

Verizon New Hampshire Performance Assurance Plan Report

UNE Platform

December-07

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd Score
		VZ	CLEC	VZ	CLEC				
PO-1-01-6020	Customer Service Record - EDI	0.30	3.47		96	3.17	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.60	4.64		93	2.04	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.30	1.12		109	0.82	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.60	2.02		752	-0.58	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.30	1.13		3,286	0.83	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.60	2.18		2,807	-0.42	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR Ordering

OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs	99.74		762		0	10	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform	98.99		99		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.06		8,299		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.59		8,299		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.46		8,299		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	98.96		770		0	5	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform	0.00		59		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform	97.56		41		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform	100.00		9		0	2	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform	100.00		26		0	2	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform	100.00		2		0	2	0.000

PR Provisioning

PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	80.75	95.91	4,799	171		3.07	5.0000	0	5	0.000
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform *	0.02	0.00	10,544	425		0.07	5.0000	0	20	0.000
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform *	9.31	0.00	1,600	69		3.57	5.0000	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	7.92	1.00	151	1	27.19	27.28	SS		0	
PR-5-01-3140	% Missed Appointment - Facilities - Platform *	1.63	0.00	1,600	69		1.55	5.0000	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform *	0.63	0.00	1,600	69		0.97	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	3.76	2.05	9,319	781		0.71	2.7369	0	10	0.000

MR Maintenance & Repair

MR-1-01-6050 Average Response Time - Create Trouble	9.18	3.93		783			-5.25	0	2	0.000
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)	67.80	54.32		2,202			-13.48	0	2	0.000
Stat. Score										
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus *	24.35	26.67	538	60		5.84	-0.2574	0	10	0.000
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus	12.12	0.00	33	2		23.77	SS		0	
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus	18.00	14.00	538	60	26.56	3.62	1.1050	0	5	0.000
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus	4.97	6.07	33	2	7.86	5.72	SS		0	
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus *	65.99	76.60	441	47		7.27	-1.3205	-1	5	-0.024
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus *	44.67	40.43	441	47		7.63	0.7086	0	5	0.000
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus *	19.05	8.51	441	47		6.03	2.1348	0	5	0.000
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res *	14.05	10.47	2,890	86		3.80	1.1143	0	10	0.000
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res	13.68	0.00	95	4		17.54	SS		0	
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res	24.03	21.84	2,890	86	29.86	3.27	0.6706	0	5	0.000
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res	11.84	7.68	95	4	21.45	10.95	SS		0	
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res *	82.96	78.79	2,365	66		4.69	1.0509	0	5	0.000
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res *	67.02	63.64	2,365	66		5.87	0.7155	0	5	0.000
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res *	33.70	31.82	2,365	66		5.90	0.4397	0	5	0.000
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform *	14.99	15.79	3,563	152		2.96	-0.1794	0	10	0.000

BI Billing

BI-1-02-1000 % DUF in 4 Business Days		100.00		589,115				0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator		"UD" - under development		"SS" - Small S		Totals		-1	212	-0.024

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

* Stat and Performance score determined through permutation test

Verizon New Hampshire
Performance Assurance Plan Report

UNE LOOP

December-07

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd Score
		VZ	CLEC	CLEC					
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		100.00				0	5	0.000
PO-1-01-6020	Customer Service Record - EDI	0.30	3.47	96		3.17	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.60	4.64	93		2.04	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.30	1.12	109		0.82	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.60	2.02	752		-0.58	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.30	1.13	3,286		0.83	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.60	2.18	2,807		-0.42	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR Ordering		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd Score
		VZ	CLEC	CLEC					
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs	99.56		10,181			0	10	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	99.69		1,935			0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.06		8,299			0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.59		8,299			0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.46		8,299			0	2	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	96.07		662			0	5	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00		642			0	5	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	98.83		514			0	5	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	100.00		34			0	2	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	99.37		158			0	2	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	100.00		7			0	2	0.000

PR	Provisioning	Performance		Observations		VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgt'd Score
		VZ	CLEC	VZ	CLEC							
PR-4-02-3100	Average Delay Days - Total - POTS	7.92	1.00	151	1	27.19	27.28	SS		0		
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New *	9.31	1.00	1,600	100		3.00	3.7993	0	20		0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	1.63	0.00	1,600	102		1.29	5.0000	0	5		0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.63	0.00	1,600	102		0.80	5.0000	0	5		0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	5.82	5.14	2,373	253		1.55	0.5587	0	10		0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.33		305				0	10		0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA							0		
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA							0		
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		117				0	10		0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA							0		
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA							0		
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA							0		

MR Maintenance & Repair		Performance		Observations		VZ Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgt'd Score
		VZ	CLEC	VZ	CLEC							
MR-1-01-6050	Average Response Time - Create Trouble	9.18	3.93		783			-5.25	0	2		0.000
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop *	15.64	8.45	3,434	142		3.11	2.6134	0	10		0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	23.12	14.71	3,434	142	29.46	2.52	3.3342	0	5		0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop *	64.07	48.70	2,775	115		4.57	3.3932	0	5		0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop *	31.71	7.83	2,775	115		4.43	5.0000	0	5		0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop *	14.99	11.41	3,563	149		2.98	1.3439	0	10		0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop *	14.00	0.00	50	7		14.00	5.0000	0	10		0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	11.65	2.24	50	7	14.03	5.66	1.6611	0	5		0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Sn Totals										0	186	0.000

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

* Stat and Performance score determined through permutation test

Verizon New Hampshire Performance Assurance Plan Report

RESALE

December-07

PO	Pre-Ordering	Performance VZ	CLEC	Observations VZ	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	Customer Service Record - EDI	0.30	3.47		96	3.17	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.60	4.64		93	2.04	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.30	1.13		3,286	0.83	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.60	2.18		2,807	-0.42	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR	Ordering	Performance VZ	CLEC	Observations VZ	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	100.00			79		0	10	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			48		0	5	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.06			8,299		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.59			8,299		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.46			8,299		0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	95.24			84		0	10	0.000
OR-6-03-2000	% Accuracy - LSRC	0.00			79		0	10	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			42		0	5	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			10		0	2	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			13		0	2	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			2		0	2	0.000

PR	Provisioning	VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score			
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total *	80.75	88.89	4,799	9		13.16	1.0542	0	5	0.000
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS *	0.02	0.00	10,544	40		0.21	5.0000	0	20	0.000
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS *	9.31	6.45	1,600	31		5.27	0.8344	0	10	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	7.92	4.00	151	2	27.19	19.35	SS		0	
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	1.63	6.45	1,600	31		2.29	-1.2967	-1	5	-0.025
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS *	0.63	0.00	1,600	31		1.43	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	3.76	1.36	9,319	147		1.58	1.9657	0	15	0.000

MR	Maintenance & Repair	VZ	CLEC	VZ	CLEC	Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	9.18	3.93		783		-5.25	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	67.80	54.32		2,202		-13.48	0	2	0.000

Stat Score										
MR-3-01-2110 % Missed Repair Appointments - Loop - Bus. *	24.35	30.30	538	33		7.70	-0.5826	0	10	0.000
MR-3-02-2110 % Missed Repair Appointments - CO - Bus.	12.12	0.00	33	3		19.68	SS		0	
MR-4-02-2110 Mean Time To Repair - Loop Trouble - Bus.	18.00	15.78	538	33	26.56	4.76	0.4662	0	5	0.000
MR-4-03-2110 Mean Time To Repair - CO Trouble - Bus.	4.97	24.35	33	3	7.86	4.74	SS		0	
MR-4-06-2110 % Out of Service > 4 Hours - POTS - Bus *	65.99	67.74	441	31		8.80	0.0153	0	5	0.000
MR-4-07-2110 % Out of Service > 12 Hours - POTS - Bus. *	44.67	45.16	441	31		9.24	0.1278	0	5	0.000
MR-4-08-2110 % Out of Service > 24 Hours - POTS - Bus. *	19.05	16.13	441	31		7.30	0.6111	0	5	0.000
MR-3-01-2120 % Missed Repair Appointments - Loop - Res. *	14.05	16.67	2,890	6		14.20	0.2463	0	10	0.000
MR-3-02-2120 % Missed Repair Appointments - CO - Res.	13.68	NA	95						0	
MR-4-02-2120 Mean Time To Repair - Loop Trouble - Res.	24.03	22.37	2,890	6	29.86	12.20	0.1365	0	5	0.000
MR-4-03-2120 Mean Time to Repair - CO Trouble - Res.	11.84	NA	95		21.45				0	
MR-4-06-2120 % Out of Service > 4 Hours - POTS - Res.	82.96	100.00	2,365	5		16.83	SS		0	
MR-4-07-2120 % Out of Service > 12 Hours - POTS - Res.	67.02	100.00	2,365	5		21.05	SS		0	
MR-4-08-2120 % Out of Service > 24 Hours - POTS - Res.	33.70	20.00	2,365	5		21.16	SS		0	
MR-5-01-2100 % Repeat Reports w/in 30 days - POTS *	14.99	23.81	3,563	42		5.54	-1.3397	-1	10	-0.049

BI Billing											
BI-1-02-1000 % DUF in 4 Business Days				100.00		589,115			0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator			"UD" - under development		"SS" - Small Sample		Totals		-2	203	-0.074

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

"UD" - under development

"SS" - Small Sample

Totals

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

* Stat and Performance score determined through permutation test

Verizon New Hampshire Performance Assurance Plan Report

DSL

December-07

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score
		VZ	CLEC	VZ	CLEC				
PO-1-06-6020	Mechanized Loop Qualification - EDI	12.41	4.23		14	-8.18	0	5	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-06-6030	Mechanized Loop Qualification - CORBA	12.41	NA					0	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	2	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	12.41	3.76		477	-8.64	0	5	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		1		0	2	0.000
PO-8-02-6000	% On Time - Engineering Record Request		NA					0	
OR Ordering									
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	100.00			14		0	2	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA					0	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	100.00			7		0	2	0.000
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA					0	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops	50.00			2			0	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA					0	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops	100.00			2		0	2	0.000
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA					0	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split	100.00			2		0	5	0.000
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA					0	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split	100.00			2		0	2	0.000
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA					0	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.06		8,299			0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.59		8,299			0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	97.46		8,299			0	2	0.000
PR Provisioning									
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	1.00		1		0	0	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	12.50	6	8	0.00	SS	0	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	2	1	0.00	SS	0	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	5.82	3.23	2,373	31	4.23	1.0113	0	2
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	0.00	0.00	8	9	0.00	SS	0	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		98.00		50		0	10	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	49.00		1		0	0	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		98.73		79		0	10	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	5.82	6.96	2,373	115	2.23	-0.3544	0	15
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	1.16	18	86	0.00	0.9421	0	5
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00		25		0	10	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *	99.45	100.00	911	25	1.50	5.0000	0	10
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	2.44	NA	52	2.87			10	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	5.83	0.00	652	1	23.45	SS	0	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split *	0.61	0.00	1,472	27	1.51	5.0000	0	10
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	3.56	0.00	2,020	29	3.47	5.0000	0	15
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split *	0.19	0.00	2,130	28	0.82	5.0000	0	5
MR Maintenance & Repair									
MR-1-01-6050	Average Response Time - Create Trouble	9.18	3.93		783	-5.25	0	2	0.000
Stat Score									
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *	15.65	12.50	3,437	8	12.86	0.6558	0	2
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	12.88	NA	132				0	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	23.12	16.03	3,437	8	29.46	10.43	0.6801	0
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	9.87	NA	132		18.85		0	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale *	68.20	75.00	3,569	8	16.48	0.7677	0	2
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale *	63.44	42.86	2,817	7	18.23	1.4996	0	2
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale *	14.99	25.00	3,569	8	12.64	-0.4036	0	2
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops *	15.65	7.14	3,437	14	9.73	1.3266	0	5
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	13.21	NA	53				0	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	23.12	15.42	3,437	14	29.46	7.89	0.9768	0
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	11.20	NA	53		13.75		0	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops *	67.74	92.86	3,490	14	12.52	2.6262	0	5
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops *	63.97	61.54	2,781	13	13.35	0.4906	0	10
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops *	14.99	14.29	3,569	14	9.56	0.3674	0	10
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	4.09	0.00	171	1	19.87	SS	0	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	0.00	NA	6				0	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	8.31	2.45	171	1	12.06	12.10	SS	0
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	9.49	NA	6		9.02		0	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	92.66	100.00	177	1	26.16	SS	0	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	10.34	0.00	174	1	30.54	SS	0	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	18.64	0.00	177	1	39.06	SS	0	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Totals								0	179
								0.000	

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

* Stat and Performance score determined through permutation test

Verizon New Hampshire
Performance Assurance Plan Report

TRUNKS

December-07

OR Ordering		Performance	Observations		Perf.		
		CLEC	VZ	CLEC	Score	Wgt.	Wgt'd Score
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)		100.00		1	0	5	0.000
OR-1-13-5000 % On Time Design Layout Record		100.00		3	0	10	0.000
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=192)		NA				0	
OR-2-12-5020 % On Time Trunk ASR Reject		NA				0	
PR Provisioning					VZ Standard Deviation		
		VZ	CLEC	VZ	CLEC		
PR-4-07-3540 % On Time Performance - LNP only		99.85		2,751		0	20 0.000
PR-4-15-5000 % On Time Provisioning - Trunks		100.00		336		0	20 0.000
PR-5-01-5000 % Missed Appointment - Facilities *		0.00	0.00	116	336	0.00	5.0000 0 5 0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days *		0.00	0.00	116	336	0.00	5.0000 0 5 0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days *		0.00	0.00	116	336	0.00	5.0000 0 10 0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		80.00	0.00	5	4	26.83	SS 0
MR Maintenance & Repair							
MR-4-01-5000 Mean Time to Repair - Total		NA	NA				0
MR-4-05-5000 % Out of Service >2 Hours		NA	NA				0
MR-4-06-5000 % Out of Service >4 Hours		NA	NA				0
MR-4-07-5000 % Out of Service >12 Hours		NA	NA				0
MR-4-08-5000 % Out of Service >24 Hours		NA	NA				0
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA	NA				0
NP Network Performance							
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months		0				0	5 0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months		0				0	10 0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator		"UD" - under development		"SS" - Sma Totals		90	0.000

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

* Stat and Performance score determined through permutation test

Verizon New Hampshire

December-07

CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface								\$0
PC-1-08	Mechanized Loop Qualification - EDI								
PC-1-08	Mechanized Loop Qualification - CORBA								
PC-1-08	Interface Availability - Web GUI								
PC-2-02	OSS Interface Availability - Prime - EDI								
PC-2-02	OSS Interface Availability - Prime - CORBA								
PC-2-02	OSS Interface Availability - Prime - Web GUI								
ORDERING									
2	% On Time LSRG Notification								\$0
OR-1-02	% On Time LSRG - Flow Through								
OR-1-04	% On Time LSRG - No Facility Check - 2W Digital - UNE/Resale								
OR-1-04	% On Time LSRG - No Facility Check - 2W DSL Loops								
OR-1-04	% OT LSRG - No Facility Check - Line Share/Split								
OR-1-12	% OT Firm Order Confirmations (<=192 Forecasted Trunks)								
OR-1-13	% On Time Response - Request for Inbound Augment (<=192)								
OR-1-19	% On Time Design Layout Record								
OR-2-04	% On Time LSR Reg - No Facility Check - 2W Digital - UNE/Resale								
OR-2-04	% OT LSR Reg - No Facility Check - 2W DSL Loops								
OR-2-04	% OT LSR Reg - No Facility Check - Line Share/Split								
OR-4-16	% On Time PCN - 1 Business Day								
OR-1-06	% OT LSRG - No Facility Check - No FTI - All Specials - UNE/Resale								
OR-1-06	% OT LSRG/SLRG - Facility Check - No FTI - All Specials - UNE/Resale								
OR-2-04	% OT LSR Reg - No Facility Check - No FTI - All Specials - UNE/Resale								
OR-2-08	% OT LSR/SLR Reg - Facility Check - No FTI - All Specials - UNE/Resale								
PROVISIONING									
3	Installation Performance								\$0
PR-3-01	% Completed in 1 Day (1.5 lines No Disp.)								
PR-4-02	Average Delay Days - Total								
PR-4-02	Average Delay Days - Total - 2W Digital - UNE/Resale								
PR-4-02	Average Delay Days - Total - 2W DSL Loops								
PR-4-02	Average Delay Days - Total - Line Share/Split								
PR-4-04	% Missed Appointments - Dispatch								
PR-4-04	% Missed Appointment - Dispatch - 2W Digital - UNE/Resale								
PR-4-04	% Missed Appointment - Dispatch - Line Share/Split								
PR-4-05	% Missed Appointment - No Dispatch								
PR-4-05	% Missed Appointment - No Dispatch - 2W Digital - UNE/Resale								
PR-4-05	% Missed Appointment - No Dispatch - Line Share/Split								
PR-4-14	% Completed On Time - 2W DSL Loops								
PR-4-15	% On Time Provisioning - Trunks								
PR-6-01	% Installation Troubles with 30 Days								
PR-6-01	% Installation Troubles with 30 Days - 2W Digital - UNE/Resale								
PR-6-01	% Installation Troubles with 30 Days - 2W DSL Loops								
PR-6-01	% Installation Troubles with 30 Days - Line Share/Split								
PR-4-01	% Missed Appointment - VZ - DS0 - UNE/Resale								
PR-4-01	% Missed Appointment - VZ - DS1 - UNE/Resale								
PR-4-01	% Missed Appointment - VZ - Other - UNE/Resale								
PR-4-02	Average Delay Days - Total - UNE/Resale								
PR-5-01	% Missed Appointment - Facilities - UNE/Resale								
PR-5-02	% Orders Held for Facilities > 15 days - UNE/Resale								
PR-6-01	% Installation Troubles within 30 days - UNE/Resale								
PR-8-01	% Open Orders in a Hold Status > 30 Days - EEL								
PR-8-01	% Missed Appointment - VZ - Total - EEL								
PR-4-01	% Open Orders in a Hold Status > 30 Days - EEL								
PR-4-01	% Missed Appointment - VZ - Total - IOF								
PR-8-01	Average Delay Days - IOF								
PR-8-01	% Open Orders in a Hold Status > 30 Days - IOF								
4	% On Time Performance - LNP only								\$0
5	Hot Cut Performance								\$0
PR-6-02	% Installation Trunks with 7 days-Loop-Basic Hot Cut								
PR-6-02	% Installation Trunks with 7 days-Loop-Lg Job Hot Cut								
PR-6-02	% Installation Trunks with 7 days-Loop-Lg Job Hot Cut								
PR-9-01	% On Time Performance-Loop-Basic Hot Cut								
PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut								
PR-9-01	% On Time Performance-Loop-Batch Hot Cut								
MAINTENANCE									
5	Maintenance Performance								\$6,522
MR-3-01	% Missed Repair Appointments - Loop - Bus								
MR-3-01	% Missed Repair Appointments - Loop - Res								
MR-3-01	% Missed Repair Appointments - Loop								
MR-3-01	% Missed Repair Appt - Loop - 2W Digital - UNE/Resale								
MR-3-01	% Missed Repair Appt - Loop - 2W DSL Loops								
MR-3-01	% Missed Repair Appointment - Loop - Line Share/Split								
MR-3-02	% Missed Repair Appointment - CO - 2W DSL Loops								
MR-4-03	Mean Time To Repair - CO - 2W DSL Loops								
MR-4-04	% Cleared (all trunks) with 24hrs-2W Dig-UNE/Resale								
MR-4-04	% Cleared (all trunks) with 24 Hours - 2W DSL Loops								
MR-4-04	% Cleared (all trunks) with 24 Hours - Line Share/Split								
MR-4-08	% Out of Service > 24Hrs - Bus								
MR-4-08	% Out of Service > 24Hrs - Res								
MR-4-08	% Out of Service > 24Hrs - Total								
MR-5-01	% Repeat Reports within 30 Days								
MR-5-01	% Repeat Reports with 30 Days - 2W Digital - UNE/Resale								
MR-5-01	% Repeat Reports with 30 Days - 2W DSL Loops								
MR-5-01	% Repeat Reports with 30 Days - Line Share/Split								
MR-4-01	Mean Time to Repair - nonDS0 & DS0 - UNE/Resale								
MR-4-06	% Out of Service > 4 Hours - nonDS0 & DS0 - UNE/Resale								
MR-4-06	% Out of Service > 4 Hours - nonDS0 & DS0 - UNE/Resale								
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale								
MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale								
MR-5-01	% Repeat Reports with 30 days - UNE/Resale								
NETWORK PERFORMANCE									
7	# of Final Trunk Groups Blocked 3 months								\$0
8	Collocation								\$0
NP-2-01/2	% OT Response to Request for Collocation - Total								
NP-2-05/6	% On Time - Physical Collocation - Total								
NP-2-07/8	Average Delay Days - Total								
RESOLUTION PROCESS									
9	Resolution Process								\$0
OR-1-0-01	% PON Exceptions Resolved with 3 Bus Days								
OR-1-0-02	% PON Exceptions Resolved with 10 Bus Days								
BI-3-04	% CLEC Billing Claims Acknowledged w/ 2 Bus Days								
BI-3-05	% CLEC Billing Claims Resolved with 28 Cal. Days after Ack								
Total		\$0	\$0	\$6,522	\$0	\$0	\$0	\$0	\$6,522

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	NA			0
NP-2-05/6	% On Time - Physical Collocation - Total	100.00	1	0	20
NP-2-07/8	Average Delay Days - Total	NA			10
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100% PON Exceptions Resolved w/in 3 Bus Days	100.00	11	0	5
DR-10-02-100% PON Exceptions Resolved w/in 10 Bus Days	100.00	11	0	2
BI-3-04-1000 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	100.00	16	0	2
BI-3-05-1000 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	23	0	20
				29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200 % OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale		100.00	2	0	10
OR-1-06-1200 % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale		100.00	270	0	10
OR-2-04-1200 % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale		NA			0
OR-2-06-1200 % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale		100.00	43	0	5

PR	Provisioning	VZ	VZ		Std Dev	Sample Error	Stat Score			
PR-4-01-1210 % Missed Appointment -VZ -DSO -UNE/Resale		0.00	0.00	18	2		0.00	SS	0	
PR-4-01-1211 % Missed Appointment -VZ -DS1 -UNE/Resale *		8.33	4.65	36	43		6.24	1.1306	0	5
PR-4-01-1213 % Missed Appointment -VZ -DS3 -UNE/Resale		100.00	NA	1						0
PR-4-01-1214 % Missed Appointment -VZ -Other -UNE/Resale		NA	NA							0
PR-4-02-1200 Average Delay Days - Total -UNE/Resale		2.25	2.00	4	2	2.50	2.17	SS		0
PR-5-01-1200 % Missed Appointment - Facilities -UNE/Resale *		0.00	1.72	48	58		0.00	0.1185	0	20
PR-5-02-1200 % Orders Held for Facilities > 15 days -UNE/Resale *		0.00	0.00	48	58		0.00	5.0000	0	20
PR-6-01-1200 % Installation Troubles within 30 days -UNE/Resale *		0.82	3.08	122	65		1.38	-0.5907	0	10
PR-8-01-1200 % Open Orders in a Hold Status > 30 Days -UNE/Resale *		0.00	0.00	55	45		0.00	5.0000	0	5
PR-4-01-3510 % Missed Appointment - VZ - Total - EEL *		8.33	8.33	36	12		9.21	0.6528	0	10
PR-4-02-3510 Average Delay Days - Total - EEL		1.00	1.00	3	1	0.00	0.00	SS		0
PR-8-01-3510 % Open Orders in a Hold Status >30 Days -EEL *		0.00	0.00	36	12		0.00	5.0000	0	2
PR-4-01-3530 % Missed Appointment - VZ - Total - IOF		100.00	0.00	1	8			SS		0
PR-4-02-3530 Average Delay Days - IOF		6.00	NA	1		0.00				0
PR-8-01-3530 % Open Orders in a Hold Status >30 Days -IOF		0.00	0.00	1	8		0.00	SS		0

MR Maintenance & Repair										
MR-4-01-1216 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	5.67	3.95	32	3	4.63	2.80	SS			0
MR-4-01-1217 Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.97	5.54	33	48	5.47	1.24	-0.4673	0		5
MR-4-06-1216 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	73.33	33.33	30	3		26.78	SS			0
MR-4-08-1216 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	30	3		0.00	SS			0
MR-4-06-1217 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale *	42.42	52.08	33	48		11.18	-0.6277	0		5
MR-4-08-1217 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale *	3.03	2.08	33	48		3.88	0.9824	0		5
MR-5-01-1200 % Repeat Reports w/in 30 days -UNE/Resale *	16.92	9.80	65	51		7.01	1.3870	0		10

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Size Total 122

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

* Stat and Performance score determined through permutation test

Special Provision - UNE Ordering

December-07

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.74	555	\$
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	43	\$
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	99.46	184	\$
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	9	\$

Total Market Adj*	\$	-
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* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
Oct-07	93.14	1,311	1,221	Oct-07	98.87	1,235	1,221
Nov-07	89.54	1,013	907	Nov-07	98.37	922	907
Dec-07	93.84	812	762	Dec-07	98.96	770	762
Overall	92.16	3,136	2,890	Overall	98.74	2,927	2,890

Market Adjustment *	\$	-
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
Oct-07	79.87	1,103	881	Oct-07	97.78	901	881
Nov-07	76.17	856	652	Nov-07	97.02	672	652
Dec-07	77.66	819	636	Dec-07	96.07	662	636
Overall	78.08	2,778	2,169	Overall	97.05	2,235	2,169

Market Adjustment *	\$	-
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
Oct-07	97.32	10,708	10,421	Oct-07	98.72	10,556	10,421
Nov-07	97.00	10,652	10,332	Nov-07	98.18	10,523	10,332
Dec-07	96.25	9,977	9,603	Dec-07	98.22	9,777	9,603
Overall	96.87	31,337	30,356	Overall	98.38	30,856	30,356

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	117	100.00	96
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.33	305	0.00	233
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	21.55	1	NA	
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC-VZ	17.94	113	19.89	123
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC	16.04	-0.2239	19.78	
		Greater of -	Tier II (2 mo) or Tier III (1mo)	Total	
		Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -
		Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -
		Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -
		Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -

* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

Verizon New Hampshire

Change Control Assurance Plan

December-07

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	100.00	2	\$ -

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

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

PO-6-01-6000	% Software Validation	R3	R3	\$ -
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* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$
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Total Market Adjustment		\$
UNE Platform allocation	31.43%	\$
UNE Loop allocation	47.14%	\$
Resale allocation	7.14%	\$
DSL allocation	14.29%	\$

Verizon New Hampshire

PAP/CCAP Market Adjustment Summary

December-07

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.024	-	
Unbundled Network Elements - Loop	0.000	-	
Resale	-0.074	-	
Digital Subscriber Lines	0.000	-	
Trunks	0.000	-	
Mode of Entry Total			-
# CRITICAL MEASURES			
1 OSS Interface		-	
2 % On Time Ordering Notification		-	
3 Installation Performance		-	
4 % On Time Performance - LNP		-	
5 Hot Cut Performance			
6 Maintenance Performance		\$ 6,522	
7 Final Trunk Groups Blocked			
8 Collocation			
9 Resolution Processes			
Critical Measure Total			\$ 6,522
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		-	
UNE Flow Through		-	
UNE Hot Cut Loop		-	
Special Provision Total			-
CHANGE CONTROL			-
Grand Total			\$ 6,522

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