

**Fair Point New Hampshire
Performance Assurance Plan Report**

UNE Platform

May-2010

		Performance		Observations		Perf.		Wgtd.		Domain Clustering	
PO	Pre-Ordering	FP	CLEC		CLEC	Diff.	Score	Wgt.	Score		Review
PO-1-01-6020	Customer Service Record - EDI	NA	2.71		5,284	2.7103	NA	0	NA		0.000
PO-1-03-6020	Address Validation - EDI	NA	6.59		2,623	6.5883	NA	0	NA		0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000		0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA		0.000
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA		0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA		0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.28		168	4.2798	NA	0	NA		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		6	4.6667	NA	0	NA		0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000		0.000
OR Ordering								Wgt.			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		97.93		338		0	10	0.000		0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		1		0	5	0.000		0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.09		4,625		0	5	0.000		0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		97.91		3,597		0	5	0.000		0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.65		4,607		0	5	0.000		0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		86.17		376		-2	5	-0.046		-0.106
OR-6-03-3140	% Accuracy - LSRC - Platform		1.07		655		0	5	0.000		0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		84.32		236		-2	5	-0.046		-0.106
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		33.33		3		-1	2	-0.009		-0.021
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		NA	0	NA		0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA		0.000
PR Provisioning		FP	CLEC	FP	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	54.72	43.94	572	66	6.47	1.7918	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	4.15	6.84	5,874	263	1.26	-1.8595	-2	20	-0.183	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	12.09	20.00	827	25	6.62	-0.8975	-1	10	-0.046	-0.071
PR-4-02-3100	Average Delay Days - Total - POTS	2.61	2.20	344	49	0.00	2.43	0.1658	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.24	0.00	827	25	1.00	0.2425	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.12	0.00	827	25	0.71	0.1714	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	12.49	7.14	1,569	224	2.36	2.2651	0	10	0.000	0.000
MR Maintenance & Repair		Performance		Observations		FP Std	Sampling	Perf.	wgtd.	Wgtd.	
		FP	CLEC	FP	CLEC	Deviation	Error	Score		Score	
MR-1-01-6050	Average Response Time - Create Trouble	3.03	52.42		2,619			49.3909	-2	2	-0.018
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	100.12		724			100.1174	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	16.24	17.65	468	34	6.55	-0.0221	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	32.00	0.00	25	6	21.21	SS	NA	0	NA	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.74	13.39	468	34	13.54	5.72	-0.6859	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	8.66	3.97	25	6	8.72	12.79	SS	NA	0	NA
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	64.17	65.00	321	20	11.05	0.1850	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	30.22	20.00	321	20	10.58	1.2441	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	2.49	5.00	321	20	3.59	-0.1931	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	3.82	9.28	2,804	97	1.98	-2.1925	-2	10	-0.091	-0.115
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.00	9.09	50	11	7.91	0.1476	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	18.24	18.63	2,804	97	14.90	3.99	-0.7578	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	7.92	7.03	50	11	12.12	9.00	0.5993	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	83.16	70.45	2,031	44	5.70	2.2688	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	59.03	45.45	2,031	44	7.49	1.9509	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	10.64	18.18	2,031	44	4.70	-1.3159	-1	5	-0.023	-0.029
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.46	8.11	3,347	148	2.57	1.0616	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		118,238,431			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-13	219	-0.461

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

**Fair Point New Hampshire
Performance Assurance Plan Report**

UNE LOOP

May-2010

PO		Pre-Ordering		Performance		Observations		Perf.		Wgtd.		Domain Clustering Review		
				FP	CLEC	CLEC		Diff.	Score	Wgt.	Score			
PO-2-02-6010 OSS Interface Availability - Prime - WPTS					NA				0	5	0.000	0.000		
PO-1-01-6020 Customer Service Record - EDI				NA	2.71	5,284		2.7103	NA	0	NA	0.000		
PO-1-03-6020 Address Validation -EDI				NA	6.59	2,623		6.5883	NA	0	NA	0.000		
PO-2-02-6020 OSS Interface Availability - Prime - EDI					100.00				0	5	0.000	0.000		
PO-1-01-6030 Customer Service Record - CORBA				NA	NA	NA			NA	0	NA	0.000		
PO-1-03-6030 Address Validation - CORBA				NA	NA	NA			NA	0	NA	0.000		
PO-2-02-6030 OSS Interface Availability - Prime - CORBA					NA				NA	0	NA	0.000		
PO-1-01-6050 Customer Service Record - Web GUI				NA	4.28	168		4.2798	NA	0	NA	0.000		
PO-1-03-6050 Address Validation - Web GUI				NA	4.67	6		4.6667	NA	0	NA	0.000		
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI					100.00				0	5	0.000	0.000		
OR Ordering										Wgt.				
OR-1-02-3331 % On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs					97.71	523			0	10	0.000	0.000		
OR-2-02-3331 % On Time LSR Reject - Flow Thru - Loop/Pre-Qual					NA	NA			NA	0	NA	0.000		
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent					0.09	4,625			0	2	0.000	0.000		
OR-4-16-1000 % On Time PCN - 1 Business Day					97.91	3,597			0	2	0.000	0.000		
OR-4-17-1000 % On Time BCN - 2 Business Day					98.65	4,607			0	2	0.000	0.000		
OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop					99.12	455			0	5	0.000	0.000		
OR-6-03-3331 % Accuracy - LSRC - Loop					1.27	1,416			0	5	0.000	0.000		
OR-1-04-3331 % OT LSRC - No Facility Check - Loop/LNP					95.88	194			0	5	0.000	0.000		
OR-1-06-3331 % OT LSRC/ASRC - Facility Check - Loop/LNP					NA	NA			NA	0	NA	0.000		
OR-2-04-3331 % OT LSR Rej - No Facility Check - Loop/LNP					NA	NA			NA	0	NA	0.000		
OR-2-06-3331 % OT LSR/ASR Rej - Facility Check - Loop/LNP					NA	NA			NA	0	NA	0.000		
PR		Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.			
PR-4-02-3100 Average Delay Days - Total - POTS				2.61	2.20	344	49	0.00	2.43	0.1658	0	5	0.000	0.000
PR-4-04-3113 % Missed Appointment - FP - Dispatch - Loop-New				12.09	2.44	827	41		5.22	2.5419	0	20	0.000	0.000
PR-5-01-3112 % Missed Appointment - Facilities - Loop				0.24	0.00	827	42		0.78	0.3113	0	5	0.000	0.000
PR-5-02-3112 % Orders Held for Facilities > 15 days - Loop				0.12	0.00	827	42		0.55	0.2200	0	5	0.000	0.000
PR-6-01-3113 % Installation Troubles within 30 days - Loop New				8.39	0.00	882	14		7.47	1.1235	0	10	0.000	0.000
PR-6-02-3520 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut					0.00		1				0	10	0.000	0.000
PR-6-02-3523 % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut					NA		NA				NA	0	NA	0.000
PR-6-02-3525 % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut					NA		NA				NA	0	NA	0.000
PR-9-01-3520 % On Time Performance-Loop-Basic Hot Cut					100.00		32				0	10	0.000	0.000
PR-9-01-3523 % On Time Performance-Loop-Lg Job Hot Cut					NA		NA				NA	0	NA	0.000
PR-9-01-3525 % On Time Performance-Loop-Batch Hot Cut					NA		NA				NA	0	NA	0.000
PR-9-04-3525 % On Time Batch Due Date-Loop-Batch Hot Cut					NA		NA				NA	0	NA	0.000
MR Maintenance & Repair										Diff.				
MR-1-01-6050 Average Response Time - Create Trouble				3.03	52.42		2,619			49.3909	-2	2	-0.025	-0.038
										Stat. Score				
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop				5.59	29.12	3,272	182		1.75	-9.4911	-2	10	-0.123	-0.192
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop				17.26	14.07	3,272	182	14.89	2.88	2.9112	0	5	0.000	0.000
MR-4-07-3112 % Out of Service > 12 Hours - Loop				55.68	43.08	2,317	65		6.25	2.1356	0	5	0.000	0.000
MR-4-08-3112 % Out of Service > 24 Hours - Loop				9.54	6.15	2,317	65		3.69	1.1599	0	5	0.000	0.000
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop				10.46	6.77	3,347	192		2.27	1.8350	0	10	0.000	0.000
MR-3-02-3112 % Missed Repair Appointments - CO - Loop				6.90	44.44	29	9		9.67	-2.0561	-2	10	-0.123	-0.192
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop				3.62	4.73	29	9	3.58	7.13	0.0175	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals -6 163 -0.270				

"NA" - no activity "UD" - under development "SS" - Small Sample

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

**Fair Point New Hampshire
Performance Assurance Plan Report**

RESALE

May-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf Score	Wgt.	Wgtd. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-01-6020	Customer Service Record - EDI	NA	2.71		5,284		2.7103	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	6.59		2,623		6.5883	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.28		168		4.2798	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		6		4.6667	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000
OR Ordering											
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2		97.69		260			0	10	0.000	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		3			0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.09		4,625			0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		97.91		3,597			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.65		4,607			0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		85.71		329			-2	10	-0.097	-0.169
OR-6-03-2000	% Accuracy - LSRC		0.00		155			0	10	0.000	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		87.35		253			-2	5	-0.049	-0.085
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		7			0	2	0.000	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		2			0	2	0.000	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA			NA	0	NA	0.000
PR Provisioning											
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score			
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	54.72	40.91	572	22		10.81	1.4932	0	5	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	4.15	10.14	5,874	69		2.42	-1.9504	-2	20	-0.194
PR-4-02-2100	Average Delay Days - Total - POTS	12.09	37.50	827	8		11.58	-1.5201	-1	10	-0.049
PR-5-01-2100	% Missed Appointment - Facilities - POTS	2.61	2.55	344	11	0.00	4.88	0.0127	0	15	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.24	0.00	827	8		1.74	0.1386	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	0.12	0.00	827	8		1.23	0.0979	0	5	0.000
		12.24	2.08	1,569	48		4.80	2.1145	0	15	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble		3.03	52.42		2,619		49.3909	-2	2	-0.019
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)		NA	100.12		724		100.1174	NA	0	NA
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	16.24	20.59	468	34		6.55	-0.4576	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	32.00	14.29	25	7		19.95	1.4550	0	10	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.74	13.96	468	34	13.54	5.72	-1.3047	-1	5	-0.024
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.66	4.92	25	7	8.72	12.03	0.9798	0	5	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	64.17	73.33	321	15		12.67	-0.4260	0	5	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	30.22	20.00	321	15		12.13	1.1492	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	2.49	0.00	321	15		4.12	0.6052	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	3.82	0.00	2,804	2		13.55	SS	NA	0	NA
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.00	NA	50	NA		0.00	NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	18.24	7.21	2,804	2	14.90	27.31	SS	NA	0	NA
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	7.92	NA	50	NA	12.12	0.00	NA	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	83.16	NA	2,031	NA		0.00	NA	NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	59.03	NA	2,031	NA		0.00	NA	NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	10.64	NA	2,031	NA		0.00	NA	NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.46	2.33	3,347	43		4.70	2.3732	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		118,238,431				0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals		
									-10	206	-0.432

"NA" - no activity "UD" - under development "SS" - Small Sample

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

Fair Point New Hampshire Performance Assurance Plan Report

DSL

May-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering
		FP	CLEC	FP	CLEC					
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA			0.0000	NA	0	0.000	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA	NA			NA	0	0.000	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	NA	NA		0.0000	NA	0	0.000	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00	9			0	2	0.000	0.000
PO-8-02-6000	% On Time - Engineering Record Request		NA	NA			NA	0	0.000	0.000
OR Ordering										
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	NA		NA			NA	0	0.000	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale	80.00		5			NA	0	0.000	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	100.00		2			NA	0	0.000	0.000
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale	NA		NA			NA	0	0.000	0.000
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops	93.65		63			-1	5	-0.054	-0.227
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops	NA		NA			NA	0	0.000	0.000
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops	NA		NA			NA	0	0.000	0.000
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops	NA		NA			NA	0	0.000	0.000
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split	NA		NA			NA	0	0.000	0.000
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split	NA		NA			NA	0	0.000	0.000
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split	NA		NA			NA	0	0.000	0.000
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split	NA		NA			NA	0	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent	0.09		4,625			0	2	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	97.91		3,597			0	2	0.000	0.000
OR-4-17-1000	% On Time PCN - 2 Business Day	98.65		4,607			0	2	0.000	0.000
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	2	NA	0.00	0.00	NA	0	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	0.00	2	1	61.24	SS	NA	0	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	20.00	0.00	5	1	43.82	SS	NA	0	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	3	4	0.00	SS	NA	0	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	42.86	0.00	7	2	39.68	SS	NA	0	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		4		0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.00	NA	2	0.00	2.00	NA	10	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		98.00		50		0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.39	0.00	882	17	6.79	1.2359	0	15	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	7.84	NA	51	51.00	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	0	0.000	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	3.03	52.42		2,619		49.3909	-2	2	-0.043
Stat. Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	33.33	NA	3	NA	0.00	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	6	NA	0.00	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	28.73	NA	3	NA	13.29	0.00	NA	0	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	20.39	NA	6	NA	10.52	0.00	NA	0	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	NA	9	NA	0.00	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA		NA	0.00	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	11.11	NA	9	NA	0.00	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	5.59	38.89	3,274	18	5.43	-3.9741	-2	5	-0.109
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.90	50.00	29	4	13.52	SS	NA	0	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.26	20.43	3,274	18	14.90	8.93	-0.6591	0	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	3.62	9.65	29	4	3.58	9.97	SS	0	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	87.62	77.27	210	22	7.38	1.6063	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	55.68	100.00	2,317	1	49.69	SS	NA	0	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.44	21.74	3,352	23	6.40	-1.3646	-1	10	-0.109
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	0	0.000	0.000
Totals								-6	92	-0.315

"NA" - no activity "UD" - under development "SS" - Small Sample

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

Fair Point New Hampshire
Performance Assurance Plan Report

TRUNKS

May-2010

OR		Ordering		Performance		Observations		Perf.				
		CLEC		FP		CLEC		Score	Wgt.	Wgt. Score		
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunk			NA				NA	NA	0	0.000		
OR-1-13-5000 % On Time Design Layout Record			NA				NA	NA	0	0.000		
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=			NA				NA	NA	0	0.000		
OR-2-12-5020 % On TimeTrunk ASR Reject			NA				NA	NA	0	0.000		
PR		Provisioning		FP		CLEC		Standard		Sample		
				FP		CLEC		Deviation	Error	Stat. Score		
PR-4-07-3540 % On Time Performance - LNP only			95.96				1,782			0	20	0.000
PR-4-15-5000 % On Time Provisioning - Trunks			NA				NA			NA	0	0.000
PR-5-01-5000 % Missed Appointment - Facilities			NA		NA		NA			NA	0	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days			NA		NA		NA			NA	0	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days			NA		NA		NA			NA	0	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days			NA		NA		NA			NA	0	0.000
MR		Maintenance & Repair										
MR-4-01-5000 Mean Time to Repair - Total			NA		NA		NA	0.00		NA	0	0.000
MR-4-05-5000 % Out of Service >2 Hours			NA		NA		NA			NA	0	0.000
MR-4-06-5000 % Out of Service >4 Hours			NA		NA		NA			NA	0	0.000
MR-4-07-5000 % Out of Service >12 Hours			NA		NA		NA			NA	0	0.000
MR-4-08-5000 % Out of Service >24 Hours			NA		NA		NA			NA	0	0.000
MR-5-01-5000 % Repeat Reports w/in 30 Days			NA		NA		NA			NA	0	0.000
NP		Network Performance										
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months			NA							NA	0	0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months			NA							NA	0	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	0	20	0.000

"NA" - no activity "UD" - under development "SS" - Small Sample

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

Fair Point New Hampshire				May-2010					
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	-	-	-	-				\$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	-	-	-	50,875	\$0	\$0		\$50,875
OR-1-02	% On Time LSRC -Flow Through	-	-	-					
OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-				
OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				50,875				
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-				
OR-1-12	% On Time FOC					-			
OR-1-13	% On Time Design Layout Record					-			
OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-			
OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-				
OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-				
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-				
OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-					
OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl						-		
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl						-		
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale						-		
OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale						-		
PROVISIONING									
3	Installation Performance	\$29,010	\$0	\$12,731	\$0	\$0	\$0		\$41,741
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				-				
PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-				
PR-4-02	Average Delay Days -Total -Line Share/Split				-				
PR-4-04	Missed Appointments -Dispatch	5,802	-	3,951					
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-				
PR-4-04	Missed Appts - Disp - Line Share/Split				-				
PR-4-05	Missed Appointments - No Dispatch	23,208		8,780					
PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
PR-4-05	% Missed Appt -No Disp -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 Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-				
PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-		
PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
PR-4-01	% Missed Appointment -FP -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 Hold Status>30 Days-UNE/Resale						-		
PR-4-01	% Missed Appointment - FP - 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 - FP - 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					\$0			\$0
Hot Cut Performance									
5			-						\$0
PR-6-02	% Installn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
PR-6-02	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
PR-6-02	% Installn 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	\$ 23,933	\$27,850	\$0	\$55,115	\$0	\$0		\$106,898
MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		-					
MR-3-01	Missed Repair Appointments - Loop		27,850						
MR-3-01	% Missed Repr Appt -Loop-2W Digit-UNE/Resale				-				
MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				21,198				
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 trbls) w/in 24hrs-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.	6,527		-					
MR-4-08	Out of Service >24Hrs. - Total					-			
MR-5-01	% Repeat Reports within 30 Days								
MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale								
MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				33,917				
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 Hrs - nonDS0 & DS0 -UNE/Resale						-		
MR-4-06	%Out of Service>24 Hrs - 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 -Specials -UNE/Resale						-		
NETWORK PERFORMANCE									
7	NP-1-04 Final Trunk Groups Blocked					\$0			\$0
Collocation									
8								\$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.							-	
Month Total		\$52,944	\$27,850	\$12,731	\$105,990	\$0	\$0	\$0	\$199,514

Under the Plan, -1 performance scores are subject to further adjustment.

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	NA	NA		0
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	3		0
NP-2-07/8	Average Delay Days - Total	NA	NA		0
					0

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA		NA		0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA		NA		0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	100.00		2,921		2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00		5,546		20
					22

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	75.00	4		0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	11		0
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA		0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA		0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	NA	NA	NA	NA	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	36.36	0.00	22	2	35.53	SS	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	3	3.00	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	6	NA	0.00	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	17.88	NA	8	NA	0.00	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	NA	6	NA	0.00	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	6	NA	0.00	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	NA	1	NA	0.00	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	61.90	83.33	21	6	22.48	SS	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	14.29	0.00	14	5	18.23	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	32.50	NA	2	NA	0.00	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	69.23	0.00	13	4	26.39	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	0

MR	Maintenance & Repair									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	33.88	NA	3	NA	59.03	0.00		NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.32	3.87	7	5	13.02	14.24		SS	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00		NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00		NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00		NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00		NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	20.00	8.33	10	12		17.13		1.4	10
"NA" - no activity "UD" - under development "SS" - Small Sample									Total	10

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

Special Provision - UNE Ordering

May-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	89.53	430	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASRC Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ 68,333
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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%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

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
MAR-2010	89.98	848	763	MAR-2010	97.02	840	815
APR-2010	92.82	613	569	APR-2010	92.97	612	569
MAY-2010	86.28	379	327	MAY-2010	86.17	376	324
Overall	90.16	1,840	1,659	Overall	93.44	1,828	1,708

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
MAR-2010	83.01	359	298	MAR-2010	97.75	355	347
APR-2010	98.25	457	449	APR-2010	99.12	452	448
MAY-2010	98.69	457	451	MAY-2010	99.12	455	451
Overall	94.11	1,273	1,198	Overall	98.73	1,262	1,246

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAR-2010	-	5	-	MAR-2010	-	4	-
APR-2010	95.93	3,738	3,586	APR-2010	95.93	3,738	3,586
MAY-2010	97.46	3,421	3,334	MAY-2010	97.40	3,421	3,332
Overall	96.59	7,164	6,920	Overall	96.58	7,163	6,918

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	32	100.00	33
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	0.00	1	NA	
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-CLEC	NA	0	NA	0
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC -VZ	0.81	269	1.05	241
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC	0.00		1.64	
		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.

Fair Point New Hampshire

Change Control Assurance Plan

May-2010

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

May-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.461	\$ 145,342	
Unbundled Network Elements - Loop	-0.270	\$ 91,169	
Resale	-0.432	\$ 30,630	
Digital Subscriber Lines	-0.315	\$ 37,236	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 304,376
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 50,875	
3 Installation Performance		\$ 41,741	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 106,898	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 199,514
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			\$ 572,224

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

Fair Point New Hampshire Performance Assurance Plan Report

UNE Platform

May-2010

PO		Pre-Ordering		Performance		Observations		Perf.		Wgtd.		Domain Clustering	
		FP	CLEC	CLEC				Diff.	Score	Wgt.	Score	Review	
PO-1-01-6020 Customer Service Record - EDI		NA	2.71	5,284				2.7103	NA	0	NA	0.000	
PO-1-03-6020 Address Validation - EDI		NA	6.59	2,623				6.5883	NA	0	NA	0.000	
PO-2-02-6020 OSS Interface Availability - Prime - EDI			100.00							0	5	0.000	0.000
PO-1-01-6030 Customer Service Record - CORBA		NA	NA	NA					NA	0	NA	0.000	
PO-1-03-6030 Address Validation - CORBA		NA	NA	NA					NA	0	NA	0.000	
PO-2-02-6030 OSS Interface Availability - Prime - CORBA			NA						NA	0	NA	0.000	
PO-1-01-6050 Customer Service Record - Web GUI		NA	4.28	168				4.2798	NA	0	NA	0.000	
PO-1-03-6050 Address Validation - Web GUI		NA	4.67	6				4.6667	NA	0	NA	0.000	
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			100.00						0	5	0.000	0.000	
OR Ordering										Wgt.			
OR-1-02-3140 % On Time LSRC - Flow Through - Platform - 2hrs			97.93	338					0	10	0.000	0.000	
OR-2-02-3140 % On Time LSR Reject - Flow Through - Platform			100.00	1					0	5	0.000	0.000	
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			0.09	4,625					0	5	0.000	0.000	
OR-4-16-1000 % On Time PCN - 1 Business Day			97.91	3,597					0	5	0.000	0.000	
OR-4-17-1000 % On Time BCN - 2 Business Day			98.65	4,607					0	5	0.000	0.000	
OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			86.17	376					-2	5	-0.046	-0.106	
OR-6-03-3140 % Accuracy - LSRC - Platform			1.07	655					0	5	0.000	0.000	
OR-1-04-3140 % OT LSRC - No Facility Check - Platform			84.32	236					-2	5	-0.046	-0.106	
OR-1-06-3140 % OT LSRC/ASRC - Facility Check - Platform			33.33	3					0	2	0.000	0.000	
OR-2-04-3140 % OT LSR Rej.- No Facility Check - Platform			NA	NA					NA	0	NA	0.000	
OR-2-06-3140 % OT LSR/ASR Rej. - Facility Check - Platform			NA	NA					NA	0	NA	0.000	
PR Provisioning		FP	CLEC	FP	CLEC								
PR-3-01-3140 % Completed in 1 Day (1-5 Lines - No Disp) - Platform		54.72	43.94	572	66		6.47	1.7918	0	5	0.000	0.000	
PR-4-05-3140 % Missed Appointment- FP - No Dispatch - Platform		4.15	6.84	5,874	263		1.26	-1.8595	-2	20	-0.183	-0.286	
PR-4-04-3140 % Missed Appointment - FP - Dispatch - Platform		12.09	20.00	827	25		6.62	-0.8975	-1	10	-0.046	-0.071	
PR-4-02-3100 Average Delay Days - Total - POTS		2.61	2.20	344	49	0.00	2.43	0.1658	0	15	0.000	0.000	
PR-5-01-3140 % Missed Appointment - Facilities - Platform		0.24	0.00	827	25		1.00	0.2425	0	5	0.000	0.000	
PR-5-02-3140 % Orders Held for Facilities > 15 days - Platform		0.12	0.00	827	25		0.71	0.1714	0	5	0.000	0.000	
PR-6-01-3140 % Installation Troubles within 30 days - Platform		12.49	7.14	1,569	224		2.36	2.2651	0	10	0.000	0.000	
MR Maintenance & Repair		Performance	CLEC	Performance	CLEC	FP Std	Sampling	Perf.	Wgtd.				
		FP	CLEC	FP	CLEC	Deviation	Error	Score	Score				
MR-1-01-6050 Average Response Time - Create Trouble		3.03	52.42		2,619			49.3909	-2	2	-0.018	-0.023	
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)		NA	100.12		724			100.1174	NA	0	NA	0.000	
Stat. Score													
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus		16.24	17.65	468	34		6.55	-0.0221	0	10	0.000	0.000	
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus		32.00	0.00	25	6		21.21	SS	NA	0	NA	0.000	
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus		11.74	13.39	468	34	13.54	5.72	-0.6859	0	5	0.000	0.000	
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus		8.66	3.97	25	6	8.72	12.79	SS	NA	0	NA	0.000	
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus		64.17	65.00	321	20		11.05	0.1850	0	5	0.000	0.000	
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus		30.22	20.00	321	20		10.58	1.2441	0	5	0.000	0.000	
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus		2.49	5.00	321	20		3.59	-0.1931	0	5	0.000	0.000	
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res		3.82	9.28	2,804	97		1.98	-2.1925	-2	10	-0.091	-0.115	
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res		6.00	9.09	50	11		7.91	0.1476	0	10	0.000	0.000	
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res		18.24	18.63	2,804	97	14.90	3.99	-0.7578	0	5	0.000	0.000	
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res		7.92	7.03	50	11	12.12	9.00	0.5993	0	5	0.000	0.000	
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res		83.16	70.45	2,031	44		5.70	2.2688	0	5	0.000	0.000	
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res		59.03	45.45	2,031	44		7.49	1.9509	0	5	0.000	0.000	
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res		10.64	18.18	2,031	44		4.70	-1.3159	-1	5	-0.023	-0.029	
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform		10.46	8.11	3,347	148		2.57	1.0616	0	10	0.000	0.000	
BI Billing													
BI-1-02-1000 % DUF in 4 Business Days			100.00		#####				0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample													
Totals									-12	219	-0.452		

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

**Fair Point New Hampshire
Performance Assurance Plan Report**

UNE LOOP

May-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Score	Domain Clustering Review		
		FP	CLEC	CLEC									
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				0	5	0.000	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	2.71		5,284	2.7103	NA	0	NA	0.000			
PO-1-03-6020	Address Validation -EDI	NA	6.59		2,623	6.5883	NA	0	NA	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000			
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000			
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.28		168	4.2798	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		6	4.6667	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
OR Ordering										Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.71		523		0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA		NA		NA	0	NA	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.09		4,625		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		97.91		3,597		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.65		4,607		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.12		455		0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		1.27		1,416		0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		95.88		194		0	5	0.000	0.000			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.				
PR-4-02-3100	Average Delay Days - Total - POTS	2.61	2.20	344	49	0.00	2.43	0.1658	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	12.09	2.44	827	41		5.22	2.5419	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.24	0.00	827	42		0.78	0.3113	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.12	0.00	827	42		0.55	0.2200	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.39	0.00	882	14		7.47	1.1235	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		1				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		32				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair										Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	3.03	52.42		2,619			49.3909	-2	2	-0.025	-0.038	
										Stat. Score			
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	5.59	29.12	3,272	182		1.75	-9.4911	-2	10	-0.123	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.26	14.07	3,272	182	14.89	2.88	2.9112	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	55.68	43.08	2,317	65		6.25	2.1356	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	9.54	6.15	2,317	65		3.69	1.1599	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.46	6.77	3,347	192		2.27	1.8350	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.90	44.44	29	9		9.67	-2.0561	-2	10	-0.123	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	3.62	4.73	29	9	3.58	7.13	0.0175	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-6	163	-0.270

"NA" - no activity "UD" - under development "SS" - Small Sample

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

**Fair Point New Hampshire
Performance Assurance Plan Report**

RESALE

May-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.71		5,284	2.7103	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	6.59		2,623	6.5883	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.28		168	4.2798	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		6	4.6667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		97.69		260		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		3		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.09		4,625		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.91		3,597		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.65		4,607		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		85.71		329		-2	10	-0.097	-0.169		
OR-6-03-2000	% Accuracy - LSRC		0.00		155		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		87.35		253		-2	5	-0.049	-0.085		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		7		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
PR Provisioning												
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	54.72	40.91	572	22	10.81	1.4932	0	5	0.000	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	4.15	10.14	5,874	69	2.42	-1.9504	-2	20	-0.194	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	12.09	37.50	827	8	11.58	-1.5201	-1	10	-0.049	-0.067	
PR-4-02-2100	Average Delay Days - Total - POTS	2.61	2.55	344	11	0.00	4.88	0.0127	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.24	0.00	827	8	1.74	0.1386	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.12	0.00	827	8	1.23	0.0979	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	12.24	2.08	1,569	48	4.80	2.1145	0	15	0.000	0.000	
MR Maintenance & Repair												
							Diff.					
MR-1-01-6050	Average Response Time - Create Trouble	3.03	52.42		2,619		49.3909	-2	2	-0.019	-0.035	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	100.12		724		100.1174	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	16.24	20.59	468	34	6.55	-0.4576	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	32.00	14.29	25	7	19.95	1.4550	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.74	13.96	468	34	13.54	5.72	-1.3047	-1	5	-0.024	-0.044
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.66	4.92	25	7	8.72	12.03	0.9798	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	64.17	73.33	321	15	12.67	-0.4260	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	30.22	20.00	321	15	12.13	1.1492	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	2.49	0.00	321	15	4.12	0.6052	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	3.82	0.00	2,804	2	13.55	SS	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.00	NA	50	NA	0.00	NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	18.24	7.21	2,804	2	14.90	27.31	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	7.92	NA	50	NA	12.12	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	83.16	NA	2,031	NA	0.00	NA	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	59.03	NA	2,031	NA	0.00	NA	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	10.64	NA	2,031	NA	0.00	NA	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.46	2.33	3,347	43	4.70	2.3732	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		118,238,431			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-10	206	-0.432		

"NA" - no activity "UD" - under development "SS" - Small Sample

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

Fair Point New Hampshire Performance Assurance Plan Report

DSL

May-2010

PO		Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering		
		FP	CLEC	FP	CLEC									
PO-1-06-6020	Mechanized Loop Qualification - EDI		NA	NA				0.0000	NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI			100.00				0	5	0.000	0.000			
PO-1-06-6030	Mechanized Loop Qualification - CORBA		NA	NA		NA			NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA			NA					NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI		NA	NA		NA		0.0000	NA	0	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI			100.00					0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification			100.00		9			0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request			NA		NA			NA	0	0.000	0.000		
OR Ordering														
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale			80.00		5			NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale			100.00		2			NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops			93.65		63			-1	5	-0.054	-0.227		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops			NA		NA			NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops			NA		NA			NA	0	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops			NA		NA			NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split			NA		NA			NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split			NA		NA			NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split			NA		NA			NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split			NA		NA			NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			0.09		4,625			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day			97.91		3,597			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day			98.65		4,607			0	2	0.000	0.000		
PR Provisioning														
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale		1.00	NA		2	NA	0.00	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale		50.00	0.00		2	1		61.24	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale		20.00	0.00		5	1		43.82	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale		0.00	0.00	3	3	4		0.00	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale		42.86	0.00	7	2	2		39.68	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops			100.00			4			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops		NA	1.00		NA	2	0.00	2.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops			98.00		50				0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops		8.39	0.00	882	17			6.79	1.2359	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops		NA	7.84	NA	51			51.00	NA	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split			NA		NA				NA	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split			NA		NA				NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split		NA	NA	NA	NA	0.00			NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split		NA	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split		NA	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split		NA	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split		NA	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair														
MR-1-01-6050	Average Response Time - Create Trouble		3.03	52.42			2,619			49.3909	-2	2	-0.043	-0.074
Stat. Score														
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale		33.33	NA		3	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale		0.00	NA		6	NA		0.00	NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale		28.73	NA		3	NA	13.29	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		20.39	NA		6	NA	10.52	0.00	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale		66.67	NA		9	NA		0.00	NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale		NA	NA			NA		0.00	NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale		11.11	NA		9	NA		0.00	NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops		5.59	38.89	3,274	18		5.43	-3.9741	-2	5	-0.109	-0.185	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops		6.90	50.00	29	4		13.52		SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops		17.26	20.43	3,274	18	14.90	8.93	-0.6591	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops		3.62	9.65	29	4	3.58	9.97		SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops		87.62	77.27	210	22		7.38	1.6063	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops		55.68	100.00	2,317	1		49.69		SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops		10.44	21.74	3,352	23		6.40	-1.3646	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split		NA	NA	NA	NA				NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split		NA	NA	NA	NA				NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split		NA	NA	NA	NA	0.00			NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split		NA	NA	NA	NA	0.00			NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split		NA	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split		NA	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split		NA	NA	NA	NA	NA			NA	NA	0	0.000	0.000
Totals										-5	92	-0.207		
"NA" - no activity "UD" - under development "SS" - Small Sample														

"NA" - no activity "UD" - under development "SS" - Small Sample

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

Fair Point New Hampshire
Performance Assurance Plan Report

TRUNKS

May-2010

OR Ordering		Performance CLEC	Observations FP CLEC	FP	Standard Deviation	Sample Error	Stat. Score	Perf. Score	Wgt.	Wgtd. Score
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunk		NA	NA					NA	0	0.000
OR-1-13-5000 % On Time Design Layout Record		NA	NA					NA	0	0.000
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=		NA	NA					NA	0	0.000
OR-2-12-5020 % On TimeTrunk ASR Reject		NA	NA					NA	0	0.000
PR Provisioning		FP	CLEC	FP	CLEC					
PR-4-07-3540 % On Time Performance - LNP only			95.96		1,782			0	20	0.000
PR-4-15-5000 % On Time Provisioning - Trunks			NA		NA			NA	0	0.000
PR-5-01-5000 % Missed Appointment - Facilities		NA	NA	NA	NA			NA	NA	0
PR-5-02-5000 % Orders Held for Facilities >15 Days		NA	NA	NA	NA			NA	NA	0
PR-6-01-5000 % Installation Troubles w/in 30 Days		NA	NA	NA	NA			NA	NA	0
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		NA	NA	NA	NA			NA	NA	0
MR Maintenance & Repair										
MR-4-01-5000 Mean Time to Repair - Total		NA	NA	NA	NA	0.00		NA	NA	0
MR-4-05-5000 % Out of Service >2 Hours		NA	NA	NA	NA			NA	NA	0
MR-4-06-5000 % Out of Service >4 Hours		NA	NA	NA	NA			NA	NA	0
MR-4-07-5000 % Out of Service >12 Hours		NA	NA	NA	NA			NA	NA	0
MR-4-08-5000 % Out of Service >24 Hours		NA	NA	NA	NA			NA	NA	0
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA	NA	NA	NA			NA	NA	0
NP Network Performance										
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months			NA					NA	0	0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months			NA					NA	0	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	20
										0.000

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

Fair Point New Hampshire						May-2010				
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
PRE-ORDERING										
1	OSS Interface	-	-	-	-				\$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	-	-	-	50,875	\$0	\$0		\$50,875	
OR-1-02	% On Time LSRC -Flow Through	-	-							
OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl									
OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				50,875					
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-					
OR-1-12	% On Time FOC					-				
OR-1-13	% On Time Design Layout Record					-				
OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-				
OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-					
OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-					
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-					
OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-						
OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl						-			
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl						-			
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale						-			
OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale						-			
PROVISIONING										
3	Installation Performance	\$29,010	\$0	\$12,731	\$0	\$0	\$0		\$41,741	
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				-					
PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-					
PR-4-02	Average Delay Days -Total -Line Share/Split				-					
PR-4-04	Missed Appointments -Dispatch	5,802	-	3,951	-					
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-					
PR-4-04	Missed Appts - Disp - Line Share/Split				-					
PR-4-05	Missed Appointments - No Dispatch	23,208		8,780						
PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-					
PR-4-05	% Missed Appt -No Disp -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 Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-					
PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-					
PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-					
PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-			
PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-			
PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-			
PR-4-01	% Missed Appointment -FP -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-6-01	% Open Orders in Hold Status>30 Days-UNE/Resale						-			
PR-4-01	% Missed Appointment - FP - 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 - FP - 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					\$0			\$0	
5	Hot Cut Performance		-						\$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	\$ 23,933	\$27,850	\$0	\$21,198	\$0	\$0		\$72,981	
MR-3-01	Missed Repair Appointments - Loop - Bus.			-						
MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		-						
MR-3-01	Missed Repair Appointments - Loop		27,850							
MR-3-01	% Missed Repr Appt -Loop-2W Digi-UNE/Resale									
MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				21,198					
MR-3-01	% Missed Repair Appt -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 trbls) w/in 24hrs-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.	6,527		-						
MR-4-08	Out of Service >24Hrs. - Total		-							
MR-5-01	% Repeat Reports within 30 Days	-	-	-						
MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-					
MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				-					
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-					
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-			
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-			
MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-			
MR-4-08	%Out of Service>24 Hrs - 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 -Specials -UNE/Resale						-			
NETWORK PERFORMANCE										
7	NP-1-04 Final Trunk Groups Blocked					\$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 Acknwdgd w/ 2 Bus Days							-		
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-		
Month Total		\$52,944	\$27,850	\$12,731	\$72,073	\$0	\$0	\$0	\$165,597	

Under the Plan, -1 performance scores are subject to further adjustment.

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	NA	NA		0
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	3		0
NP-2-07/8	Average Delay Days - Total	NA	NA		0
					0

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	NA	NA		0
OR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	NA	NA		0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business D	100.00	2,921		2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	5,546		20
				22

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/R	75.00	4		0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	11		0
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA		0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA		0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	NA	NA	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	36.36	0.00	22	2	35.53	SS	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	3	3.00	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	6	NA	0.00	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	17.88	NA	8	NA	0.00	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	NA	6	NA	0.00	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	6	NA	0.00	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	NA	1	NA	0.00	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	61.90	83.33	21	6	22.48	SS	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	14.29	0.00	14	5	18.23	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	32.50	NA	2	NA	0.00	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	69.23	0.00	13	4	26.39	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	0

MR Maintenance & Repair										
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	33.88	NA	3	NA	59.03	0.00	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.32	3.87	7	5	13.02	14.24	SS	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	20.00	8.33	10	12		17.13	1.4	10	
"NA" - no activity "UD" - under development "SS" - Small Sample									Total	10

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

Special Provision - UNE Ordering

May-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	89.53	430	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ 68,333
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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%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

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		Flow-thru	Month	%	Observations		Flow-thru
		Gross #					Gross #		
MAR-2010	89.98	848		763	MAR-2010	97.02	840		815
APR-2010	92.82	613		569	APR-2010	92.97	612		569
MAY-2010	86.28	379		327	MAY-2010	86.17	376		324
Overall	90.16	1,840		1,659	Overall	93.44	1,828		1,708

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		Flow-thru	Month	%	Observations		Flow-thru
		Gross #					Gross #		
MAR-2010	83.01	359		298	MAR-2010	97.75	355		347
APR-2010	98.25	457		449	APR-2010	99.12	452		448
MAY-2010	98.69	457		451	MAY-2010	99.12	455		451
Overall	94.11	1,273		1,198	Overall	98.73	1,262		1,246

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other					OR-5-03-3121 % Flow-Through Achieved-UNE Other				
Month	%	Observations		Flow-thru	Month	%	Observations		Flow-thru
		Gross #					Gross #		
MAR-2010	-	5		-	MAR-2010	-	4		-
APR-2010	95.93	3,738		3,586	APR-2010	95.93	3,738		3,586
MAY-2010	97.46	3,421		3,334	MAY-2010	97.40	3,421		3,332
Overall	96.59	7,164		6,920	Overall	96.58	7,163		6,918

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	32	100.00	33
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	0.00	1	NA	
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-CLEC	NA	0	NA	0
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC -VZ	0.81	269	1.05	241
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC	0.00		1.64	
		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.

Fair Point New Hampshire

Change Control Assurance Plan

May-2010

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

May-2010

	Weighted	Market	
	<u>Score</u>	<u>Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.452	\$ 145,342	
Unbundled Network Elements - Loop	-0.270	\$ 91,169	
Resale	-0.432	\$ 30,630	
Digital Subscriber Lines	-0.207	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 267,140	
CRITICAL MEASURES			
OSS Interface		\$ -	
% On Time Ordering Notification		\$ 50,875	
Installation Performance		\$ 41,741	
% On Time Performance - LNP		\$ -	
Hot Cut Performance		\$ -	
Maintenance Performance		\$ 72,981	
Final Trunk Groups Blocked		\$ -	
Collocation		\$ -	
Resolution Processes		\$ -	
Critical Measure Total		\$ 165,597	
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ 68,333	
CHANGE CONTROL			\$ -
Grand Total			\$ 501,071

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