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Assistant General Counsel



March 26, 2012

Honorable Jaclyn A. Brillling  
Secretary  
New York Public Service Commission  
Three Empire State Plaza  
Albany, New York 12223

***Re: Cases 97-C-0271 and 99-C-0949 – Performance Assurance Plan –  
February 2012 Report***

Dear Secretary Brillling:

Verizon New York Inc. (“Verizon”) hereby submits its monthly report under the 2007 Performance Assurance Plan (the “2007 PAP”) to the Commission. The 2007 PAP became operational on March 1, 2007,<sup>1</sup> and the February 2012 PAP Report is attached as Exhibit 1.

The February 2012 PAP Report can be summarized as follows:

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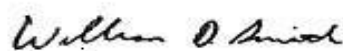
<sup>1</sup> See Case 99-C-0949, Order Amending Performance Assurance Plan (issued and effective September 25, 2006); see also E-mail from Honorable Jaclyn A. Brillling, Secretary, to Parties in Case 99-C-0949 (dated October 24, 2006) granting Verizon’s request for implementation of the PAP for March 2007.

	<b>MOE Score</b>	<b>Market Adjustment</b>
MOE:		
UNE-Loop	-0.0727	\$0
Resale	0.0000	\$0
Trunks	-0.0714	\$0
Critical Measures	NA	\$61,311
Individual Rule	NA	\$2,820
Total	NA	\$64,131

Each CLEC can obtain its CLEC-specific report, which indicates the amount of bill credits the CLEC is entitled to receive, from the Wholesale Internet Service Engine (“WISE”) website.<sup>2</sup>

If you have any questions regarding this report, please contact me at the above number.

Respectfully submitted,



William D. Smith

cc: Brian P. Ossias, Esq.  
Active Parties

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<sup>2</sup> Confidential CLEC-specific information related to the February 2012 report is included in Exhibit 2 and is being provided to the Records Access Officer pursuant to a request for confidential treatment under the Public Officers Law.

**EXHIBIT 1**

**PAP Report for February 2012**

Section	Mode	Weighted Score	Market Adjustment
MOE	Loop	-0.0727	\$0
MOE	Resale	0.0000	\$0
MOE	Trunks	-0.0714	\$0
<b>MOE</b>	<b>Total</b>		<b>\$0</b>
Critical Measure	Loop		\$0
Critical Measure	Resale		\$0
Critical Measure	Trunks		\$61,311
Critical Measure	Specials		\$0
Critical Measure	Other		\$0
<b>Critical Measure</b>	<b>Total</b>		<b>\$61,311</b>
Individual Rule	Total		\$2,820
<b>All</b>	<b>Grand Total</b>		<b>\$64,131</b>

Performance Assurance Plan - Verizon NY

Version 4.0

Blank Stat. Score = Insufficient activity or no activity to perform a statistical test

Perf. Score	Wgt.	Wgtd. Score	Metric #	Metric Description	Product	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.	VZ Std.Dev.	Difference or Stat. Score	Bill Credit
-5	330	-0.0727	<b>MOE-Loop</b>	<b>Loop Based Mode of Entry Totals</b>								\$ -
0	2	0.0000	PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	2.84	2.95		946		0.1108	
0	2	0.0000	PO-1-01-6030	Average Response Time - Customer Service Record (CSR)	CORBA	2.84	0.80		784		-2.0421	
0	5	0.0000	PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSI/W	2.84	0.47		12,031		-2.3689	
0	2	0.0000	PO-1-03-6020	Average Response Time - Address Validation	EDI	4.14	4.00		42,646		-0.1338	
0	2	0.0000	PO-1-03-6030	Average Response Time - Address Validation	CORBA	4.14	3.88		2,379		-0.2596	
0	5	0.0000	PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSI/W	4.14	2.92		7,280		-1.2135	
0	2	0.0000	PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - xDSL	EDI	12.20	7.21		2,813		-4.9819	
0	2	0.0000	PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - xDSL	WEB GUI/LSI/W	12.20	4.24		527		-7.9597	
0	5	0.0000	PO-2-02-6010	OSS Interface Availability - Prime Time	WPPTS		100.00					
0	5	0.0000	PO-2-02-6020	OSS Interface Availability - Prime Time	EDI		100.00					
0	5	0.0000	PO-2-02-6030	OSS Interface Availability - Prime Time	CORBA		100.00					
0	5	0.0000	PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI		100.00					
0	2	0.0000	PO-8-01-6000	% On Time - Manual Loop Qualification	Systems Metrics		100.00		13			
0	10	0.0000	OR-1-02-3331	% On Time LSR/ASRC - Flow-through	UNE-L/Pre-qual Complx/LNP	99.89			91,577			
0	5	0.0000	OR-1-04-3331	% On Time LSR/ASRC - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP	99.67			2,989			
0	5	0.0000	OR-1-06-3331	% On Time LSR/ASRC - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP	100.00			509			
0	5	0.0000	OR-2-02-3331	% On Time LSR Reject - Flow-through	UNE-L/Pre-qual Complx/LNP	99.97			18,456			
0	5	0.0000	OR-2-04-3331	% On Time LSR/ASRC Rej - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP	99.75			787			
0	2	0.0000	OR-2-04-3341	% On Time LSR/ASRC Rej - No Facil Chk (Electr. No Flow-through)	UNE 2W Digital				0			
0	2	0.0000	OR-2-04-3342	% On Time LSR/ASRC Rej - No Facil Chk (Electr. No Flow-through)	UNE 2W xDSL Loops		100.00		1			
0	2	0.0000	OR-2-06-3331	% On Time LSR/ASRC Rej - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		97			
0	2	0.0000	OR-2-06-3341	% On Time LSR/ASRC Rej - Facil Chk (Electr. No Flow-through)	UNE 2W Digital				0			
0	5	0.0000	OR-4-16-1000	% Provisioning Comp. Notifiers sent - 1 Business Day	Resale/UNE (EDI)	99.39			75,055			
0	5	0.0000	OR-5-03-3112	% Flow Through Achieved	UNE-L		98.65		5,266			
0	5	0.0000	OR-6-03-3331	% Accuracy - LSR/ASRC	UNE-L/Complex/LNP		0.00		4,253			
0	5	0.0000	PR-3-10-3342	% Completed in six (6) Days one (1) to five (5) Lines - Total	UNE 2W xDSL Loops		98.37		245			
0	10	0.0000	PR-4-02-3112	Average Delay Days - Total	UNE-L	9.27	1.67	1,051	9	18.72	2.6462	
0	2	0.0000	PR-4-02-3341	Average Delay Days - Total	UNE 2W Digital	5.00		4	0	3.37		
0	5	0.0000	PR-4-02-3342	Average Delay Days - Total	UNE 2W xDSL Loops	6.20	4.33	10	18	3.01	1.3501	
0	5	0.0000	PR-4-04-3113	% Missed Appointment - Verizon - Dispatch	UNE-L New	14.44	3.50	6,758	257		5.0000	
0	2	0.0000	PR-4-04-1341	% Missed Appointment - Verizon - Dispatch	Resale/UNE 2W Digital	9.52	0.00	21	7		5.0000	
0	2	0.0000	PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	UNE 2W Digital	0.00		31	0			
0	2	0.0000	PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2W xDSL Loops		98.13		428			
0	5	0.0000	PR-5-01-3112	% Missed Appointment - Verizon - Facilities	UNE-L	3.28	0.39	6,758	257		3.5251	
0	5	0.0000	PR-5-02-3112	% Orders Held for Facilities > 15 Days	UNE-L	1.09	0.00	6,758	257		5.0000	
0	10	0.0000	PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE-L New	8.21	6.89	19,639	537		1.1937	
0	2	0.0000	PR-6-01-3341	% Installation Troubles reported within 30 Days	UNE 2W Digital	8.21	0.00	19,639	7		5.0000	
0	10	0.0000	PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2W xDSL Loops	8.21	7.96	19,639	1,319		0.3647	
0	20	0.0000	PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE-L Basic HC		0.29		343			
0	10	0.0000	PR-6-02-3523	% Installation Troubles reported within seven (7) Days	UNE-L Large Job HC		1.25		240			
0	2	0.0000	PR-8-01-3341	Percent Open Orders in a Hold Status > 30 Days	UNE 2W Digital	5.56	0.00	54	7		5.0000	
0	5	0.0000	PR-8-01-3342	Percent Open Orders in a Hold Status > 30 Days	UNE 2W xDSL Loops	6.12	2.22	49	585		1.9003	
0	20	0.0000	PR-9-01-3520	% On Time Performance - Hot Cut	UNE-L Basic HC		97.14		175			
0	10	0.0000	PR-9-01-3523	% On Time Performance - Hot Cut	UNE-L Large Job HC		100.00		239			
0	10	0.0000	PR-9-08-3533	Average Duration of Hot Cut Installation Troubles	UNE-L Total HC	41.04	24.90	1,209	4	51.40		
0	2	0.0000	MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA	5.44	3.09		2,131		-2.3525	
0	10	0.0000	MR-3-01-3112	% Missed Repair Appointment - Loop	UNE-L	21.06	20.86	34,180	1,395		0.2064	
0	2	0.0000	MR-3-01-3341	% Missed Repair Appointment - Loop	UNE 2W Digital	21.17	60.00	34,264	5			
0	5	0.0000	MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2W xDSL Loops	21.17	21.37	34,264	379		-0.0454	
0	10	0.0000	MR-3-02-3112	% Missed Repair Appointment - Central Office	UNE-L	13.50	19.35	2,675	93		-1.4308	
0	2	0.0000	MR-3-02-3341	% Missed Repair Appointment - Central Office	UNE 2W Digital	13.89	0.00	2,700	1			
-2	5	-0.0303	MR-3-02-3342	% Missed Repair Appointment - Central Office	UNE 2W xDSL Loops	13.89	23.56	2,700	191		-3.3598	
0	5	0.0000	MR-4-02-3112	Mean Time To Repair - Loop Trouble	UNE-L	97.26	62.77	34,180	1,395	240.84	5.0000	
0	2	0.0000	MR-4-02-3341	Mean Time To Repair - Loop Trouble	UNE 2W Digital	97.25	137.61	34,264	5	240.58		
0	2	0.0000	MR-4-02-3342	Mean Time To Repair - Loop Trouble	UNE 2W xDSL Loops	97.25	48.87	34,264	379	240.58	5.0000	
0	5	0.0000	MR-4-03-3112	Mean Time To Repair - Central Office Trouble	UNE-L	49.80	24.66	2,675	93	174.09	2.5795	
0	2	0.0000	MR-4-03-3341	Mean Time To Repair - Central Office Trouble	UNE 2W Digital	49.90	2.38	2,700	1	173.49		
0	2	0.0000	MR-4-03-3342	Mean Time To Repair - Central Office Trouble	UNE 2W xDSL Loops	49.90	22.35	2,700	191	173.49	4.2648	
0	2	0.0000	MR-4-04-3341	% Cleared (all troubles) within 24 Hours	UNE 2W Digital	33.22	16.67	36,964	6		-0.3763	
0	2	0.0000	MR-4-04-3342	% Cleared (all troubles) within 24 Hours	UNE 2W xDSL Loops	33.22	52.11	36,964	570		5.0000	
0	5	0.0000	MR-4-07-3112	% Out of Service > 12 Hours	UNE-L	84.10	84.58	32,089	1,297		-0.4176	
0	2	0.0000	MR-4-07-3341	% Out of Service > 12 Hours	UNE 2W Digital	84.11	100.00	32,181	5			
0	2	0.0000	MR-4-07-3342	% Out of Service > 12 Hours	UNE 2W xDSL Loops	84.11	73.91	32,181	414		5.0000	
0	10	0.0000	MR-4-08-3112	% Out of Service > 24 Hours	UNE-L	67.11	64.92	32,089	1,297		1.6703	
-1	10	-0.0303	MR-5-01-3112	% Repeat Reports within 30 Days	UNE-L	20.92	23.70	39,862	1,557		-2.5757	
0	2	0.0000	MR-5-01-3341	% Repeat Reports within 30 Days	UNE 2W Digital	20.94	50.00	39,989	6		-1.2222	
-2	2	-0.0121	MR-5-01-3342	% Repeat Reports within 30 Days	UNE 2W xDSL Loops	20.94	27.37	39,989	570		-3.5807	

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Perf. Score	Wgt.	Wgtd. Score	Metric #	Metric Description	Product	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.	VZ Std.Dev.	Difference or Stat. Score	Bill Credit
0	241	0.0000	<b>MOE-Resale</b>	<b>Resale Mode of Entry Totals</b>								\$ -
0	2	0.0000	PO-1-01-6020	Average Response Time - Customer Service Record (CSR)	EDI	2.84	2.95		946		0.1108	
0	2	0.0000	PO-1-01-6050	Average Response Time - Customer Service Record (CSR)	WEB GUI/LSI/W	2.84	0.47		12,031		-2.3689	
0	2	0.0000	PO-1-03-6020	Average Response Time - Address Validation	EDI	4.14	4.00		42,646		-0.1338	
0	2	0.0000	PO-1-03-6050	Average Response Time - Address Validation	WEB GUI/LSI/W	4.14	2.92		7,280		-1.2135	
0	5	0.0000	PO-2-02-6020	OSS Interface Availability - Prime Time	EDI		100.00					
0	5	0.0000	PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI		100.00					
0	10	0.0000	OR-1-02-2320	% On Time LSRC - Flow-through	Resale POTS/Pre-qual Complx		100.00		379			
0	5	0.0000	OR-1-04-2320	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx		100.00		216			
0	5	0.0000	OR-2-02-2320	% On Time LSR Reject - Flow-through	Resale POTS/Pre-qual Complx		99.20		250			
0	2	0.0000	OR-2-04-2320	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx		98.91		92			
0	2	0.0000	OR-2-06-2320	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx		97.33		75			
0	5	0.0000	OR-4-16-1000	% Provisioning Comp. Notifiers sent - 1 Business Day	Resale/UNE (EDI)		99.39		75,055			
0	10	0.0000	OR-5-03-2000	% Flow Through Achieved	Resale		96.45		394			
0	10	0.0000	OR-6-03-2000	% Accuracy - LSRC	Resale		0.00		406			
0	5	0.0000	PR-3-01-2100	% Completed in 1 Day - one (1) to five (5) Lines - No Dispatch	Resale POTS	93.46	93.62	29,967	47		0.2558	
0	15	0.0000	PR-4-02-2100	Average Delay Days - Total	Resale POTS	9.27	3.00	1,051	2	18.72		
0	10	0.0000	PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Resale POTS	14.44	6.25	6,758	32		1.7094	
0	20	0.0000	PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Resale POTS	0.14	0.00	52,115	195		5.0000	
0	5	0.0000	PR-5-01-2100	% Missed Appointment - Verizon - Facilities	Resale POTS	3.28	3.13	6,758	32		0.4053	
0	5	0.0000	PR-5-02-2100	% Orders Held for Facilities > 15 Days	Resale POTS	1.09	0.00	6,758	32		5.0000	
0	15	0.0000	PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	8.68	3.96	64,994	556		4.4473	
0	2	0.0000	MR-1-01-6050	Average Response Time - Create Trouble	LSI-TA	5.44	3.09		2,131		-2.3525	
0	2	0.0000	MR-1-06-6050	Average Response Time - Test Trouble (POTS Only)	LSI-TA	69.92	63.55		4,309		-6.3605	
0	10	0.0000	MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Bus	28.50	16.79	11,266	131		3.2047	
0	10	0.0000	MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Res	17.33	21.33	22,889	75		-0.7752	
0	10	0.0000	MR-3-02-2110	% Missed Repair Appointment - Central Office	Resale POTS Bus	15.67	14.29	2,769	14		0.4379	
0	10	0.0000	MR-3-02-2120	% Missed Repair Appointment - Central Office	Resale POTS Res	13.74	0.00	2,912	3			
0	5	0.0000	MR-4-02-2110	Mean Time To Repair - Loop Trouble	Resale POTS Bus	112.50	64.33	11,266	131	358.81	3.4534	
0	5	0.0000	MR-4-02-2120	Mean Time To Repair - Loop Trouble	Resale POTS Res	89.36	119.00	22,889	75	150.64	-1.5918	
0	5	0.0000	MR-4-03-2110	Mean Time To Repair - Central Office Trouble	Resale POTS Bus	45.63	21.17	2,769	14	171.63	0.8514	
0	5	0.0000	MR-4-03-2120	Mean Time To Repair - Central Office Trouble	Resale POTS Res	43.14	7.49	2,912	3	78.46		
0	5	0.0000	MR-4-07-2110	% Out of Service > 12 Hours	Resale POTS - Bus	78.93	80.87	12,022	115		-0.3739	
0	5	0.0000	MR-4-07-2120	% Out of Service > 12 Hours	Resale POTS - Res	84.23	89.06	21,953	64		-0.8792	
0	5	0.0000	MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Bus	65.87	58.26	12,022	115		1.7915	
0	5	0.0000	MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Res	65.71	65.63	21,953	64		0.1592	
0	10	0.0000	MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS	20.92	17.94	39,862	223		1.1827	
0	5	0.0000	BI-1-02-1000	% DUF in four (4) Business Days	Resale & UNE		96.40		1,976,504			
-2	140	-0.0714	<b>MOE-Trunks</b>	<b>Trunks Mode of Entry Totals</b>								\$ -
-2	5	-0.0714	OR-1-12-5020	% On Time FOC	Interconnect Trunks(<=192 Forecast)		87.50		40			
0	10	0.0000	OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnect Trunks		98.04		102			
0	5	0.0000	OR-1-19-5020	% On Time Response - Request for Inbound Augment Trunks	VZ Inbound Aug Trunks(<=192)				0			
0	5	0.0000	OR-2-12-5020	% On Time Trunk ASR Reject	Interconnect. Trunks		96.55		29			
0	20	0.0000	PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP		99.50		9,025			
0	20	0.0000	PR-4-15-5000	% On Time Provisioning - Trunks	Interconnect Trunks		100.00		5,623			
0	5	0.0000	PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Interconnect Trunks	0.00	0.00	1,408	5,023		5.0000	
0	5	0.0000	PR-5-02-5000	% Orders Held for Facilities > 15 Days	Interconnect Trunks	0.00	0.00	1,408	5,023		5.0000	
0	10	0.0000	PR-6-01-5000	% Installation Troubles reported within 30 Days	Interconnect Trunks	0.07	0.02	1,408	5,623		1.7498	
0	5	0.0000	PR-8-01-5000	Percent Open Orders in a Hold Status > 30 Days	Interconnect Trunks	0.00	0.00	30	116		5.0000	
0	5	0.0000	MR-4-01-5000	Mean Time To Repair - Total	Interconnect Trunks	2.82	5.87	22	14	7.91	-0.8996	
0	5	0.0000	MR-4-05-5000	% Out of Service > 2 Hours	Interconnect Trunks	17.65	23.08	17	13		0.0779	
0	5	0.0000	MR-4-06-5000	% Out of Service > 4 Hours	Interconnect Trunks	11.76	15.38	17	13		0.2291	
0	5	0.0000	MR-4-07-5000	% Out of Service > 12 Hours	Interconnect Trunks	5.88	15.38	17	13		-0.2610	
0	5	0.0000	MR-4-08-5000	% Out of Service > 24 Hours	Interconnect Trunks	5.88	7.69	17	13		0.4884	
0	10	0.0000	MR-5-01-5000	% Repeat Reports within 30 Days	Interconnect Trunks	13.64	28.57	22	14		-0.6796	
0	5	0.0000	NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	CLEC Trunks		0.00					
0	10	0.0000	NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	CLEC Trunks		0.00					

Performance Assurance Plan - Verizon NY

Version 4.0

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Perf. Score	Wgt. Score	Metric #	Metric Description	Product	VZ Perf.	CLEC Perf.	VZ Obs.	CLEC Obs.	VZ Std.Dev.	Difference or Stat. Score	Bill Credit
<b>CM-ALL Critical Measures Totals</b>											
0	10	OR-1-02-3331	% On Time LSRC - Flow-through	UNE-L/Pre-qual Complx/LNP		99.89		91,577			\$0
0	5	OR-1-04-3331	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		99.67		2,989			\$0
0	5	OR-1-06-3331	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE-L/Pre-qual Complx/LNP		100.00		509			\$0
0	2	PR-4-04-1341	% Missed Appointment - Verizon - Dispatch	Resale/UNE 2W Digital	9.52	0.00	21	7		5.0000	\$0
0	10	PR-4-04-3113	% Missed Appointment - Verizon - Dispatch	UNE-L New	14.44	3.50	6,758	257		5.0000	\$0
0	2	PR-4-14-3342	% Completed On Time - 2-Wire xDSL	UNE 2W xDSL Loops		98.13		428			\$0
0	10	PR-6-01-3113	% Installation Troubles reported within 30 Days	UNE-L New	8.21	6.89	19,639	537		1.1937	\$0
0	2	PR-6-01-3342	% Installation Troubles reported within 30 Days	UNE 2W xDSL Loops	8.21	7.96	19,639	1,319		0.3647	\$0
0	20	PR-6-02-3520	% Installation Troubles reported within seven (7) Days	UNE-L Basic HC		0.29		343			\$0
0	10	PR-6-02-3523	% Installation Troubles reported within seven (7) Days	UNE-L Large Job HC		1.25		240			\$0
0	20	PR-9-01-3520	% On Time Performance - Hot Cut	UNE-L Basic HC		97.14		175			\$0
0	10	PR-9-01-3523	% On Time Performance - Hot Cut	UNE-L Large Job HC		100.00		239			\$0
0	2	MR-3-01-3112	% Missed Repair Appointment - Loop	UNE-L	21.06	20.86	34,180	1,395		0.2064	\$0
0	2	MR-3-01-3342	% Missed Repair Appointment - Loop	UNE 2W xDSL Loops	21.17	21.37	34,264	379		-0.0454	\$0
0	10	MR-4-08-3112	% Out of Service > 24 Hours	UNE-L	67.11	64.92	32,089	1,297		1.6703	\$0
0	10	OR-1-02-2320	% On Time LSRC - Flow-through	Resale POTS/Pre-qual Complx		100.00		379			\$0
0	5	OR-1-04-2320	% On Time LSRC/ASRC - No Facil Chk (Electr. No Flow-through)	Resale POTS/Pre-qual Complx		100.00		216			\$0
0	10	PR-4-04-2100	% Missed Appointment - Verizon - Dispatch	Resale POTS	14.44	6.25	6,758	32		1.7094	\$0
0	20	PR-4-05-2100	% Missed Appointment - Verizon - No Dispatch	Resale POTS	0.14	0.00	52,115	195		5.0000	\$0
0	15	PR-6-01-2100	% Installation Troubles reported within 30 Days	Resale POTS	8.68	3.96	64,994	556		4.4473	\$0
0	1	MR-3-01-2110	% Missed Repair Appointment - Loop	Resale POTS Bus	28.50	16.79	11,266	131		3.2047	\$0
0	1	MR-3-01-2120	% Missed Repair Appointment - Loop	Resale POTS Res	17.33	21.33	22,889	75		-0.7752	\$0
0	5	MR-4-08-2110	% Out of Service > 24 Hours	Resale POTS Bus	65.87	58.26	12,022	115		1.7915	\$0
0	5	MR-4-08-2120	% Out of Service > 24 Hours	Resale POTS Res	65.71	65.63	21,953	64		0.1592	\$0
-2	5	OR-1-12-5020	% On Time FOC	Interconnect Trunks(≤192 Forecast)		87.50		40			\$61,311
0	10	OR-1-13-5000	% On Time Design Layout Record (DLR)	Interconnect Trunks		98.04		102			\$0
0	20	PR-4-07-3540	% On Time Performance - LNP Only	UNE LNP		99.50		9,025			\$0
0	20	PR-4-15-5000	% On Time Provisioning - Trunks	Interconnect Trunks		100.00		5,623			\$0
0	10	NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	CLEC Trunks		0.00					\$0
0	2	OR-1-06-3211	% On Time LSRC/ASRC - Facil Chk (Electr. No Flow-through)	UNE Specials DS1		100.00		360			\$0
0	2	OR-2-04-1200	% On Time LSR/ASR Rej - No Facil Chk (Electr. No Flow-through)	UNE/RES Specials		100.00		18			\$0
0	2	OR-2-06-1200	% On Time LSR/ASR Rej - Facil Chk (Electr. No Flow-through)	UNE/RES Specials		98.48		66			\$0
0	2	PR-4-01-1210	% Missed Appointment - Verizon - Total	UNE/RES Specials DS0	20.41		49	0			\$0
0	2	PR-4-01-1211	% Missed Appointment - Verizon - Total	UNE/RES Specials DS1	7.74	1.19	155	84		2.7496	\$0
0	2	PR-4-01-1213	% Missed Appointment - Verizon - Total	UNE/RES Specials DS3	25.93		27	0			\$0
0	2	PR-4-01-3530	% Missed Appointment - Verizon - Total	UNE IOF	25.93	0.00	27	4			\$0
0	2	PR-4-02-1200	Average Delay Days - Total	UNE/RES Specials	12.18		90	0	11.40		\$0
0	5	PR-4-02-3530	Average Delay Days - Total	UNE IOF	18.14		7	0	15.32		\$0
0	5	PR-5-01-1200	% Missed Appointment - Verizon - Facilities	UNE/RES Specials	3.38	0.95	237	105		1.8101	\$0
0	5	PR-5-02-1200	% Orders Held for Facilities > 15 Days	UNE/RES Specials	1.69	0.00	237	105		5.0000	\$0
0	5	PR-6-01-1200	% Installation Troubles reported within 30 Days	UNE/RES Specials	4.55	4.50	418	111		0.2303	\$0
0	2	MR-4-01-1216	Mean Time To Repair - Total	UNE/RES Specials (Non DS0/DS0)	14.91	14.54	430	4	22.34		\$0
0	2	MR-4-01-1217	Mean Time To Repair - Total	UNE/RES Specials (DS1/DS3)	9.61	9.97	756	174	10.09	-0.4672	\$0
0	2	MR-4-08-1216	% Out of Service > 24 Hours	UNE/RES Specials (Non DS0/DS0)	14.76	25.00	420	4			\$0
0	2	MR-4-08-1217	% Out of Service > 24 Hours	UNE/RES Specials (DS1/DS3)	7.58	6.40	673	172		0.6796	\$0
0	2	PO-2-02-6010	OSS Interface Availability - Prime-Time	WPTS		100.00					\$0
0	5	PO-2-02-6020	OSS Interface Availability - Prime Time	EDI		100.00					\$0
0	5	PO-2-02-6080	OSS Interface Availability - Prime Time	Web GUI		100.00					\$0
0	10	PO-4-01-6660	% Change Management Notices Sent on Time	Change Notif./Conf. (Type 3,4,5)				0			\$0
0	25	BI-9-01-1000	% Billing Completeness in Twelve Billing Cycles	Resale/UNE		99.89		11,195,750			\$0

**Performance Assurance Plan - Verizon NY**  
**Risk Allocation Summary and Input Page**

**Version 4.0**

Allocation

Mode of Entry	\$25,000,000	Allocation	Monthly Maximum Allocation	Performance Score		Number of Increments	% Agg. Credit at first Increment	Agg. Credit at first Increment	Overall MOE			
				Minimum	Maximum				Performance Score per Increment	Agg. Credit per Increment	Midpoint	One-Quarter Point
Loop Based		\$15,000,000	1,250,000	-0.11515	-0.6700	19	10%	125,000	-0.02920	59,211	-0.39258	-0.25387
Resale		\$5,000,000	416,667	-0.13278	-0.6700	19	10%	41,667	-0.02827	19,737	-0.40139	-0.26709
Trunks		\$5,000,000	416,667	-0.17857	-1.0000	13	10%	41,667	-0.06319	28,846	-0.58929	-0.38393
			<u>\$2,083,333</u>									

Critical Measures	\$51,207,232	<u>Loop</u>	<u>Resale</u>	<u>Trunks</u>	<u>Specials</u>	<u>Other</u>	<u>Total</u>
Total Dollars		\$17,657,666	\$10,594,600	\$9,564,569	\$6,474,478	\$6,915,919	\$51,207,232
Dollars/month		\$1,471,472	\$882,883	\$797,047	\$539,540	\$576,327	\$4,267,269

**Total Dollars** \$76,207,232  
**Total Dollars with  
Doubling** \$101,207,232

**Statistical Data**

Stat score	Perf Score	Notes
-3.290	-2	
-1.6450	-1	
Blank	0	indicates insufficient activity or no activity



**EXHIBIT 2**

**CLEC-Specific Information related to February 2012 PAP Report**

**THIS EXHIBIT CONTAINS CONFIDENTIAL CLEC-SPECIFIC  
INFORMATION AND HAS BEEN PROVIDED TO THE RECORDS  
ACCESS OFFICER PURSUANT TO A REQUEST FOR CONFIDENTIAL  
TREATMENT UNDER THE PUBLIC OFFICERS LAW**