

Verizon New Hampshire

Risk Allocation Summary and Input Page

Allocation

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

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

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

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

Total Dollars \$32,550,001

Verizon New Hampshire

Backslide Metrics and Standards

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

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

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

Market Adjustment Tables

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

Verizon New Hampshire Performance Assurance Plan Report

UNE Platform

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PO	Pre-Ordering	Performance VZ	CLEC	Observations CLEC	Diff.	Perf. Score	Wgt.	Wgted. Score
PO-1-01-6020	Customer Service Record - EDI	0.06	3.51	94	3.45	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.62	4.85	555	2.22	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00			0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.06	0.64	83	0.58	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.62	2.61	1,105	-0.02	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00			0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.76	7,260	0.70	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79	5,814	-0.84	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00			0	5	0.000

OR	Ordering	Performance VZ	CLEC	Observations CLEC	Diff.	Perf. Score	Wgt.	Wgted. Score
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs	100.00		615		0	10	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform	100.00		109		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03		10,748		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63		10,748		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57		10,748		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	96.54		636		0	5	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform	0.00		137		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform	100.00		106		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform	100.00		19		0	2	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform	100.00		46		0	2	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform	100.00		12		0	2	0.000

PR	Provisioning	VZ	CLEC	VZ	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	79.35	89.87	3,666	158		3.29	3.1994	0	5	0.000
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform	0.09	0.00	9,894	343		0.16	0.5465	0	20	0.000
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform	16.36	15.69	1,033	51		5.31	0.1270	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	3.26	3.50	178	8	4.28	1.55	-0.1563	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.26	0.00	1,033	51		1.60	0.7869	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	1,033	51		0.00	0.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.36	3.01	7,753	665		1.12	4.7850	0	10	0.000

MR	Maintenance & Repair	Performance VZ	CLEC	Observations CLEC	VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgted. Score
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10	1,095			-1.79	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	63.46	62.00	2,655			-1.46	0	2	0.000

							Stat. Score				
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus	58.85	58.71	1,203	155		4.20	0.0341	0	10	0.000	
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus	14.89	66.67	47	3		21.20	SS		0		
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus	40.54	35.53	1,203	155	55.24	4.71	1.0612	0	5	0.000	
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus	8.34	31.97	47	3	17.83	10.62	SS		0		
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus	83.80	92.54	1,031	134		3.38	-2.5818	-2	5	-0.044	
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus	65.08	69.40	1,031	134		4.38	-0.9868	-1	5	-0.022	
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus	46.65	44.78	1,031	134		4.58	0.4097	0	5	0.000	
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res	32.33	28.36	11,215	268		2.89	1.3742	0	10	0.000	
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res	32.20	66.67	118	3		27.32	SS		0		
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res	68.01	61.65	11,215	268	70.46	4.36	1.4600	0	5	0.000	
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res	22.38	13.54	118	3	39.63	23.17	SS		0		
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res	94.16	96.28	8,832	215		1.62	-1.3107	-1	5	-0.022	
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res	85.44	90.23	8,832	215		2.43	-1.9687	-2	5	-0.044	
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res	71.46	72.09	8,832	215		3.12	-0.2043	0	5	0.000	
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform	11.73	13.75	12,586	429		1.58	-1.2819	-1	10	-0.044	

BI	Billing	Performance VZ	CLEC	Observations CLEC	VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgted. Score
BI-1-02-1000	% DUF in 4 Business Days		99.90	493,062				0	5	0.000
Totals								-7	227	-0.176

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

"UD" - under development

"SS" - Small Sample Size

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

Verizon New Hampshire Performance Assurance Plan Report

UNE LOOP

December-08

PO	Pre-Ordering	Performance VZ	CLEC	Observations CLEC	Diff.	Perf. Score	Wgt.	Wgted. Score
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		100.00			0	5	0.000
PO-1-01-6020	Customer Service Record - EDI	0.06	3.51	94	3.45	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.62	4.85	555	2.22	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00			0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.06	0.64	83	0.58	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.62	2.61	1,105	-0.02	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00			0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.76	7,260	0.70	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79	5,814	-0.84	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00			0	5	0.000

OR	Ordering	Performance VZ	CLEC	Observations CLEC	Diff.	Perf. Score	Wgt.	Wgted. Score
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs	99.98		17,644		0	10	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	100.00		2,824		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03		10,748		0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63		10,748		0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57		10,748		0	2	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop	32.18		522		-2	5	-0.057
OR-6-03-3331	% Accuracy - LSRC - Loop	0.00		1,067		0	5	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	99.32		880		0	5	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP	100.00		42		0	2	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP	98.63		219		0	2	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	100.00		11		0	2	0.000

PR	Provisioning	VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score				
PR-4-02-3100	Average Delay Days - Total - POTS	3.26	3.50	178	8	4.28	1.55	-0.1563	0	5	0.000	
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New	16.36	0.00	1,033	57		5.03	3.2506	0	20	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.26	0.00	1,033	57		1.52	0.8296	0	5	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	1,033	57		0.00	0.0000	0	5	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.68	3.57	1,463	140		2.49	2.0512	0	10	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.96		208				0	10	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA							0		
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA							0		
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		97.44		78				0	10	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA							0		
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA							0		
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA							0		

MR Maintenance & Repair							Diff.				
MR-1-01-6050 Average Response Time - Create Trouble	4.89	3.10		1,095			-1.79	0	2	0.000	
Stat. Score											
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop	34.90	29.82	12,419	389		2.45	2.0691	0	10	0.000	
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop	65.34	26.04	12,419	389	69.61	3.58	5.0000	0	5	0.000	
MR-4-07-3112 % Out of Service > 12 Hours - Loop	83.54	60.06	9,785	323		2.10	5.0000	0	5	0.000	
MR-4-08-3112 % Out of Service > 24 Hours - Loop	69.15	34.98	9,785	323		2.61	5.0000	0	5	0.000	
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop	11.73	13.57	12,586	398		1.64	-1.1233	-1	10	-0.057	
MR-3-02-3112 % Missed Repair Appointments - CO - Loop	15.38	0.00	39	5		17.14	SS		0		
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop	21.44	11.11	39	5	35.72	16.97	SS		0		

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Sn Totals -3 176 -0.114

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

December-08

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

Verizon New Hampshire Performance Assurance Plan Report

DSL

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PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score
		VZ	CLEC	VZ	CLEC				
PO-1-06-6020	Mechanized Loop Qualification - EDI	11.28	4.32		9	-6.96	0	5	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-06-6030	Mechanized Loop Qualification - CORBA	11.28	NA					0	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	2	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	11.28	3.04		462	-8.24	0	5	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		13		0	2	0.000
PO-8-02-6000	% On Time - Engineering Record Request		NA					0	
OR Ordering									
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		8		0	2	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		8		0	2	0.000
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA					0	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		12		0	5	0.000
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA					0	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		3		0	2	0.000
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		100.00		2		0	2	0.000
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		100.00		8		0	5	0.000
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA					0	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		100.00		2		0	2	0.000
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA					0	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		10,748		0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.63		10,748		0	2	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time		98.57		10,748		0	2	0.000
PR Provisioning									
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	6.00	NA	2	7.07			2	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	66.67	0.00	3	5	34.43	SS	0	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	6	1	0.00	SS	0	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	8.68	0.00	1,463	5	12.61	SS	0	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	0.00	9	6	0.00	SS	0	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		25		0	10	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	3.75	NA	4	4.19			0	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		31		0	10	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.68	25.00	1,463	44	4.31	-3.7885	-2	15
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	2.78	10	36	0.00	0	5	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00		11		0	10	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split	99.87	100.00	742	11	1.12	0.1210	0	10
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	3.36	NA	86	2.65			10	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	16.70	NA	443				0	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	0.42	0.00	1,886	12	1.88	0.2253	0	10
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	3.90	0.00	1,540	17	4.72	0.8256	0	15
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	0.13	0.00	2,333	12	1.03	0.1237	0	5
MR Maintenance & Repair									
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095	-1.79	0	2	0.000
Stat. Score									
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	34.91	42.11	12,427	19	10.94	-0.6577	0	2
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	27.65	NA	170				0	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	65.32	32.24	12,427	19	69.59	15.98	2.0709	0
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	20.35	NA	170		41.36			0
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	30.64	47.37	12,597	19	10.58	1.5803	0	2
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	83.32	73.33	9,870	15	9.63	1.0371	0	2
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	11.73	26.32	12,597	19	7.39	-1.9738	-2	2
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	34.91	18.92	12,427	37	7.85	2.0373	0	5
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	19.51	33.33	41	3	23.70	SS		0
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	65.32	33.74	12,427	37	69.59	11.46	2.7564	0
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	28.95	18.32	41	3	56.55	33.82	SS	0
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	30.18	65.00	12,468	40	7.27	4.7896	0	5
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	83.55	71.43	9,792	28	7.02	1.7272	0	10
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.73	15.00	12,597	40	5.10	-0.6413	0	10
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	3.98	0.00	201	1	19.60	SS		0
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	14.29	NA	7					0
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	27.75	19.32	201	1	54.12	54.25	SS	0
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	10.35	NA	7		14.80			0
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	76.44	100.00	208	1	42.54	SS		0
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	24.76	NA	206					0
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	21.15	100.00	208	1	40.94	SS		0
								-4	188
								-0.181	

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

"UD" - under development

"SS" - Small Sample Totals

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

Verizon New Hampshire
Performance Assurance Plan Report

TRUNKS

December-08

OR Ordering		Performance	Observations		Perf.			Wgt.		Wgtd.	
		CLEC	VZ	CLEC	Score					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		6	0			10		0.000	
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=192)		NA						0			
OR-2-12-5020 % On TimeTrunk ASR Reject		NA						0			
PR Provisioning		VZ	CLEC	VZ	CLEC	VZ Standard Deviation					
PR-4-07-3540 % On Time Performance - LNP only			NA						0		
PR-4-15-5000 % On Time Provisioning - Trunks			100.00		384			0	20	0.000	
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	936	312		0.00	0.0000	0	5	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	936	312		0.00	0.0000	0	5	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	936	384		0.00	0.0000	0	10	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00	0.00	16	7		0.00	SS	0		
MR Maintenance & Repair											
MR-4-01-5000 Mean Time to Repair - Total		1.25	1.58	1	1	0.00	0.00	SS		0	
MR-4-05-5000 % Out of Service >2 Hours		0.00	0.00	1	1		0.00	SS		0	
MR-4-06-5000 % Out of Service >4 Hours		0.00	0.00	1	1		0.00	SS		0	
MR-4-07-5000 % Out of Service >12 Hours		0.00	0.00	1	1		0.00	SS		0	
MR-4-08-5000 % Out of Service >24 Hours		0.00	0.00	1	1		0.00	SS		0	
MR-5-01-5000 % Repeat Reports w/in 30 Days		0.00	0.00	1	1		0.00	SS		0	
NP Network Performance											
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months			0						0	5	0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months			0						0	10	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Sm Totals										0	70 0.000

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

Verizon New Hampshire				December-08					
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	\$0	\$0	\$0	\$0				\$0
	PO-1-06 Mechanized Loop Qualification - EDI				-				
	PO-1-06 Mechanized Loop Qualification - CORBA				-				
	PO-1-06 Mechanized Loop Qualification - Web GUI				-				
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-					
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-					
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-					
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-					
ORDERING									
2	% On Time Ordering Notification	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	OR-1-02 % On Time 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 xDSL 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 Design Layout Record					-			
	OR-1-19 % On Time Response - Request for Inbound Augment (<=192)					-			
	OR-2-04 % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale				-				
	OR-2-04 % OT LSR Rej - No Facility Check - 2W xDSL Loops				-				
	OR-2-04 % OT LSR Rej - No Facility Check - Line Share/Split				-				
	OR-4-16 % On Time PCN - 1 Business Day	-	-	-					
	OR-1-04 % OT LSRG -No Facil Ck(Elec -No FT) -All Specials -UNE/Resale						-		
	OR-1-06 % OT LSRG/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale						-		
	OR-2-04 % OT LSR Rej -No Facil Ck (Elec -No FT) -UNE/Resale						-		
	OR-2-06 % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale						-		
PROVISIONING									
3	Installation Performance	\$0	\$0	\$0	\$20,514	\$0	\$1,427		\$21,941
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp)	-	-	-					
	PR-4-02 Average Delay Days - Total	-	-	-					
	PR-4-02 Average Delay Days -Total -2W Digital -UNE/Resale				-				
	PR-4-02 Average Delay Days -Total -2W xDSL Loops				-				
	PR-4-02 Average Delay Days -Total -Line Share/Split				-				
	PR-4-04 % Missed Appointments -Dispatch	-	-	-					
	PR-4-04 % Missed Appointment -Dispatch -2W Digital -UNE/Resale				-				
	PR-4-04 % Missed Appointment -Dispatch -Line Share/Split				-				
	PR-4-05 % Missed Appointments - No Dispatch	-	-	-					
	PR-4-05 % Missed Appointment -No Dispatch -2W Digital -UNE/Resale				-				
	PR-4-05 % Missed Appointment -No Dispatch -Line Share/Split				-				
	PR-4-14 % Completed On Time -2W xDSL Loops				-				
	PR-4-15 % On Time Provisioning - Trunks	-	-	-		-			
	PR-6-01 % Installation Troubles w/in 30 Days								
	PR-6-01 % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale				-				
	PR-6-01 % Installation Troubles w/in 30 Days -2W xDSL Loops				20,514				
	PR-6-01 % Installation Troubles w/in 30 Days -Line Share/Split				-				
	PR-4-01 % Missed Appointment -VZ -DSO -UNE/Resale								
	PR-4-01 % Missed Appointment -VZ -DS1 -UNE/Resale						1,427		
	PR-4-01 % Missed Appointment -VZ -DS3 -UNE/Resale						-		
	PR-4-01 % Missed Appointment -VZ -Other -UNE/Resale						-		
	PR-4-02 Average Delay Days - Total -UNE/Resale						-		
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale						-		
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale						-		
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale						-		
	PR-8-01 % Open Orders in a Hold Status > 30 Days -UNE/Resale						-		
	PR-4-01 % Missed Appointment - VZ - Total - EEL						-		
	PR-4-02 Average Delay Days - Total - EEL						-		
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL						-		
	PR-4-01 % Missed Appointment - VZ - Total - IOF						-		
	PR-4-02 Average Delay Days - IOF						-		
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF						-		
4	PR-4-07 % On Time Performance - LNP only					\$0			\$0
5	Hot Cut Performance		\$0						\$0
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-						
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut		-						
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut		-						
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut		-						
MAINTENANCE									
6	Maintenance Performance	\$13,055	\$18,102	\$10,701	\$8,522	\$0	\$0		\$48,380
	MR-3-01 % Missed Repair Appointments - Loop - Bus.	-	-	5,350					
	MR-3-01 % Missed Repair Appointments - Loop - Res.	-	-	5,350					
	MR-3-01 % Missed Repair Appointments - Loop								
	MR-3-01 % Missed Repair Appt -Loop -2W Digital -UNE/Resale				-				
	MR-3-01 % Missed Repair Appt -Loop -2W xDSL Loops				-				
	MR-3-01 % Missed Repair Appointment -Loop -Line Share/Split				-				
	MR-3-02 % Missed Repair Appointment -CO -2W xDSL Loops				-				
	MR-4-03 Mean Time To Repair -CO -2W xDSL Loops				-				
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Dig-UNE/Resale				-				
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops				-				
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -Line Share/Split				-				
	MR-4-08 % Out of Service >24Hrs - Bus	-	-	-					
	MR-4-08 % Out of Service >24Hrs - Res.	-	-	-					
	MR-4-08 % Out of Service >24Hrs - Total				-				
	MR-5-01 % Repeat Reports within 30 Days	13,055	18,102						
	MR-5-01 % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale				6,522				
	MR-5-01 % Repeat Reports w/in 30 Days -2W xDSL Loops				-				
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Split				-				
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale						-		
	MR-4-06 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale				-				
	MR-4-08 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale				-				
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale				-				
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale				-				
	MR-5-01 % Repeat Reports w/in 30 days -UNE/Resale				-				
NETWORK PERFORMANCE									
7	NP-1-04 # of Final Trunk Groups Blocked 3 months					\$0			\$0
8	Collocation							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total							-	
	NP-2-05/6 % On Time - Physical Collocation - Total							-	
	NP-2-07/8 Average Delay Days - Total							-	
RESOLUTION PROCESS									
9	Resolution Process							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days							-	
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days							-	
	BI-3-04 % CLEC Billing Claims Acknwldgd w/ 2 Bus Days							-	
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack							-	
Total		\$13,055	\$18,102	\$10,701	\$27,037	\$0	\$1,427	\$0	\$70,321

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	100.00	640	0	5
OR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	100.00	640	0	2
BI-3-04-1000 % CLEC Billing Claims Acknwldgd w/ 2 Bus Days	100.00	78	0	2
BI-3-05-1000 %CLEC Billng Claims Rslvd w/in 28 Cal. Days after Ack	100.00	77	0	20
				29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	100.00	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	18	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	2	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	7	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	40.00	0.00	10	2	37.95	SS	0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale	17.39	35.90	23	39	9.96	-1.8571	-2
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	NA	NA					0
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale	NA	NA					0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	3.75	3.93	8	14	3.20	1.42	-0.1261
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	6.67	2.22	30	45	5.88	0.7559	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	30	45	0.00	0.0000	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	8.93	6.12	56	49	5.58	0.5031	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	0.00	0.00	33	41	0.00	0.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL	17.39	33.33	23	3	23.27	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.75	4.00	4	1	2.50	2.80	SS
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	0.00	0.00	23	3	0.00	SS	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	NA	20.00		5			0
PR-4-02-3530	Average Delay Days - IOF	NA	5.00		1			0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	0.00		5			0

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

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

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

Verizon New Hampshire Performance Assurance Plan Report

Special Provisions Report

Special Provision - UNE Ordering

December-08

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

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

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

Special Provision - UNE Flow Through

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

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
Oct-08	85.29	999	852	Oct-08	98.38	866	852
Nov-08	86.02	758	652	Nov-08	98.94	659	652
Dec-08	25.69	654	168	Dec-08	32.18	522	168
Overall	69.35	2,411	1,672	Overall	81.68	2,047	1,672

Market Adjustment *	\$ 75,732
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
Oct-08	96.46	11,625	11,213	Oct-08	98.73	11,357	11,213
Nov-08	97.90	15,496	15,170	Nov-08	99.01	15,322	15,170
Dec-08	97.41	17,947	17,482	Dec-08	98.71	17,711	17,482
Overall	97.33	45,068	43,865	Overall	98.82	44,390	43,865

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	97.44	78	98.67	75
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.96	208	0.45	222
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-C	27.31	2	23.58	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -V	29.37	99	15.39	123
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	30.55	0.0944	12.83	-0.6355
		Greater of -	Tier II (2 mo) or Tier III (1mo)	Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	

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

Verizon New Hampshire

Change Control Assurance Plan

December-08

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

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

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

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

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

Verizon New Hampshire

PAP/CCAP Market Adjustment Summary

December-08

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

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

[illegible]

Verizon New Hampshire

Risk Allocation Summary and Input Page

Allocation

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

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

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

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

Total Dollars \$32,550,001

Verizon New Hampshire

Backslide Metrics and Standards

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

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

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

Market Adjustment Tables

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

Verizon New Hampshire Performance Assurance Plan Report

UNE Platform

December-08

PO	Pre-Ordering	Performance VZ	CLEC	Observations CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	Customer Service Record - EDI	0.06	3.51	94	3.45	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.62	4.85	555	2.22	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00			0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	0.06	0.64	83	0.58	0	2	0.000
PO-1-03-6030	Address Validation - CORBA	2.62	2.61	1,105	-0.02	0	2	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00			0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.76	7,260	0.70	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79	5,814	-0.84	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00			0	5	0.000

OR	Ordering	Performance VZ	CLEC	Observations CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs	100.00		615		0	10	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform	100.00		109		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03		10,748		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63		10,748		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57		10,748		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform	96.54		636		0	5	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform	0.00		137		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform	100.00		106		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform	100.00		19		0	2	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform	100.00		46		0	2	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform	100.00		12		0	2	0.000

PR	Provisioning	VZ	CLEC	VZ	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	79.35	89.87	3,666	158		3.29	3.1994	0	5	0.000
PR-4-05-3140	% Missed Appointment- VZ - No Dispatch - Platform	0.09	0.00	9,894	343		0.16	0.5465	0	20	0.000
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform	16.36	15.69	1,033	51		5.31	0.1270	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	3.26	3.50	178	8	4.28	1.55	-0.1563	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.26	0.00	1,033	51		1.60	0.7869	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	1,033	51		0.00	0.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.36	3.01	7,753	665		1.12	4.7850	0	10	0.000

MR	Maintenance & Repair	Performance VZ	CLEC	Observations CLEC	VZ Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10	1,095			-1.79	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	63.46	62.00	2,655			-1.46	0	2	0.000

Stat. Score										
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus	58.85	58.71	1,203	155		4.20	0.0341	0	10	0.000
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus	14.89	66.67	47	3		21.20	SS		0	
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus	40.54	35.53	1,203	155	55.24	4.71	1.0612	0	5	0.000
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus	8.34	31.97	47	3	17.83	10.62	SS		0	
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus	83.80	92.54	1,031	134		3.38	-2.5818	-2	5	-0.044
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus **	65.08	69.40	1,031	134		4.38	-0.9868	0	5	0.000
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus	46.65	44.78	1,031	134		4.58	0.4097	0	5	0.000
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res	32.33	28.36	11,215	268		2.89	1.3742	0	10	0.000
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res	32.20	66.67	118	3		27.32	SS		0	
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res	68.01	61.65	11,215	268	70.46	4.36	1.4600	0	5	0.000
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res	22.38	13.54	118	3	39.63	23.17	SS		0	
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res **	94.16	96.28	8,832	215		1.62	-1.3107	0	5	0.000
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res	85.44	90.23	8,832	215		2.43	-1.9687	-2	5	-0.044
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res	71.46	72.09	8,832	215		3.12	-0.2043	0	5	0.000
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform **	11.73	13.75	12,586	429		1.58	-1.2819	0	10	0.000

BI Billing											
BI-1-02-1000 % DUF in 4 Business Days				99.90		493,062			0	5	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator			"UD" - under development		"SS" - Small Sample Size		Totals		-4	227	-0.088

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

Verizon New Hampshire
Performance Assurance Plan Report

UNE LOOP

December-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. Score					
		VZ	CLEC		CLEC									
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		100.00				0	5	0.000					
PO-1-01-6020	Customer Service Record - EDI	0.06	3.51		94	3.45	0	2	0.000					
PO-1-03-6020	Address Validation -EDI	2.62	4.85		555	2.22	0	2	0.000					
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000					
PO-1-01-6030	Customer Service Record - CORBA	0.06	0.64		83	0.58	0	2	0.000					
PO-1-03-6030	Address Validation - CORBA	2.62	2.61		1,105	-0.02	0	2	0.000					
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	5	0.000					
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.76		7,260	0.70	0	2	0.000					
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79		5,814	-0.84	0	2	0.000					
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000					
OR Ordering														
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs		99.98		17,644		0	10	0.000					
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		2,824		0	5	0.000					
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		10,748		0	2	0.000					
OR-4-16-1000	% On Time PCN - 1 Business Day		99.63		10,748		0	2	0.000					
OR-4-17-1000	% Billing Completion Notifiers sent on time		98.57		10,748		0	2	0.000					
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		32.18		522		-2	5	-0.057					
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		1,067		0	5	0.000					
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.32		880		0	5	0.000					
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		42		0	2	0.000					
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		98.63		219		0	2	0.000					
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		11		0	2	0.000					
PR Provisioning														
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score						
PR-4-02-3100	Average Delay Days - Total - POTS	3.26	3.50	178	8	4.28	1.55	-0.1563	0	5	0.000			
PR-4-04-3113	% Missed Appointment - VZ - Dispatch - Loop-New	16.36	0.00	1,033	57		5.03	3.2506	0	20	0.000			
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.26	0.00	1,033	57		1.52	0.8296	0	5	0.000			
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	1,033	57		0.00	0.0000	0	5	0.000			
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.68	3.57	1,463	140		2.49	2.0512	0	10	0.000			
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.96		208				0	10	0.000			
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA							0				
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA							0				
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		97.44		78				0	10	0.000			
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA							0				
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA							0				
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA							0				
MR Maintenance & Repair														
								Diff.						
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095			-1.79	0	2	0.000			
Stat. Score														
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	34.90	29.82	12,419	389		2.45	2.0691	0	10	0.000			
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	65.34	26.04	12,419	389	69.61	3.58	5.0000	0	5	0.000			
MR-4-07-3112	% Out of Service > 12 Hours - Loop	83.54	60.06	9,785	323		2.10	5.0000	0	5	0.000			
MR-4-08-3112	% Out of Service > 24 Hours - Loop	69.15	34.98	9,785	323		2.61	5.0000	0	5	0.000			
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	11.73	13.57	12,586	398		1.64	-1.1233	-1	10	-0.057			
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.38	0.00	39	5		17.14	SS		0				
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	21.44	11.11	39	5	35.72	16.97	SS		0				
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator									"UD" - under development	"SS" - Sn	Totals	-3	176	-0.114

Verizon New Hampshire Performance Assurance Plan Report

RESALE

December-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. Score
		VZ	CLEC	VZ	CLEC				
PO-1-01-6020	Customer Service Record - EDI	0.06	3.51		94	3.45	0	2	0.000
PO-1-03-6020	Address Validation - EDI	2.62	4.85		555	2.22	0	2	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	0.06	0.76		7,260	0.70	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	2.62	1.79		5,814	-0.84	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000
OR Ordering									
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	100.00			66		0	10	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			54		0	5	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.03			10,748		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63			10,748		0	5	0.000
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57			10,748		0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS **	94.29			70		0	10	0.000
OR-6-03-2000	% Accuracy - LSRC	0.00			52		0	10	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			21		0	5	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			6		0	2	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			18		0	2	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			10		0	2	0.000
PR Provisioning									
		VZ	CLEC	VZ	CLEC	VZ Std Deviation	Sampling Error	Stat. Score	
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	79.35	100.00	3,666	8		14.33	1.4413	0
PR-4-05-2100	% Missed Appointment- VZ - No Dispatch - POTS	0.09	0.00	9,894	26		0.59	0.1528	0
PR-4-04-2100	% Missed Appointment - VZ - Dispatch - POTS	16.36	16.67	1,033	12		10.74	-0.0285	0
PR-4-02-2100	Average Delay Days - Total - POTS	3.26	5.50	178	2	4.28	3.04	SS	0
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.26	0.00	1,033	12		3.24	0.3888	0
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	1,033	12		0.00	0.0000	0
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.36	1.59	7,753	63		3.50	1.9340	0
MR Maintenance & Repair									
		Diff.							
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095			-1.79	0
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	63.46	62.00		2,655			-1.46	0
Stat Score									
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus. **	58.85	68.09	1,203	47		7.32	-1.2619	0
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	14.89	0.00	47	1		35.98	SS	0
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	40.54	34.69	1,203	47	55.24	8.21	0.7120	0
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.34	2.57	47	1	17.83	18.02	SS	0
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	83.80	91.11	1,031	45		5.61	-1.3027	-1
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	65.08	62.22	1,031	45		7.26	0.3939	0
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	46.65	40.00	1,031	45		7.60	0.8757	0
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	32.33	50.00	11,215	12		13.51	-1.3079	-1
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	32.20	NA	118					0
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	68.01	133.22	11,215	12	70.46	20.35	-3.2045	-2
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	22.38	NA	118		39.63			0
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	94.16	90.00	8,832	10		7.42	0.5601	0
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	85.44	90.00	8,832	10		11.16	-0.4087	0
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	71.46	80.00	8,832	10		14.29	-0.5979	0
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.73	11.67	12,586	60		4.16	0.0147	0
BI Billing									
BI-1-02-1000	% DUF in 4 Business Days		99.90		493,062			0	5
								-4	218
								-0.115	

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

Verizon New Hampshire Performance Assurance Plan Report

DSL

December-08

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	
		VZ	CLEC	VZ	CLEC					
PO-1-06-6020	Mechanized Loop Qualification - EDI	11.28	4.32		9	-6.96	0	5	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	11.28	NA				0	0		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		100.00				0	2	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	11.28	3.04		462	-8.24	0	5	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		13		0	2	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		NA					0		
OR Ordering										
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	100.00			8		0	2	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale	100.00			2		0	2	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	100.00			8		0	2	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale	NA						0		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops	100.00			12		0	5	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops	NA						0		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops	100.00			3		0	2	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops	100.00			2		0	2	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split	100.00			8		0	5	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split	NA						0		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split	100.00			2		0	2	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split	NA						0		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.03			10,748		0	2	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	99.63			10,748		0	2	0.000	
OR-4-17-1000	% Billing Completion Notifiers sent on time	98.57			10,748		0	2	0.000	
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	6.00	NA	2	7.07				2	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	66.67	0.00	3	5	34.43	SS		0	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	6	1	0.00	SS		0	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	8.68	0.00	1,463	5	12.61	SS		0	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	0.00	9	6	0.00	SS		0	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		25			0	10	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	3.75	NA	4	4.19				0	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		31			0	10	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.68	25.00	1,463	44	4.31	-3.7885	-2	15	-0.160
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	2.78	10	36	0.00		0	5	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		100.00		11				0	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split	99.87	100.00	742	11	1.12	0.1210		10	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	3.36	NA	86	2.65				10	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	16.70	NA	443					0	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	0.42	0.00	1,886	12	1.88	0.2253	0	10	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	3.90	0.00	1,540	17	4.72	0.8256	0	15	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	0.13	0.00	2,333	12	1.03	0.1237	0	5	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	4.89	3.10		1,095		-1.79	0	2	0.000
Stat. Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	34.91	42.11	12,427	19	10.94	-0.6577	0	2	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	27.65	NA	170					0	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	65.32	32.24	12,427	19	69.59	15.98	2.0709	0	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	20.35	NA	170		41.36			0	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	30.64	47.37	12,597	19	10.58	1.5803	0	2	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	83.32	73.33	9,870	15	9.63	1.0371	0	2	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	11.73	26.32	12,597	19	7.39	-1.9738	-2	2	-0.021
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	34.91	18.92	12,427	37	7.85	2.0373	0	5	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	19.51	33.33	41	3	23.70	SS		0	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	65.32	33.74	12,427	37	69.59	11.46	2.7564	0	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	28.95	18.32	41	3	56.55	33.82	SS	0	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	30.18	65.00	12,468	40	7.27	4.7896	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	83.55	71.43	9,792	28	7.02	1.7272	0	10	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.73	15.00	12,597	40	5.10	-0.6413	0	10	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	3.98	0.00	201	1	19.60	SS		0	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	14.29	NA	7					0	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	27.75	19.32	201	1	54.12	54.25	SS	0	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	10.35	NA	7		14.80			0	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	76.44	100.00	208	1	42.54	SS		0	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	24.76	NA	206					0	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	21.15	100.00	208	1	40.94	SS		0	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator										
"UD" - under development										
"SS" - Small Sample Totals										
								-4	188	-0.181

Verizon New Hampshire
Performance Assurance Plan Report

TRUNKS

December-08

OR		Ordering		Performance		Observations		Perf.		Wgtl.	
		CLEC		VZ	CLEC			Score	Wgtl.	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			6			0	10	0.000	
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=192)		NA							0		
OR-2-12-5020 % On TimeTrunk ASR Reject		NA							0		
						VZ Standard Deviation					
PR		Provisioning		VZ	CLEC	VZ	CLEC				
PR-4-07-3540 % On Time Performance - LNP only			NA							0	
PR-4-15-5000 % On Time Provisioning - Trunks			100.00		384				0	20	0.000
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	936	312		0.00	0.0000	0	5	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	936	312		0.00	0.0000	0	5	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	936	384		0.00	0.0000	0	10	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00	0.00	16	7		0.00	SS		0	
MR		Maintenance & Repair									
MR-4-01-5000 Mean Time to Repair - Total		1.25	1.58	1	1	0.00	0.00	SS		0	
MR-4-05-5000 % Out of Service >2 Hours		0.00	0.00	1	1		0.00	SS		0	
MR-4-06-5000 % Out of Service >4 Hours		0.00	0.00	1	1		0.00	SS		0	
MR-4-07-5000 % Out of Service >12 Hours		0.00	0.00	1	1		0.00	SS		0	
MR-4-08-5000 % Out of Service >24 Hours		0.00	0.00	1	1		0.00	SS		0	
MR-5-01-5000 % Repeat Reports w/in 30 Days		0.00	0.00	1	1		0.00	SS		0	
NP		Network Performance									
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months			0						0	5	0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months			0						0	10	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator				"UD" - under development		"SS" - Sm Totals		0		70	0.000

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

"UD" - under development

"SS" - Sm Totals

Verizon New Hampshire				December-08					
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	\$0	\$0	\$0	\$0				\$0
PO-1-06	Mechanized Loop Qualification - EDI				-				
PO-1-06	Mechanized Loop Qualification - CORBA				-				
PO-1-06	Mechanized Loop Qualification - Web GUI				-				
PO-2-02	OSS Interface Availability - Prime - WPTS	-	-	-					
PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-					
PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-					
PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-					
ORDERING									
2	% On Time Ordering Notification	\$0	\$0	\$0	\$0	\$0	\$0		\$0
OR-1-02	% On Time LSRC -Flow Through	-							
OR-1-04	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale				-				
OR-1-04	% On Time LSRC - No Facility Check - 2W xDSL Loops				-				
OR-1-04	% OT LSRC - No Facility Check - Line Share/Split				-				
OR-1-12	% OT Firm Order Confirmations (<=192 Forecasted Trunks)					-			
OR-1-13	% On Time Design Layout Record					-			
OR-1-19	% On Time Response - Request for Inbound Augment (<=192)					-			
OR-2-04	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale				-				
OR-2-04	% OT LSR Rej - No Facility Check - 2W xDSL Loops				-				
OR-2-04	% OT LSR Rej - No Facility Check - Line Share/Split				-				
OR-4-16	% On Time PCN - 1 Business Day	-							
OR-1-04	% OT LSRC -No Facil Ck(Elec -No FT) -All Specials -UNE/Resale						-		
OR-1-06	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale						-		
OR-2-04	% OT LSR Rej -No Facil Ck (Elec -No FT) -UNE/Resale						-		
OR-2-06	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale						-		
PROVISIONING									
3	Installation Performance	\$0	\$0	\$0	\$20,514	\$0	\$1,427		\$21,941
PR-3-01	% Completed in 1 Day (1-5 lines No Disp)	-			-				
PR-4-02	Average Delay Days - Total	-	-	-					
PR-4-02	Average Delay Days -Total -2W Digital -UNE/Resale				-				
PR-4-02	Average Delay Days -Total -2W xDSL Loops				-				
PR-4-02	Average Delay Days -Total -Line Share/Split				-				
PR-4-04	% Missed Appointments -Dispatch	-			-				
PR-4-04	% Missed Appointment -Dispatch -2W Digital -UNE/Resale				-				
PR-4-04	% Missed Appointment -Dispatch -Line Share/Split				-				
PR-4-05	% Missed Appointments - No Dispatch	-			-				
PR-4-05	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale				-				
PR-4-05	% Missed Appointment -No Dispatch -Line Share/Split				-				
PR-4-14	% Completed On Time -2W xDSL Loops				-				
PR-4-15	% On Time Provisioning - Trunks					-			
PR-6-01	% Installation Troubles w/in 30 Days	-	-	-					
PR-6-01	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale				-				
PR-6-01	% Installation Troubles w/in 30 Days -2W xDSL Loops				20,514				
PR-6-01	% Installation Troubles w/in 30 Days -Line Share/Split				-				
PR-4-01	% Missed Appointment -VZ -DS0 -UNE/Resale						-		
PR-4-01	% Missed Appointment -VZ -DS1 -UNE/Resale						1,427		
PR-4-01	% Missed Appointment -VZ -DS3 -UNE/Resale						-		
PR-4-01	% Missed Appointment -VZ -Other -UNE/Resale						-		
PR-4-02	Average Delay Days - Total -UNE/Resale						-		
PR-5-01	% Missed Appointment - Facilities -UNE/Resale						-		
PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale						-		
PR-6-01	% Installation Troubles within 30 days -UNE/Resale						-		
PR-8-01	% Open Orders in a Hold Status > 30 Days -UNE/Resale						-		
PR-4-01	% Missed Appointment - VZ - Total - EEL						-		
PR-4-02	Average Delay Days - Total - EEL						-		
PR-8-01	% Open Orders in a Hold Status >30 Days -EEL						-		
PR-4-01	% Missed Appointment - VZ - Total - IOF						-		
PR-4-02	Average Delay Days - IOF						-		
PR-8-01	% Open Orders in a Hold Status >30 Days -IOF						-		
4	PR-4-07 % On Time Performance - LNP only					\$0			\$0
5	Hot Cut Performance		\$0						\$0
PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-						
PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-						
PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-						
PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-						
MAINTENANCE									
6	Maintenance Performance	\$0	\$18,102	\$5,350	\$6,522	\$0	\$0		\$29,975
MR-3-01	% Missed Repair Appointments - Loop - Bus	-		ADJ					
MR-3-01	% Missed Repair Appointments - Loop - Res			5,350					
MR-3-01	% Missed Repair Appointments - Loop		-						
MR-3-01	% Missed Repair Appt -Loop -2W Digital -UNE/Resale				-				
MR-3-01	% Missed Repair Appt -Loop -2W xDSL Loops				-				
MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split				-				
MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-				
MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-				
MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-				
MR-4-04	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops				-				
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-				
MR-4-08	% Out of Service >24Hrs. - Bus	-	-	-					
MR-4-08	% Out of Service >24Hrs. - Res	-	-	-					
MR-4-08	% Out of Service >24Hrs. - Total		-						
MR-5-01	% Repeat Reports within 30 Days	ADJ	18,102	-					
MR-5-01	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale				6,522				
MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				-				
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-				
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-		
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-		
MR-4-06	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale						-		
MR-4-08	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale						-		
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-		
MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-		
MR-5-01	% Repeat Reports w/in 30 days -UNE/Resale						-		
NETWORK PERFORMANCE									
7	NP-1-04 # of Final Trunk Groups Blocked 3 months					\$0			\$0
8	Collocation							\$0	\$0
NP-2-01/2	% OT Response to Request for Collocation - Total							-	
NP-2-05/6	% On Time - Physical Collocation - Total							-	
NP-2-07/8	Average Delay Days - Total							-	
RESOLUTION PROCESS									
9	Resolution Process							\$0	\$0
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							-	
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							-	
BI-3-04	% CLEC Billing Claims Acknldgd w/ 2 Bus Days							-	
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack							-	
Total		\$0	\$18,102	\$5,350	\$27,037	\$0	\$1,427	\$0	\$51,916

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC		CLEC		Perf.	
	Perf.		Obs.		Score	Wgt.
OR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	100.00		640		0	5
OR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	100.00		640		0	2
BI-3-04-1000 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	100.00		78		0	2
BI-3-05-1000 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00		77		0	20
						29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	100.00	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	18	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	2	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	7	0	5

PR	Provisioning	VZ	VZ	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -VZ -DSO -UNE/Resale	40.00	0.00	10	2	37.95	SS	0
PR-4-01-1211	% Missed Appointment -VZ -DS1 -UNE/Resale	17.39	35.90	23	39	9.96	-1.8571	-2
PR-4-01-1213	% Missed Appointment -VZ -DS3 -UNE/Resale	NA	NA					0
PR-4-01-1214	% Missed Appointment -VZ -Other -UNE/Resale	NA	NA					0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	3.75	3.93	8	14	3.20	1.42	-0.1261
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	6.67	2.22	30	45	5.88	0.7559	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	30	45	0.00	0.0000	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	8.93	6.12	56	49	5.58	0.5031	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	0.00	0.00	33	41	0.00	0.0000	0
PR-4-01-3510	% Missed Appointment - VZ - Total - EEL	17.39	33.33	23	3	23.27	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.75	4.00	4	1	2.50	2.80	SS
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	0.00	0.00	23	3	0.00	SS	0
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF	NA	20.00		5			0
PR-4-02-3530	Average Delay Days - IOF	NA	5.00		1			0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	0.00		5			0

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

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

Special Provision - UNE Ordering

December-08

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

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

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

Special Provision - UNE Flow Through

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

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
Oct-08	85.29	999	852	Oct-08	98.38	866	852
Nov-08	86.02	758	652	Nov-08	98.94	659	652
Dec-08	25.69	654	168	Dec-08	32.18	522	168
Overall	69.35	2,411	1,672	Overall	81.68	2,047	1,672

Market Adjustment *	\$ 75,732
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
Oct-08	96.46	11,625	11,213	Oct-08	98.73	11,357	11,213
Nov-08	97.90	15,496	15,170	Nov-08	99.01	15,322	15,170
Dec-08	97.41	17,947	17,482	Dec-08	98.71	17,711	17,482
Overall	97.33	45,068	43,865	Overall	98.82	44,390	43,865

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	97.44	78	98.67	75
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.96	208	0.45	222
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC-C	27.31	2	23.58	1
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC -V	29.37	99	15.39	123
		VZ Std Dev.	Stat Score	VZ Std Dev.	Stat Score
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC	30.55	0.0944	12.83	-0.6355
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

Verizon New Hampshire

Change Control Assurance Plan

December-08

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

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

PO-4-03-6600	Change Management Notice Delay 8 plus Days (type 1-4)	NA		\$ -
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		% Test Deck Wgt. Failure	Test Deck Wgt.	
PO-6-01-6000	% Software Validation	R3	R3	\$ -

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

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

Verizon New Hampshire

PAP/CCAP Market Adjustment Summary

December-08

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

Verizon New Hampshire

Code	Company Name	Code	Company Name
ACPT	Access Point	ADAT	SpectraTel Inc
ATLN	AT&T Networks	ADTC	Advanced Telecommunications
ATTL	AT&T	AYVC	ACN Communications Services
BIDD	Biddeford Internet Corp. db/a Great Works Internet	BLDI	BUSINESS LONG DISTANCE
BPPL	COMCAST PHONE (f/a AT & T Broadband)	BULL	BulleEye Telecom Inc.
BPPL	Comcast America	BULL	BulleEye Telecommunications
COMI	1Com Inc	COVD	COVAD Communications
CRCC	CRC Communications of Maine, Inc.	CTCM	CTC Communications
CXCM	Broadview Networks	DGSC	Digital Signal Communications Inc
ELRR	Telefonos de Puerto Rico	ELZC	Excel Communications
ELRCM	Terlite Corporation	EXCL	Excel Communications
FRGC	Ernest Group Communications Inc	GRTR	Gronier - Massachusetts
GRCC	Freedom Ring Comm dba Bay Ring Comm	GRVL	Gronier Telecommunications
GRWK	Granite Telecommunications	IATG	Groveline, LLC
HVMT	Harvard NET	IATG	BCN Telecom
IDTO	IDT America Corp.	LUVW	Lindale Wireless
LDTE	Lighthouse Telecom LLC	LUVW	Lindale Telecommunications
LIHear	Lighthouse Telecom LLC	MHNT	Metropolitan Tel Corp
METR	Mid Maine Communications	MOTC	Media One
MMTP	QuantumShift Communications	NBCH	Northeast Office of New York Inc.
NWZC	Northwestern Telecommunications	NBSC	Northeast Office of New York Inc.
NOMI	Norcom Inc	NOSC	NOS Communications
NTST	SPRINT	NTTE	Neutral Tandem
NTSL	Converiant (New England Voice & Data)	OLDI	One Star Long Distance Inc
NYXL	NYTel	OPT	OMNIPONT COMMUNICATIONS, INC.
OPEL	Communication Solutions Partners Inc	PRXR	PREXAR
OTEL	OTEL Telekom	SCRS	SECURE ECONOMIC DEVELOPMENT NETWORK, INC
OTEL	OTEL Inc Communications	SGES	SecureSysCom Inc
RNKG	RNKG	SGTEL	SentTEL
SEGT	SentTEL Inc	SPCS	Sprint Spectrum (aka Philileco)
SLDE	Fairpoint Communications (dba Choice One Communications)	SPCS	Sprint Spectrum
TNCL	Trona National Communications	USCC	United States Cellular Corp
UYAT	UNITED SYSTEMS ACCESS TELECOM INC	VNHT	Time Warner Cable Information Services
VRIT	Variac Telecom Inc		