale
2-06	% On Time LSR/ASR Reject Facility Check (Electronic) - 2 Wire xDSL Loops
2-06	% On Time LSR/ASR Reject Facility Check (Electronic) - Line Share/Line Split
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days
4-16	% On time PCN – 1 Business Day
4-17	% On time BCN – 2 Business Days
10-01	% PON Exceptions Resolved w/in 3 Business Days
5-03	% Flow Through Achieved – POTS
6-03	% Accuracy - LSRC – POTS
6-03	% Accuracy - LSRC – Platform
6-03	% Accuracy - LSRC - Loop
PR	**Provisioning**
3-03	% Completed within 3 Days (1-5 lines) - Total - Line Share/Line Split
3-10	% Completed within 6 Days (1-5 lines) Total - 2 Wire xDSL Loops
4-07	% On Time Performance - LNP only
4-14	% Completed On Time -2-Wire xDSL Loops
9-01	% On Time Performance - Loop-Basic Hot Cut
9-01	% On Time Performance-Loop-Large Job Hot Cut
9-01	% On Time Performance-Loop-Batch Hot Cut
9-04	% On Time Batch Cut Due Date-Loop-Batch Hot Cut
BI	**Billing**
1-02	% DUF in 4 Business Days
3-04	% CLEC Billing Claims Acknowledged within Two Business Days
3-05	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Acknowledgement
NP	**Network Performance**
2-01	% OT Response to Request for Physical Collocation - New
2-01	% OT Response to Request for Physical Collocation - Augment
2-02	% OT Response to Request for Virtual Collocation - New
2-02	% OT Response to Request for Virtual Collocation - Augment
2-05	% On Time - Physical Location - New
2-05	% On Time - Physical Location - Augment
2-06	% On Time - Virtual Location - New
2-06	% On Time - Virtual Location - Augment

Sample Size Scoring Procedures for
Counted Variable Performance Measures with Absolute Standards for Use on CLEC Aggregate Results

A. Allowable Misses:

For counted variables with benchmark standards, it is possible to have small sample sizes, such that just a single missed transaction within a report period can cause the measure to miss its benchmark. The plan recognizes that without an allowance for a single miss, the plan would effectively require perfection to avoid bill credits, which would be above the designated benchmark for the measure. Also, a single missed transaction does not demonstrate that the measure's performance warrants a performance score of either a "-1" or a "-2". Thus a "zero weight" will be assigned in any single miss situations as specified by the criteria below. This deems the measure as neither a "pass" nor a "miss" for the purposes of bill credit calculations. In addition, if there are only 2 missed transactions in any small sample situation described below, a performance score of –1 will be assigned to the measure, again due to the minimal number of missed transactions.

For Counted Variables with Benchmark Standards that have a small number of observations in a data month, the following scoring procedures will be used at the CLEC aggregate level only:

For counted variable metrics where higher performance is better ("HIB"), e.g., 95% on-time, or a 0.95 standard:

- for any HIB counted variable metric where $n < \{1/[1\text{-standard}]\}$, (for example, for a 95% standard, $n < (1/[1-0.95]$ or $n < 20$)

0 misses is a "0" performance score
1 miss is a zero weight with no performance score
2 misses is a "-1" performance score
more than 2 misses is a "-2" performance score

For counted variable metrics where lower performance is better ("LIB"), e.g., 5% missed appts, or a 0.05 standard:

- for any LIB counted variable metric where $n < \{1/[\text{standard}]\}$, (for example, for a 5% standard, $n < (1/0.05)$ or $n < 20$)

0 misses is a "0" performance score
1 miss is a zero weight with no performance score
2 misses is a "-1" performance score
more than 2 misses is a "-2" performance score

Examples of what should be reported in the performance scores column for measures with a 95% or a 5% standard are shown in the table below for different combinations of misses and sample sizes:

Sample Size	Number of Misses			
	0	**1**	**2**	**3 or more**
1	0	Blank, Zero weight	NA	NA
2	0	Blank, Zero weight	-1	NA
3	0	Blank, Zero weight	-1	-2
4	0	Blank, Zero weight	-1	-2
5	0	Blank, Zero weight	-1	-2
6	0	Blank, Zero weight	-1	-2
7	0	Blank, Zero weight	-1	-2
8	0	Blank, Zero weight	-1	-2
9	0	Blank, Zero weight	-1	-2
10	0	Blank, Zero weight	-1	-2
11	0	Blank, Zero weight	-1	-2
12	0	Blank, Zero weight	-1	-2
13	0	Blank, Zero weight	-1	-2
14	0	Blank, Zero weight	-1	-2
15	0	Blank, Zero weight	-1	-2
16	0	Blank, Zero weight	-1	-2
17	0	Blank, Zero weight	-1	-2
18	0	Blank, Zero weight	-1	-2
19	0	Blank, Zero weight	-1	-2

B. CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or exclusions that Verizon NH may exercise pursuant to the small sample size table for performance measures with absolute standards. If a CLEC exercises this right, it must file a petition with the Commission demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that Verizon NH should not be allowed to exclude the event pursuant to the above table. Verizon NH will have a right to respond to any such challenge by the CLEC. The Timeline for CLEC Exceptions will be the same as the Timeline for Verizon NH Exceptions under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

APPENDIX D

Effective Date: TBD

STATISTICAL ANALYSIS

A. Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if "parity" exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon NH (Incumbent LEC). Verizon NH may be required to use statistical methodologies as a means to determine if "parity" exists, or if the performance for competitive local exchange carriers (CLECs) is equivalent to the performance for Verizon NH. For performance measures where "parity" is the standard and sufficient sample size exists, Verizon NH will use the "modified t statistic" proposed by a number of CLECs in LCUG (Local Competitors User Group) for measured variables. For the evaluation of parity metrics involving counted variables, the permutation test, also known as Fisher's exact test, will be used. The specific definitions and formulas are detailed below: [5]

Definitions and Formulas:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

Counted Variables are metrics of proportions, such as percent measures.

X denotes the average performance or mean of the sample
S denotes the standard deviation
n denotes the sample size
p denotes the proportion of failed performance, for percentages 10% translates to a 0.10 proportion

A statistical score below –1.645 is associated with a 5% percent or less chance that the performance for the CLEC will be incorrectly judged as being inferior to the Verizon NH, when,

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[5] Values calculated for a Z-statistic or t-statistic that are equal to or greater than 5.0000 will be displayed on monthly reports as 5.0000 and values for a Z-statistic or t-statistic that are equal to or less than -5.0000 will be displayed as –5.0000

in fact, the performance for the CLEC is superior (Type I error). Note: For the purposes of the statistical evaluation of measured variable sample sizes of 30 or more, the standard normal Z distribution is used as reasonably approximating Student's t distribution.

Counted Variables: The statistical score equivalent for counted variables is the standard normal Z score that has the same probability as the significance probability of the permutation test (a.k.a., Fisher's exact test). Specifically, the statistical score equivalent refers to the inverse of the standard normal cumulative distribution associated with the following hypergeometric distribution probability of seeing the number of failures, or greater in the CLEC sample.

$$1-\left\{\sum_{i=\max(0,\{[n_{inc}p_{inc}+n_{clec}p_{clec}]+[n_{clec}]-[n_{inc}+n_{clec}]\})}^{n_{clec}p_{clec}-1}\frac{\binom{[n_{clec}p_{clec}+n_{inc}p_{inc}]}{i}\binom{[n_{clec}+n_{inc}]-[n_{clec}p_{clec}+n_{inc}p_{inc}]}{n_{clec}-i}}{\binom{[n_{clec}+n_{inc}]}{n_{clec}}}\right\}$$

Measured Variables: The statistical score is the LCUG-t score

$$t=\frac{\overline{X}_{inc}-\overline{X}_{clec}}{\sqrt{S^2_{inc}\left(\frac{1}{n_{inc}}+\frac{1}{n_{clec}}\right)}}$$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the means (measured variables) in the numerator of the LCUG t formula should be reversed.

B. Sample Size Requirements:

SMALL SAMPLE SIZE

The assumptions that underlie the statistical models used here include the requirement that the two groups of data are comparable. With larger sample sizes, differences in characteristics associated with individual customers are more likely to average out. With smaller sample sizes, there may be an issue regarding whether or not the characteristics of the sample reasonably represent the population. In order to permit meaningful statistical analysis to be performed and confident conclusions to be drawn, the sample size must be sufficiently large to minimize the violations of the assumptions underlying the statistical model. This involves not only statistical considerations, but also requires some practical judgement. The following will indicate the minimum sample sizes below which parity metrics results (for both counted and measured variables) may not permit reasonable statistical conclusions.

Statistical tests of parity should be performed under the following conditions:

If there are only 6 of one group (Verizon NH or CLEC), the other must be at least 30.
If there are only 7 of one, the other must be at least 18.
If there are only 8 of one, the other must be at least 14.
If there are only 9 of one, the other must be at least 12.
Any sample of at least 10 of one and at least 10 of the other is to be used for statistical evaluation.

A parity metric comparison that does not meet the above sample size criteria may be taken to the Commission for further evaluation. A statistical score will not be reported, however, the means (or proportions), number of observations, standard deviation (for means only) and sampling error will be reported.

MEASURED VARIABLES WITH SAMPLE SIZE LESS THAN 30

If either the CLEC or Verizon NH sample size is less than 30 for a measured variable and if the sample sizes exceed the minimum sample sizes described above, then the following statistical evaluation procedure will be used:

If the absolute performance for the CLEC is better than the Verizon NH performance, no statistical analysis is required. When a measured variable that is evaluated for parity does not require a permutation test because the number of Verizon or CLEC observations in a month is less than 30 and the CLEC performance is not worse than the corresponding Verizon retail performance, the LCUG-t scores will be displayed in the statistical score column.

a.) If the performance is worse for the CLEC than for Verizon NH, Verizon NH may use the LCUG t score until such time as a permutation test can be run in an automated fashion. Once the permutation test can be run in an automated fashion, it should be performed for all measured variable statistical tests having a sample size of less than 30.

b.) If the LCUG t score indicates an "out of parity" result, Verizon NH will run the permutation test.

c.) If the permutation test shows an "out of parity" condition, Verizon NH may perform a root cause analysis to determine cause, or may be required by the Commission to perform a root cause analysis. If the cause is the result of "clustering" within the data, Verizon NH will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including Verizon NH's troubles, within

that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon NH will identify such behavior and work with the respective CLEC on corrective action.

Flow Chart of Log Gamma Based Hypergeometric Routine for PAP Report Counted Variable Metric Comparisons

START
Collect Inputs

↓

Incumbent Proportion (incprop)	CLEC Proportion (clecprop)	Incumbent Total Obs (inctotal))	CLEC Total Obs (clectotal

↓

Calculate: CLEC Failures (clecfail)
Incumbent Failures (incfail)
Total Failures (totfail)
Combined Total Observations (tottotal)
Total Proportion (totprop)

Note: If metric is one where a higher percentage is better, the number of failures is calculated as one minus the proportion multiplied by the number of observations instead of reported proportion x number of observations.

↓

Statistical tests of parity should be performed under the following conditions:
If there are only 6 of one group (ILEC or CLEC), the other must be at least 30.
If there are only 7 of one, the other must be at least 18.
If there are only 8 of one, the other must be at least 14.
If there are only 9 of one, the other must be at least 12.

Any sample of at least 10 of one and at least 10 of the other ok for statistical evaluation. A parity metric comparison that does not meet the above sample size criteria may be taken to the Commission for further evaluation.

↓

Set "cumulative probability total" cell entry to 0

↓

Loop: For i = max(0, [totfail + clectotal - tottotal]) to (clecfail - 1):
Use the natural logarithm of the gamma function to calculate the probability of getting exactly i failures in a sample the size of the CLEC total given the combined total failures and the combined total number of observations.
i.e. = exp[ln gamma(totfail+1)
+ln gamma(tottotal-totfail+1)
+ln gamma(tottotal-clectotal+1)
+ln gamma(clectotal+1)
-ln gamma(i+1)
-ln gamma(totfail-i+1)
-ln gamma(tottotal+i-totfail-clectotal+1)
-ln gamma(clectotal-i+1)
-ln gamma(tottotal+1)]

Add this probability to the entry in the "cumulative probability total" cell.

The probability for the metric comparison is based upon the cumulative probability that exists in the "cumulative probability total" cell at the end of looping.

↓

Determine the C2C Report "Statistical Score Equivalent" as the standard normal Z score that has the same probability as one minus the probability in the "cumulative probability total" cell.

C. Verizon Exceptions Process:

1. Another assumption underlying the statistical models used here is the assumption that the data are independent. In some instances events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles, *etc.*) are clustered together as one single event. This being the case, Verizon NH will have the right to file an exception to the performance scores in the Performance Assurance Plan if the following events occur:

a. **Event Driven Clustering- Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles is in a single cable failure, Verizon NH may provide data demonstrating that all troubles within that failure, including Verizon NH troubles were resolved in an equivalent manner. Then, Verizon NH also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon NH and the remaining troubles will be compared according to normal statistical methodologies.

b. **Location Driven Clustering- Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon NH will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon NH will provide the provisioning performance with that data excluded.

Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c. **Time Driven Clustering - Single Day Events:** If a significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occurs on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon NH will provide the data demonstrating the activity is on that day. Verizon NH will compare that single day's performance for the CLEC to Verizon NH's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

d. **CLEC Action:** If performance for any measure is impacted by unusual CLEC behavior, Verizon NH will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders where extended due dates are desired, and delays in rescheduling appointments when Verizon has missed an appointment. If such action negatively impacts performance, Verizon NH will provide appropriate detailed documentation of the events and notify the individual CLEC and the Commission.

2. Documentation:

Verizon NH will provide all details, ensuring protection of customer proprietary

information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon NH and CLEC performance. For cable failures, Verizon NH will provide appropriate documentation detailing all other troubles associated with that cable failure.

3. Timeline for Exceptions Process:

The following is an example illustrating the timeline for the Exception Process.

Action	**Date**
January Performance Reports	February 28th
Credits Processed for January Performance	Beginning March 6th
Verizon Files Exceptions on January Performance	March 18th
CLEC and other interested parties Files Reply to Verizon Exceptions	April 4th
Commission Issues Ruling on Exceptions	April 18th
Credit Adjustments Resulting From Exceptions Process	After April 18th

APPENDIX E

Effective Date: TBD

Mode of Entry Bill Credit Mechanism

The following are the steps that will be undertaken to determine whether Bill Credits are due to any CLECs for the MOE categories.

1. For each MOE measure with a "parity" standard: Calculate Z or t score or perform permutation test (for small samples).[6]

2. Convert Z, t or permutation equivalent score to performance score pursuant to the following table:

Statistical Score	**Performance Score**
≤ -1.645	-2
≤ -0.8225 and > -1.645	-1
> -0.8225	0

3. For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (*See* Appendix C.)

4. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (*See* Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill

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[6] When "no activity occurs" in a metric or when there is insufficient sample size for a metric as specified in Appendix D, the performance measure and its weight will be excluded from performance score. Measures and weights will not be excluded when there is a combination of no CLEC activity on an "Average Delay Day" measure, and activity with 0% performance on the corresponding CLEC "% Missed Appointment" measure (or 100% on a % On-Time measure) in the same report period. The Average Delay Day measure receives a "0" performance score and retains its assigned weight for the month when these combinations occur. The following table lists the measure combinations.

Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.[7]

To the extent that any CLECs elect, pursuant to NH PUC Order No. 23,976 dated May 24, 2002, and Section II.H of the PAP, to receive remedy payments under their interconnection agreements instead of under the PAP, Verizon NH will not pay the PAP credit amounts to those electing CLECs and will deduct the aggregate amounts of the credits that otherwise would be owed to those CLECs under the PAP from the total credits owed for MOE Performance.

The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate what will be paid to each CLEC if Verizon NH's performance is at that particular level. The individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in service by the applicable rate for the Aggregate MOE score.

5. For example, assume the first two steps of the UNE- Platform Bill Credit Table were as follows:

Score	Mon. $	Mon. Vol.	Mon. Rate
-0.36268	~~$103,060~~ 35,524	10,000	~~$10.31~~3.55
-0.38463	~~$113,631~~ 39,168	10,000	~~$11.36~~3.92

Using the above Credit Table, if the Aggregate MOE score was -0.3700 and a CLEC had 5,000 UNE-Platform lines (at the end of the month), it would entitled to a ~~$51,550~~17,750 Bill Credit (~~$10.31~~3.55 X 5,000 = ~~$51,550~~17,750).

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[7] The measurement units for UNE-Platform, UNE-Loop, Resale and DSL are lines in service. For Interconnection, it is minutes in use.

7. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been established under this Plan. The rule, which applies only to the UNE-Platform, UNE-Loop, Resale and DSL MOEs, enables the entire mode of entry performance score to be modified if 75% or more of the total weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply. Next, determine the difference between the minimum and maximum performance scores for the MOE in which the domain appeared. For example, the minimum score for the UNE-Platform MOE is -0.25292 and the maximum score for the UNE-Platform MOE is -0.67000, therefore, the difference is -0.41708. This figure would be multiplied by the 81.2%. This equals -0.33867. This number (-0.33867) would be added to the minimum score and would result in a domain clustering score of -0.59159. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.59159 based on the Domain Clustering Rule.

APPENDIX F

Effective Date: TBD

Critical Measures Performance Scoring

A. The following steps would be taken to determine which CLECs would be entitled to Bill Credits pursuant to the Aggregate Rule, *i.e.,* when aggregate CLEC performance falls below standard for a critical measure.

1. Calculate the total dollars available for Bill Credits per critical measure per month.

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% of the maximum monthly amount for –1 performance score to 100% of the monthly maximum amount for a –2 performance score. A sample table appears below for Z and t and performance scores where the maximum monthly amount for the measure is $~~34,250~~11,817.

Table F-1-1
Allocation of Dollars for Critical Measures
Measures with Statistical Evaluation Standards

Statistical Score		Performance	Increment	Dollars
From	To	Score		
	> -0.8225	0	0%	$0
≤ -0.8225	> -0.9048	-1	50%	$~~17,125~~5,909
≤ -0.9048	> -0.9870	-1	55%	$6,499~~18,838~~
≤ -0.9870	> -1.0693	-1	60%	$7,090~~20,550~~
≤ -1.0693	> -1.1515	-1	65%	$7,861~~22,263~~
≤ -1.1515	> -1.2338	-1	70%	$8,272~~23,975~~
≤ -1.2338	> -1.3160	-1	75%	$8,863~~25,688~~
≤ -1.3160	> -1.3983	-1	80%	$9,454~~27,400~~
≤ -1.3983	> -1.4805	-1	85%	$10,044~~29,113~~
≤ -1.4805	> -1.5628	-1	90%	$10,635~~30,825~~
≤ -1.5628	> -1.6450	-1	95%	$11,226~~32,538~~
≤ - 1.645		-2	100%	$~~34,250~~11,817

Table F-1-2
Allocation of Dollars for Critical Measures
Measures with 95% Standards [8]

% Performance		Performance	Increment	Dollars
From	To	Score		
	≥ 95.0	0	0%	$0
< 95.0	≥ 94.5	-1	50%	$5,909~~$17,125~~
< 94.5	≥ 94.0	-1	55%	$6,499~~$18,838~~
< 94.0	≥ 93.5	-1.	60%	$7,090~~$20,550~~
< 93.5	≥ 93.0	-1	65%	$7,861~~$22,263~~
< 93.0	≥ 92.5	-1	70%	$8,272~~$23,975~~
< 92.5	≥ 92.0	-1	75%	$8,863~~$25,688~~
< 92.0	≥ 91.5	-1	80%	$9,454~~$27,400~~
< 91.5	≥ 91.0	-1	85%	$10,044~~$29,113~~
< 91.0	≥ 90.5	-1	90%	$10,635~~$30,825~~
< 90.5	≥ 90.0	-1	95%	$11,226~~$32,538~~
< 90.0		-2	100%	$11,817~~$34,250~~

2. The aggregate performance score would be used to determine the amount of Bill Credits available for CLECs who received unsatisfactory performance.

Pursuant to table F-1-1, $~~$17,125~~5,909 would be available if the aggregate Z-score equaled -0.823 and the performance score equaled -1.[9]

3. Determine which CLECs qualify for the market adjustment.

For measures where the statistical score is used, the cutoff point for qualification is Verizon NH's score on the critical measure +/- one sampling error (based upon the Verizon NH sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon NH's performance was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

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[8] For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

[9] When calculating a market adjustment for metrics that use absolute standards (generally a 95% standard) all CLECs at the -1 level or less would qualify. The calculation of the dollars is similar to the Z-score method.

4. Calculate the individual market adjustments for qualified CLECs.

a. Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.

b. Determine each CLEC's weighted share. Aggregate the amounts from step "a" and divide each CLECs share by this total to determine each CLEC's weighted share.

c. Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.

B. The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, i.e., for CLECs who receive a performance score ≤ -1 for two consecutive months: [10]

1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final score equal to or less then -.8225 for Z and t scores or equal to or less than -1 for absolute scores on any of the measures included in the critical measurements for the applicable month.

2. Determine each CLECs Bill Credit Adjustment base. The CLECs individual Z or t or performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.

3. Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that 1/3 of the market would receive a Z or t-score of -.8225 or less or a performance score of -1 or less. This rate is multiplied by the CLEC's qualified volume (*e.g.*, lines in service) to determine the amount to be credited to the CLEC for that critical measure.

C. To the extent that any CLECs elect, pursuant to NH PUC Order No. 23,976 dated May 24, 2002, and Section II.H of the PAP, to receive remedy payments under their interconnection agreements instead of under the PAP, Verizon NH will not pay the PAP credit amounts to

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[10] For the individual rule, if a CLEC has a performance score of –1 or less in the current month where Verizon passes a measure at the aggregate level and there is no activity in the previous month to determine the CLEC's eligibility for payment under the individual rule, VZ will instead look back one additional month for a performance score of –1 or less for the eligibility determination. If there is not activity in either of the two previous months, the individual rule will not be triggered.

those electing CLECs and will deduct the aggregate amounts of the credits that otherwise would be owed to those CLECs under the PAP from the total credits owed for Critical Measures performance.

APPENDIX G

Effective Date: TBD

APPENDIX H

Effective Date: TBD

Special Provisions

To the extent that any CLECs elect, pursuant to NH PUC Order No. 23,976 dated May 24, 2002, and Section II.H of the PAP, to receive remedy payments under their interconnection agreements instead of under the PAP, Verizon NH will not pay the PAP credit amounts to those electing CLECs and will deduct the aggregate amounts of the credits that otherwise would be owed to those CLECs under the PAP from the total credits owed for Special Provisions performance.

UNE Ordering Performance Measures:

Verizon NH will provide an additional ~~$273,333~~94,167 in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of ~~$68,417~~23,587 for each metric missing the standard will be distributed like the bill credits under Critical Measures.[11] Funding for these credits will be taken from funds that are unused in 6 previous months or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	POTS Electronically Submitted	Threshold
OR-1-04	% On Time LSRC/ASRC – No Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-1-06	% On Time LSRC/ASRC – Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified	< 90%

[11] Any bill credit amounts due for Special Provisions UNE Ordering are to be allocated between UNE-Platform and UNE-Loop in the same proportions as the totals at risk for the two modes in MOE. Then, within each mode, the amounts are to be allocated corresponding to each CLEC's UNE-Platform lines as a proportion of total UNE-Platform lines and each CLEC's UNE-Loops as a proportion of total UNE-Loops.

	Complex/LNP	
OR-2-04	% On Time Reject LSR/ASR Reject – No Facility Check(Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%
OR-2-06	% On Time LRS/ASR Reject– Facility Check (Electronic-No Flow Through) – Platform and Loop/Pre-Qualified Complex/LNP	< 90%

Flow Through:

An additional ~~$1.37 million~~472,000 per year is available for flow through performance. Two performance measures for UNE from the Carrier to Carrier Performance Guidelines will be used to measure performance for each of three products: UNE-Platform, UNE-Loop and UNE-Other, with the performance scores set forth below.

Metric #		Threshold	Bill Credits
OR-5-01	% Flow Through – Total – UNE Platform	≥ 80%	~~$255,984~~88,193
OR-5-03	% Flow Through – Achieved – UNE Platform	≥ 95%	
OR-5-01	% Flow Through – Total – UNE Loop	≥ 80%	$26,091~~75,732~~
OR-5-03	% Flow Through – Achieved – UNE Loop	≥ 95%	
OR-5-01	% Flow Through – Total – UNE Other	≥ 80%	$3,715~~10,784~~
OR-5-03	% Flow Through – Achieved – UNE Other	≥ 95%	

For each measure, the UNE scores will be combined and reviewed on a quarterly basis by product. If the combined score meets either target for a product, no additional credits are due for that product. If the combined score meets neither metric target for that quarter, then that portion of the one-fourth (1/4) of the annual bill credits that have been allocated to the respective product will be credited to all CLECs purchasing UNEs based on the number of lines in service. For example, if Verizon satisfied the measures for UNE-Platform and UNE-Loop for a quarter, but

failed the measures for UNE-Other, then ~~$10,784~~3,715 would be credited to the eligible CLECs for that quarter. Bill credits due under Special Provisions for UNE-Platform or UNE-Other will be allocated with UNE-Platform MOE bill credits. Bill credits due under Special Provisions for UNE-Loop will be allocated with UNE-Loop MOE bill credits.

The following table demonstrates the calculation of quarterly flow through performance:

Quarterly Flow Through Performance:	**Month 1**	**Month 2**	**Month 3**	**Quarter Total**
Total Orders that Flow Through - UNE Other	15000	18000	17000	50000
Total Orders Processed - UNE Other	25000	21000	22000	68000
Total % Flow Through - UNE Other for Quarter:				**73.5%**
Total Orders that Flow Through - UNE Other	15000	18000	16000	49000
Total Orders Designed to Flow Through UNE Other	18000	19000	18000	55000
Total % Achieved Flow Through - UNE Other for Quarter:				**89.1%**

In this example for UNE-Other, neither metric met the performance threshold, therefore, $~~10,784~~3,715 would have been credited to all CLECs purchasing UNE-Platform lines.

Additional Hot Cut Loop Performance Measures:

An additional ~~$3.28~~1.13 million per year is available for Hot Cut Loop performance. Included in this section are two performance metrics: PR-9-01– "% On-Time Hot Cut Loop" and PR-6-02 – "% Installation Troubles Reported within 7 Days – Hot Cut Loop" for each of three products: Basic Hot Cuts, Large Job Hot Cuts and Batch Hot Cuts. [12] Market adjustments will be allocated to each of the three product groups within the two measures as shown in the table below. If either one of these thresholds is missed for a product, additional bill credits corresponding to that product will be distributed to the CLECs.

PR-9-08 Average Duration of Hot Cut Installation Trouble- UNE POTS Loop Total Hot Cut is also included in this section. The market adjustments shown in the table above for PR-9-08-3533 apply if the number of troubles in a report period is at least 50. If there are less than 50 troubles in a report period, market adjustments are instead determined on a per trouble basis, $~~250~~87.50 per trouble for Tier II or $~~500~~175 per trouble for Tier III.[13]

Table Tier II

Tier	Metric #	Metric Name	Threshold	Bill Credits
Tier II	PR-6-02-3520	% Installation Troubles reported within 7 Days–Loop-Basic Hot Cut	≥ 3%	$~~36,490~~12,556
	PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	< 90%	
	PR-6-02-3523	% Installation Troubles reported within 7 Days–Loop-Large Job Hot Cut	≥ 3%	$25,112~~72,978~~
	PR-9-01-3523	% On Time Performance-Loop-Large Job Hot Cut	< 90%	
	PR-6-02-3525	% Installation Troubles reported within 7 Days–Loop-Batch Hot Cut	≥ 3%	$6,278~~18,244~~
	PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	< 90%	
	PR-9-08-3533	Average Duration of Hot Cut Installation Trouble-UNE POTS Loop Total Hot Cut	z<=-1.7507 and a difference of > 4 hours	$3,139~~9,122~~

[12] Six measures are also included in the Critical Measure No. 5, and additional bill credits may be due under this Special Provision if Verizon NH does not satisfy the corresponding Critical Measure.

[13] Total market adjustments for volumes below 50 are not to exceed their respective allocations in the Tier II and Tier III tables.

Table Tier III

Tier	Metric #	Metric Name	Threshold	Bill Credits
Tier III	PR-6-02-3520	% Installation Troubles reported within 7 Days–Loop-Basic Hot Cut	≥ 4%	$~~72,889~~25,111
	PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	< 85%	
	PR-6-02-3523	% Installation Troubles reported within 7 Days–Loop-Large Job Hot Cut	≥ 4%	$50,223~~145,778~~
	PR-9-01-3523	% On Time Performance-Loop-Large Job Hot Cut	< 85%	
	PR-6-02-3525	% Installation Troubles reported within 7 Days–Loop-Batch Hot Cut	≥ 4%	$12,555~~36,444~~
	PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	< 85%	
	PR-9-08-3533	Average Duration of Hot Cut Installation Trouble-UNE POTS Loop Total Hot Cut	z<=-1.8808 and a difference of > 6 hours	$6,278~~18,222~~

As noted above, this Special Provision has two tiers of performance standards. One Tier will be applied to a two-month scenario, and the second Tier will be applied to a one-month scenario. The Tier II threshold is measured based on two consecutive months of performance, while the Tier III threshold is measured based on an individual month's performance. If the criteria for both Tier II and Tier III are not met in a report period the greater of the two amounts is due for the corresponding product.

Under Tier II, if Verizon NH does not satisfy the above standards for two consecutive months, it will distribute the amount shown in the Tier II table above for the given pair of measures to the affected CLECs. Under Tier III, if Verizon NH does not satisfy the above standards for a single month, it will distribute the amount shown in the Tier III table above for the given pair of measures to the affected CLECs. Below is an example of how this measure would work.

Example for Basic Hot Cut:

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	91%	91%	84%	91%
PR-6-02-3520	% Installation Troubles reported within 7 Days – Loop-Basic Hot Cut	3.5%	3.5%	2%	2%

	Credit for the Month	$0	~~$36,490~~12,556	~~$72,889~~25,111	$0

In month 3, Verizon NH did not satisfy the more stringent requirements of Tier III and ~~$72,889~~25,111 in bill credits would be due. In month 2, Verizon NH satisfied the performance standard under Tier III, but not the less severe standard under Tier II. Bill credits would be due, however, because Verizon NH failed to meet the Tier II standard two months in a row. (Month 1 counts against Verizon NH.) In month 4 both the Tier II and III standards were met. Therefore, Verizon NH would owe nothing. Month 5 would determine whether bill credits would be due under Tier III.

Example for Average Duration:

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-9-08-3533	Average Duration of Hot Cut Installation Trouble-UNE POTS Loop-Total Hot Cut	z = -1.76 Performance difference=4.1hrs	z = -1.76 Performance difference = 4.1hrs	z = -1.9 Performance difference=6.1hrs	z = 1.5 Performance difference = 2hrs
	Credit for the Month	$0	~~$9,122~~3,139	~~$18,222~~6,278	$0

For PR-6-02 and PR-9-01, if any market adjustments for Special Provision Hot Cuts are due under Tier II or Tier III, the amounts will be combined with and allocated in the same proportions as the market adjustment for the corresponding Critical Measure in the same report period under the Aggregate Rule. Allocations will not be made to Critical Measures that do not have a market adjustment under the Aggregate rule in the report period. For example, if PR-6-02-3520 has a Critical Measure market adjustment, and PR-9-01-3520 has no Critical Measures market adjustment in a report period, then 100% of any Special Provision market adjustment for basic hot cuts in the same period would be combined with Critical Measure market adjustments for PR-6-02-3520. Or, if PR-6-02-3520 and PR-9-01-3520 both have Critical Measure market

adjustments of $~~$10,000~~3,500 and $~~$30,000~~10,500 respectively, then 25% (~~10,000~~3,500/[~~10,000~~3,500+~~30,000~~10,500]) of any Special Provision market adjustment for basic hot cuts will be combined with Critical Measure market adjustments for PR-6-02-3520 and 75% (~~30,000~~10,500/[~~10,000~~3,500+~~30,000~~10,500]) will be combined with Critical Measure market adjustments for PR-9-01-3520.

For PR-9-08-3533, if any market adjustments for Special Provision Hot Cuts are due under Tier II or Tier III when the number of troubles is at least 50 in a report period, the amounts will be allocated to eligible CLECs in a similar manner to adjustments in the Critical Measure Aggregate Rule. Each CLEC's allocation of the total amount will be in proportion to their CLEC-specific number of qualified misses, or transactions that fall below the standard. If the number of trouble is below 50, the amounts specified above will be distributed to each CLEC based on their specific volume of troubles for the metric in the report period.

APPENDIX I

Effective Date: TBD

CHANGE CONTROL ASSURANCE PLAN

VERIZON NEW HAMPSHIRE

APPENDIX I

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TABLE I-A – Change Control Measures

I. INTRODUCTION

To ensure that Verizon New Hampshire ("Verizon NH"), will execute the Change Control process in an expeditious and non-discriminatory manner, Verizon NH will undertake the actions set forth in this Change Control Assurance Plan (the "CCAP"). A total of ~~$3.42 million~~1,178,277 in bill credits will be at risk if Verizon NH provides unsatisfactory service to CLECs for the four measures in this Plan.

II. THE CHANGE CONTROL MEASURES AND BILL CREDITS

The following measures are included in this Plan:

1. PO-4-01: % Change Management Notices Sent on Time;
2. PO-4-03: Change Management Notice Delay 8 plus Days;
3. PO-6-01: % Software Validation; and
4. PO-7-04: Delay Hours - Failed/Rejected Test Transactions - No Workaround.

Attached hereto as Table 1-A is a chart that provides the standards that will be applied to each of the above measures and the total amount of bill credits associated with each standard. If a performance measure is missed according to its standards, bill credits will be paid to all CLECs purchasing Unbundled Network Elements ("UNEs") or resold services. CLECs will receive bill credits on a prorated basis of the total credit determined using Appendix A based on their lines in service. This Plan will use the same mechanisms set forth in the Performance Assurance Plan for determining "lines in service." (*See* PAP Section II (C)(2))

Under this Change Control Assurance Plan, Verizon NH will retain the right to withdraw any proposed software release prior to the item being put into final production. If Verizon NH exercises this right, it will not be deemed to have violated the requirements set forth in PO-4-01, PO-4-03, PO-6-01 or PO-7-04 and will not be subject to the payment of bill credits under those measures.

The initial amount of annual bill credits for all CLECs will be ~~$1.37 million~~472,000 under this Plan. If, however, the bill credits due to the CLECs under this Plan exceed ~~$1.37~~472,000 million in any year,[14] an additional amount of ~~$2.05 million~~706,277 will be at risk from the bill credit amounts allocated to the Mode of Entry Categories in the Performance Assurance Plan. Thus, a total of ~~$3.42 million~~1,178,277 will be available for bill credits for the Change Control measures. Bill credit payments for Change Control measures will be given priority over bill credits for the MOE categories.

To the extent that any CLECs elect, pursuant to N.H. PUC Order No. 23,976 dated May 24, 2002, and Section II.H of the PAP, to receive remedy payments under their interconnection agreements instead of under the PAP, Verizon NH will not pay the PAP credit amounts to those electing CLECs and will deduct the aggregate amounts of the credits that otherwise would be owed to those CLECs under the PAP from the total credits owed for CCAP performance.

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the PAP and the CCAP. The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

III. MONTHLY REPORTS

Each month Verizon NH will issue a report on its performance on the above measures to each CLEC providing service in New Hampshire.[15] The reports will be CLEC specific and will indicate the scores on the measures, the aggregate amount of bill credits, if any, that Verizon NH must provide pursuant to the standards set forth in Table I-A, and the specific amount of bill credits that will appear on the individual CLEC's bill. All CLECs with multiple bill accounts must inform Verizon NH as to which of their accounts should receive any bill credits for the Change Control measures.

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[14] The "year" will be measured from the first day of Verizon NH's entry into the interLATA market.

[15] Verizon NH's performance on the other Change Control metrics will be reported in the monthly C2C reports.

IV. REVIEWS, UPDATES AND AUDITS

Annual reviews and updates will occur under this Plan until the Commission determines otherwise. However, Verizon NH may at any time recommend to the Commission modifications, additions, or deletions to the measures in this Plan or the bill credit allocations. CLECs and any other interested parties will be given an opportunity to provide comments on any recommendations. In addition, the Commission will have the right from time to time, on 60-days notice to Verizon NH, to conduct an audit of data reported in the monthly reports.[16]

V. EXCEPTION PROCESS

Verizon NH will have the right to file a petition with the Commission seeking to have the standards contained in Table I-A waived or modified either for future or past periods. The Commission shall grant such a request if it determines that the application of one or more of the standards contained in Table I-A would not serve the public interest. The application of one or more parts of Table I-A would not serve the public interest if Verizon NH could not, through any reasonable efforts, prevent results that do not satisfy the standards. Verizon NH's petition must include all information that demonstrates how the measure was missed. It shall also include a recalculation of the measure with the challenged information excluded from the calculations. CLECs and other interested parties will be given an opportunity to respond to any Verizon NH petition for an Exception. In the event the Commission rules in Verizon NH's favor, Verizon NH will have the right to offset any paid bill credits against any future bill credits that may come due for either the Change Control measures or Performance Assurance Plan measures.

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[16] Unlike most of the measures in the PAP, the recording of data for each of the measures in this Plan will be done manually.

VI. TERM OF PLAN FOR THE CHANGE CONTROL PROCESS

The Change Control Assurance Plan will have the same term as the Performance Assurance Plan. It will remain in effect, as modified from time to time by the Commission, until the Commission rescinds the Performance Assurance Plan or develops a replacement mechanism.

Change Control Performance Assurance Plan Measures

PO-4-01	**% Change Management Notices Sent on Time**			
	Performance Range (Notification and Confirmation for Types 3, 4 and 5 only)	≥ 95%	90 to 94.9%	< 90%
	Performance Credit	$0	$~~34,350~~12,023	$~~68,700~~24,045
PO-4-03	**Change Management Notice Delay 8 plus Days** (Notification and Confirmation for Type 1, 2, 3, 4 and 5)			
	Performance Credit	$~~3,435~~1,202 per day		
PO-6-01	**% Software Validation** (See Note 1)			
	Performance Range	≤ 5%	5.1 to 10%	> 10%
	Performance Credit	$0	$~~13,740~~4,809	$~~137,400~~48,090
PO-7-04	**Delay Hours – Failed/Rejected Test Transactions – No Workaround** (See Note 2)			
	Performance Credit	$~~6,870~~2,405 per day Per Release		

Note 1: Measured against releases pursuant to Change Notice Types 3, 4 and 5.

Note 2: PO-7-04 applies to failed Test Deck items executed by Verizon NH in PO-6-01 and applies until all errors reported in PO-6-01 are fixed.