

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

UNE Platform

Feb-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Pert.	Wgt.	Wgtd.	Domain	Clustering
		FP	CLEC	FP	CLEC		Score				
PO-1-01-6020	Customer Service Record - EDI	NA	2.75		3,416		2.7485	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	6.24		1,950		6.2395	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.90					0	5	0.000	0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA					NA	0	NA	0.000
PO-1-03-6030	Address Validation - CORBA	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	5.63		54		5.6296	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	4.08		13		4.0769	0	2	0.000	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.90					0	5	0.000	0.000
OR Ordering									Wgt.		
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		99.01		304			0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.39		326			0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.08		2,385			0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24		2,328			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		95.71		2,376			0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		87.96		382			-2	5	-0.043	-0.106
OR-6-03-3140	% Accuracy - LSRC - Platform		0.45		673			0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		96.09		230			0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		20			0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA					NA	0	NA	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		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	63.89	35.71	457	14		13.03	2.3886	0	5	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.85	5.48	4,737	383		0.88	-2.7898	-2	20	-0.170
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	5.88	4.76	578	21		5.23	-0.3836	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.39	2.04	169	26	4.90	1.03	0.1703	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.52	0.00	578	21		1.60	5.0000	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.17	0.00	578	21		0.92	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	17.32	6.85	1,241	73		4.56	2.3350	0	10	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
MR-1-01-6050	Average Response Time - Create Trouble	3.38	118.00		1,890			114.6147	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	174.31		442			174.3122	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	21.05	19.05	304	42		6.71	0.0668	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	12.20	36.36	41	11		11.11	-2.1936	-2	10	-0.085
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	13.17	16.41	304	41	14.03	2.33	-1.5333	-1	5	-0.021
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.98	10.45	41	11	12.64	4.29	-0.6607	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	54.27	66.67	199	18		12.26	-1.2676	-1	5	-0.021
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	30.65	50.00	199	18		11.35	-1.8985	-2	5	-0.043
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	6.03	15.79	199	19		5.72	-1.8733	-2	5	-0.043
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	4.72	8.82	1,545	34		3.68	-1.4259	-1	10	-0.043
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	10.00	0.00	40	1		30.37	SS	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.54	15.07	1,545	34	18.97	3.29	0.7235	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	15.30	4.34	40	1	29.69	30.05	SS	NA	0	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	81.35	81.25	1,094	16		9.81	-0.2472	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	55.94	50.00	1,094	16		12.50	0.2298	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	12.25	12.50	1,094	16		8.26	-0.4926	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.64	3.45	1,930	87		3.23	1.8890	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99		95,579,070				0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-15	235	-0.485

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

Fair Point New Hampshire PRELIM

Performance Assurance Plan Report

UNE LOOP

Feb-2011

PO		Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering			
			FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS			NA				NA	0		NA	0.000		
PO-1-01-6020	Customer Service Record - EDI		NA	2.75		3,416		2.7485	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI		NA	6.24		1,950		6.2395	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI			99.90					0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA		NA	NA					NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA		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	5.63		54		5.6296	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI		NA	4.08		13		4.0769	0	2	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI			99.90					0	5	0.000	0.000		
OR		Ordering	Wgt.											
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs			99.31		579			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual			98.67		75			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			0.08		2,385			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day			98.24		2,328			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day			95.71		2,376			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop			99.15		235			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop			5.10		804			-1	5	-0.032	-0.069		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP			97.37		1,408			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		2.39	2.04	169	26	4.90	1.03	0.1703	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New		5.88	8.89	578	45		3.64	-1.1261	-1	20	-0.130	-0.154	
PR-5-01-3112	% Missed Appointment - Facilities - Loop		0.52	2.17	578	46		1.10	-1.5033	-1	5	-0.032	-0.038	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop		0.17	0.00	578	46		0.64	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New		11.44	0.00	647	112		3.26	4.4755	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		20				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut			NA						NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut			NA						NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut			100.00		20				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut			NA						NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut			NA						NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut			NA						NA	0	NA	0.000	
MR		Maintenance & Repair	Diff.											
MR-1-01-6050	Average Response Time - Create Trouble		3.38	118.00		1,890			#####	-2	2	-0.026	-0.054	
			Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop		7.41	17.39	1,849	115		2.52	-3.5691	-2	10	-0.130	-0.270	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop		18.27	9.06	1,849	115	18.22	1.75	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop		52.05	17.14	1,268	35		8.56	4.0319	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop		10.96	11.43	1,268	35		5.35	-0.4198	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop		9.64	9.02	1,930	122		2.75	0.0293	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop		9.52	20.00	42	5		13.89	SS	NA	0	NA	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop		8.27	11.60	42	5	12.96	6.13	SS	NA	0	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals		-7	154	-0.351

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

PRELIM

RESALE

Feb-2011

PO Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.75		3,416	2.7485	0	2	0.000	0.000
PO-1-03-6020	Address Validation -EDI	NA	6.24		1,950	6.2395	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.90				0	5	0.000	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.63		54	5.6296	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	4.08		13	4.0769	0	2	0.000	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.90				0	5	0.000	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h	99.32		148			0	10	0.000	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	95.09		163			0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.08		2,385			0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	98.24		2,328			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day	95.71		2,376			0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	90.36		280			-1	10	-0.047	-0.088
OR-6-03-2000	% Accuracy - LSRC	2.02		99			0	10	0.000	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	98.18		275			0	5	0.000	0.000
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	NA		NA			NA	0	NA	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	63.89	20.00	457	5		21.60	SS NA	0	NA 0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.85	16.13	4,737	31		3.00	-3.5016	-2	20 -0.186 -0.286
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	5.88	0.00	578	6		9.66	-0.5147	0	10 0.000 0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.39	2.00	169	5	4.90	2.22	SS NA	15	NA 0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.52	0.00	578	6		2.95	5.0000	0	5 0.000 0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.17	0.00	578	6		1.71	5.0000	0	5 0.000 0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	17.00	6.00	1,241	50		5.42	2.0001	0	15 0.000 0.000
MR Maintenance & Repair										
		Diff.								
MR-1-01-6050	Average Response Time - Create Trouble	3.38	118.00		1,890			114.6147	-2	2 -0.019 -0.030
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	174.31		442			174.3122	NA	0 NA 0.000
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	21.05	5.00	304	20		9.41	1.5346	0	10 0.000 0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.20	0.00	41	3		19.57	SS	0	10 0.000 0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.17	17.94	304	20	14.03	3.24	-1.4713	-1	5 -0.023 -0.037
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.98	7.43	41	3	12.64	7.56	SS NA	0	NA 0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	54.27	85.71	199	7		19.16	-1.6413	-1	5 -0.023 -0.037
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	30.65	57.14	199	7		17.73	-1.4941	-1	5 -0.023 -0.037
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	6.03	25.00	199	8		8.58	-2.2775	-2	5 -0.047 -0.075
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	4.72	0.00	1,545	2		15.01	SS	0	10 0.000 0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	10.00	NA	40				NA NA	0	NA 0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.54	13.43	1,545	2	18.97	13.42	SS NA	0	NA 0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	15.30	NA	40		29.69		NA NA	0	NA 0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	81.35	100.00	1,094	1		38.97	SS NA	0	NA 0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	55.94	100.00	1,094	1		49.67	SS NA	0	NA 0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	12.25	0.00	1,094	1		32.80	SS	0	5 0.000 0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.64	4.00	1,930	25		5.94	0.5440	0	10 0.000 0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.99		95,579,070				0	5 0.000
								Totals	-10	215 -0.367

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

PRELIM

DSL

Feb-2011

PO		Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.48		288			5.4826	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.90						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	3.75		20			3.7500	0	5	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.90						0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		10				0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1				0	2	0.000	0.000	
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		8				0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		6				0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA				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		97.70		87				0	5	0.000	0.000	
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		0.08		2,385				0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24		2,328				0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		95.71		2,376				0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score							
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.43	NA	7	NA	0.79		NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	0.00	NA	3		3.00	SS	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	63.64	NA	11	NA			NA	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	5		0.00	SS	0	2	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	45.45	0.00	11	3		32.43	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		86.27		51				-2	10	-0.167	-0.204	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	2.00	NA	4	0.00	4.00	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		96.23		53				0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	11.44	0.00	647	72		3.95	3.4713	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	3.77		53		53.00	SS	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			NA				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	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	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	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	0	0.000	0.000	
MR Maintenance & Repair		FP	CLEC	FP	CLEC			Diff.	Perf. Score	Wtg	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	3.38	118.00		1,890			#####	-2	2	-0.033	-0.050	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	100.00	0.00	1	4		0.00	SS	0	2	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	7	NA			NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	6.67	14.65	1	4	0.00		SS	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	31.50	NA	7	NA	19.59		NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	62.50	100.00	8	4		29.65	SS	0	2	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	2	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	25.00	0.00	8	4		26.52	SS	0	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.41	27.78	1,849	18		6.20	-2.9669	-2	5	-0.083	-0.125	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	9.30	0.00	43	3		17.35	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	18.27	7.60	1,849	18	18.22	4.31	2.4726	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	8.23	2.11	43	3	12.73	7.60	SS	NA	0	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	72.82	100.00	287	21		10.06	2.7024	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	52.05	NA	1,268	NA			NA	NA	0	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.72	23.81	1,935	21		6.50	-2.2238	-2	10	-0.167	-0.250	
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	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	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	0	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-8	120	-0.450	

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

PRELIM

TRUNKS

Feb-2011

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP		CLEC		Score	Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	0.00				1		NA	0	0.000	
OR-1-13-5000	% On Time Design Layout Record	0.00				1		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							
PR-4-07-3540	% On Time Performance - LNP only		98.64		1,324				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	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA			NA	NA	0	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA			NA	NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	NA	NA	NA			NA	NA	0	0.000
MR		Maintenance & Repair									
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA			NA	NA	0	0.000
NP		Network Performance									
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		1.00						-1	5	-0.200
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	-1	25	-0.200

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

Fair Point New Hampshire			PRELIM					Feb-2011		
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	-	-	-	-	\$0	\$0		\$0
	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				-				
	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	\$23,208	\$25,861	\$9,512	\$0	\$0	\$3,424		\$62,004
	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	-	25,861	-					
	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		9,512					
	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 -DS0 -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						3,424		
	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	\$ 23,498	\$27,850	\$3,567	\$41,028	\$0	\$6,848		\$102,791
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	14,795		-					
	MR-3-01	Missed Repair Appointments - Loop		27,850						
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				13,676				
	MR-3-01	% Missed Repair Appoint -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.	8,703		3,567					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	-	-	-		-			
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-				
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				27,352				
	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						6,848		
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 Acknwldgd w/ 2 Bus Days							-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
Month Total			\$46,706	\$53,710	\$13,078	\$41,028	\$0	\$10,272	\$0	\$164,796

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	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					0

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	100.00	1,281	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,302	0	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	100.00	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	97.04	371	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP		FP		Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	100.00	NA	2		2.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	43.94	20.00	66	45		9.59	2.44	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	0.00	1	3		0.00	SS	0	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA			NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	20.62	10.45	29	11	45.97	14.33	0.55	0	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	0.00	NA	1		1.00	SS	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	0.00	NA	1		1.00	SS	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	33	63		0.00	SS	0	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	19.30	25.93	57	27		9.22	-5.00	-2	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	43.94	100.00	66	1		50.01	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	20.62	27.00	29	1	45.97	41.15	SS	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	18.18	100.00	55	1		38.92	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	1	NA			NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA			NA	NA	0

MR	Maintenance & Repair										
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	8.92	16.05	24	3	10.05	17.46	SS	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	9.76	13.68	78	56	18.84	5.20	-0.75	0	5	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.69	27.12	102	59			5.95	-1.94	-2	10
"NA" - no activity "UD" - under development "SS" - Small Sample										Total	50

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

Special Provision - UNE Ordering

Feb-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.19	1,638	\$ -
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*	\$ -
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* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
DEC-2010	82.24	304	250	DEC-2010	83.28	299	249
JAN-2011	76.39	288	220	JAN-2011	76.39	288	220
FEB-2011	86.60	388	336	FEB-2011	87.96	382	336
Overall	82.24	980	806	Overall	83.08	969	805

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
DEC-2010	98.84	344	340	DEC-2010	98.84	344	340
JAN-2011	96.67	300	290	JAN-2011	96.67	300	290
FEB-2011	99.15	235	233	FEB-2011	99.15	235	233
Overall	98.18	879	863	Overall	98.18	879	863

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
DEC-2010	81.30	262	213	DEC-2010	81.30	262	213
JAN-2011	84.59	344	291	JAN-2011	84.55	343	290
FEB-2011	85.14	296	252	FEB-2011	85.14	296	252
Overall	83.81	902	756	Overall	83.80	901	755

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	20	100.00	26
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	20	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 Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	15.86	137	0.91	137
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		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.

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	100.00	1	\$ -

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

PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5)	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 PRELIM

Feb-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.485	\$ 311,824	
Unbundled Network Elements - Loop	-0.351	\$ 154,591	
Resale	-0.367	\$ 46,846	
Digital Subscriber Lines	-0.450	\$ 66,064	
Trunks	-0.200	\$ -	
Mode of Entry Total			\$ 579,324
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 62,004	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 102,791	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 164,796
Individual Rule Payments:			\$ 164
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 744,284

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

FINAL

UNE Platform

Feb-2011

Performance Assurance Plan Report											
PO		Performance		Observations		Perf.		Wgt.		Domain Clustering	
		FP	CLEC	CLEC	Diff.	Score	Wgt.	Score	Review		
PO-1-01-6020 Customer Service Record - EDI		NA	2.75		3,416		2.7485	0	2	0.000	0.000
PO-1-03-6020 Address Validation - EDI		NA	6.24		1,950		6.2395	NA	0	NA	0.000
PO-2-02-6020 OSS Interface Availability - Prime - EDI			99.90					0	5	0.000	0.000
PO-1-01-6030 Customer Service Record - CORBA		NA	NA					NA	0	NA	0.000
PO-1-03-6030 Address Validation - CORBA		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	5.63		54		5.6296	0	2	0.000	0.000
PO-1-03-6050 Address Validation - Web GUI		NA	4.08		13		4.0769	0	2	0.000	0.000
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			99.90					0	5	0.000	0.000
OR Ordering									Wgt.		
OR-1-02-3140 % On Time LSRC - Flow Through - Platform - 2hrs			99.01		304			0	10	0.000	0.000
OR-2-02-3140 % On Time LSR Reject - Flow Through - Platform			99.39		326			0	5	0.000	0.000
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			0.08		2,385			0	5	0.000	0.000
OR-4-16-1000 % On Time PCN - 1 Business Day			98.24		2,328			0	5	0.000	0.000
OR-4-17-1000 % On Time BCN - 2 Business Day			95.71		2,376			0	5	0.000	0.000
OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			87.96		382			-2	5	-0.043	-0.106
OR-6-03-3140 % Accuracy - LSRC - Platform			0.45		673			0	5	0.000	0.000
OR-1-04-3140 % OT LSRC - No Facility Check - Platform			96.09		230			0	5	0.000	0.000
OR-1-06-3140 % OT LSRC/ASRC - Facility Check - Platform			100.00		20			0	2	0.000	0.000
OR-2-04-3140 % OT LSR Rej.- No Facility Check - Platform			NA					NA	0	NA	0.000
OR-2-06-3140 % OT LSR/ASR Rej. - Facility Check - Platform			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		63.89	35.71	457	14		13.03	2.3886	0	5	0.000
PR-4-05-3140 % Missed Appointment- FP - No Dispatch - Platform		2.85	5.48	4,737	383		0.88	-2.7898	-2	20	-0.170
PR-4-04-3140 % Missed Appointment - FP - Dispatch - Platform		5.88	4.76	578	21		5.23	-0.3836	0	10	0.000
PR-4-02-3100 Average Delay Days - Total - POTS		2.39	2.04	169	26	4.90	1.03	0.1703	0	15	0.000
PR-5-01-3140 % Missed Appointment - Facilities - Platform		0.52	0.00	578	21		1.60	5.0000	0	5	0.000
PR-5-02-3140 % Orders Held for Facilities > 15 days - Platform		0.17	0.00	578	21		0.92	5.0000	0	5	0.000
PR-6-01-3140 % Installation Troubles within 30 days - Platform		17.32	6.85	1,241	73		4.56	2.3350	0	10	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	wgt.	Wgt. Score
MR-1-01-6050 Average Response Time - Create Trouble		3.38	118.00		1,890			114.6147	-2	2	-0.017
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)		NA	174.31		442			174.3122	NA	0	NA
Stat. Score											
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus		21.05	19.05	304	42		6.71	0.0668	0	10	0.000
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus		12.20	36.36	41	11		11.11	-2.1936	-2	10	-0.085
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus		13.17	16.41	304	41	14.03	2.33	-1.5333	-1	5	-0.021
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus		7.98	10.45	41	11	12.64	4.29	-0.6607	0	5	0.000
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus		54.27	66.67	199	18		12.26	-1.2676	-1	5	-0.021
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus		30.65	50.00	199	18		11.35	-1.8985	-2	5	-0.043
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus		6.03	15.79	199	19		5.72	-1.8733	-2	5	-0.043
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res		4.72	8.82	1,545	34		3.68	-1.4259	0	10	0.000
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res		10.00	0.00	40	1		30.37	SS	0	10	0.000
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res		19.54	15.07	1,545	34	18.97	3.29	0.7235	0	5	0.000
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res		15.30	4.34	40	1	29.69	30.05	SS	NA	0	NA
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res		81.35	81.25	1,094	16		9.81	-0.2472	0	5	0.000
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res		55.94	50.00	1,094	16		12.50	0.2298	0	5	0.000
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res		12.25	12.50	1,094	16		8.26	-0.4926	0	5	0.000
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform		9.64	3.45	1,930	87		3.23	1.8890	0	10	0.000
BI Billing											
BI-1-02-1000 % DUF in 4 Business Days			99.99		95,579,070				0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-14	235	-0.443

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

Fair Point New Hampshire FINAL

Performance Assurance Plan Report

UNE LOOP

Feb-2011

PO		Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering			
			FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS			NA				NA	0		NA	0.000		
PO-1-01-6020	Customer Service Record - EDI		NA	2.75		3,416		2.7485	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI		NA	6.24		1,950		6.2395	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI			99.90					0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA		NA	NA					NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA		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	5.63		54		5.6296	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI		NA	4.08		13		4.0769	0	2	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI			99.90					0	5	0.000	0.000		
OR Ordering										Wgt.				
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs			99.31		579			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual			98.67		75			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			0.08		2,385			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day			98.24		2,328			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day			95.71		2,376			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop			99.15		235			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop			5.10		804			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP			97.37		1,408			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	2.39	2.04	169	26	4.90	1.03	0.1703	0	5	0.000	0.000		
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	5.88	8.89	578	45		3.64	-1.1261	0	20	0.000	0.000		
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.52	2.17	578	46		1.10	-1.5033	0	5	0.000	0.000		
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.17	0.00	578	46		0.64	5.0000	0	5	0.000	0.000		
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	11.44	0.00	647	112		3.26	4.4755	0	10	0.000	0.000		
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		20				0	10	0.000	0.000		
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA						NA	0	NA	0.000		
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA						NA	0	NA	0.000		
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		20				0	10	0.000	0.000		
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA						NA	0	NA	0.000		
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA						NA	0	NA	0.000		
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA						NA	0	NA	0.000		
MR Maintenance & Repair										Diff.				
MR-1-01-6050	Average Response Time - Create Trouble		3.38	118.00		1,890			#####	-2	2	-0.026	-0.054	
										Stat. Score				
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop		7.41	17.39	1,849	115		2.52	-3.5691	-2	10	-0.130	-0.270	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop		18.27	9.06	1,849	115	18.22	1.75	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop		52.05	17.14	1,268	35		8.56	4.0319	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop		10.96	11.43	1,268	35		5.35	-0.4198	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop		9.64	9.02	1,930	122		2.75	0.0293	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop		9.52	20.00	42	5		13.89	SS	NA	0	NA	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop		8.27	11.60	42	5	12.96	6.13	SS	NA	0	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-4	154	-0.156	

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

FINAL

RESALE

Feb-2011

PO		Pre-Ordering		Performance		Observations		Perf.	Wgt.	Wgtd. Score	Domain Clustering	
		FP	CLEC	FP	CLEC	Diff.	Score				Review	
PO-1-01-6020 Customer Service Record - EDI		NA	2.75		3,416	2.7485	0	2	0.000	0.000		
PO-1-03-6020 Address Validation -EDI		NA	6.24		1,950	6.2395	NA	0	NA	0.000		
PO-2-02-6020 OSS Interface Availability - Prime - EDI			99.90				0	5	0.000	0.000		
PO-1-01-6050 Customer Service Record - Web GUI		NA	5.63		54	5.6296	0	2	0.000	0.000		
PO-1-03-6050 Address Validation - Web GUI		NA	4.08		13	4.0769	0	2	0.000	0.000		
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			99.90				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320 % On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		99.32			148		0	10	0.000	0.000		
OR-2-02-2320 % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		95.09			163		0	5	0.000	0.000		
OR-4-11-1000 % Completed Orders with neither a PCN or BCN Sent		0.08			2,385		0	5	0.000	0.000		
OR-4-16-1000 % On Time PCN - 1 Business Day		98.24			2,328		0	5	0.000	0.000		
OR-4-17-1000 % On Time BCN - 2 Business Day		95.71			2,376		0	5	0.000	0.000		
OR-5-03-2000 % Flow Through - Achieved - POTS		90.36			280		-1	10	-0.047	-0.088		
OR-6-03-2000 % Accuracy - LSRC		2.02			99		0	10	0.000	0.000		
OR-1-04-2320 % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.18			275		0	5	0.000	0.000		
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		NA			NA		NA	0	NA	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		63.89	20.00	457	5		21.60	SS	NA	0	NA	0.000
PR-4-05-2100 % Missed Appointment- FP - No Dispatch - POTS		2.85	16.13	4,737	31		3.00	-3.5016	-2	20	-0.186	-0.286
PR-4-04-2100 % Missed Appointment - FP - Dispatch - POTS		5.88	0.00	578	6		9.66	-0.5147	0	10	0.000	0.000
PR-4-02-2100 Average Delay Days - Total - POTS		2.39	2.00	169	5	4.90	2.22	SS	NA	15	NA	0.000
PR-5-01-2100 % Missed Appointment - Facilities - POTS		0.52	0.00	578	6		2.95	5.0000	0	5	0.000	0.000
PR-5-02-2100 % Orders Held for Facilities > 15 days - POTS		0.17	0.00	578	6		1.71	5.0000	0	5	0.000	0.000
PR-6-01-2100 % Installation Troubles within 30 days - POTS		17.00	6.00	1,241	50		5.42	2.0001	0	15	0.000	0.000
MR Maintenance & Repair												
		Diff.										
MR-1-01-6050 Average Response Time - Create Trouble		3.38	118.00		1,890			114.6147	-2	2	-0.019	-0.030
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)		NA	174.31		442			174.3122	NA	0	NA	0.000
Stat Score												
MR-3-01-2110 % Missed Repair Appointments - Loop - Bus.		21.05	5.00	304	20		9.41	1.5346	0	10	0.000	0.000
MR-3-02-2110 % Missed Repair Appointments - CO - Bus.		12.20	0.00	41	3		19.57	SS	0	10	0.000	0.000
MR-4-02-2110 Mean Time To Repair - Loop Trouble - Bus.		13.17	17.94	304	20	14.03	3.24	-1.4713	-1	5	-0.023	-0.037
MR-4-03-2110 Mean Time To Repair - CO Trouble - Bus.		7.98	7.43	41	3	12.64	7.56	SS	NA	0	NA	0.000
MR-4-06-2110 % Out of Service > 4 Hours - POTS - Bus		54.27	85.71	199	7		19.16	-1.6413	-1	5	-0.023	-0.037
MR-4-07-2110 % Out of Service > 12 Hours - POTS - Bus.		30.65	57.14	199	7		17.73	-1.4941	-1	5	-0.023	-0.037
MR-4-08-2110 % Out of Service > 24 Hours - POTS - Bus.		6.03	25.00	199	8		8.58	-2.2775	-2	5	-0.047	-0.075
MR-3-01-2120 % Missed Repair Appointments - Loop - Res.		4.72	0.00	1,545	2		15.01	SS	0	10	0.000	0.000
MR-3-02-2120 % Missed Repair Appointments - CO - Res.		10.00	NA	40				NA	NA	0	NA	0.000
MR-4-02-2120 Mean Time To Repair - Loop Trouble - Res.		19.54	13.43	1,545	2	18.97	13.42	SS	NA	0	NA	0.000
MR-4-03-2120 Mean Time to Repair - CO Trouble - Res.		15.30	NA	40		29.69		NA	NA	0	NA	0.000
MR-4-06-2120 % Out of Service > 4 Hours - POTS - Res.		81.35	100.00	1,094	1		38.97	SS	NA	0	NA	0.000
MR-4-07-2120 % Out of Service > 12 Hours - POTS - Res.		55.94	100.00	1,094	1		49.67	SS	NA	0	NA	0.000
MR-4-08-2120 % Out of Service > 24 Hours - POTS - Res.		12.25	0.00	1,094	1		32.80	SS	0	5	0.000	0.000
MR-5-01-2100 % Repeat Reports w/in 30 days - POTS		9.64	4.00	1,930	25		5.94	0.5440	0	10	0.000	0.000
BI Billing												
BI-1-02-1000 % DUF in 4 Business Days			99.99		95,579,070				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample		Totals						-10	215	-0.367		

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

FINAL

DSL

Feb-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.48		288		5.4826	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.90				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	3.75		20		3.7500	0	5	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.90				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		10		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		8			0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		6			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			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		97.70		87			0	5	0.000	0.000	
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		0.08		2,385			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24		2,328			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		95.71		2,376			0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.43	NA	7	NA	0.79		NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	0.00	NA	3		3.00	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	63.64	NA	11	NA			NA	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	5		0.00	SS	0	2	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	45.45	0.00	11	3		32.43	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		86.27		51				-2	10	-0.167	-0.204
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	2.00	NA	4	0.00	4.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		96.23		53				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	11.44	0.00	647	72		3.95	3.4713	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	3.77		53		53.00	SS	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			NA			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	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	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	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	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC		Diff.	Perf. Score	Wtg	Wtg'd Score		
MR-1-01-6050	Average Response Time - Create Trouble	3.38	118.00		1,890			#####	-2	2	-0.033	-0.050
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	100.00	0.00	1	4		0.00	SS	0	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	7	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	6.67	14.65	1	4	0.00		SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	31.50	NA	7	NA	19.59		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	62.50	100.00	8	4		29.65	SS	0	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	2	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	25.00	0.00	8	4		26.52	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.41	27.78	1,849	18		6.20	-2.9669	-2	5	-0.083	-0.125
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	9.30	0.00	43	3		17.35	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	18.27	7.60	1,849	18	18.22	4.31	2.4726	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	8.23	2.11	43	3	12.73	7.60	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	72.82	100.00	287	21		10.06	2.7024	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	52.05	NA	1,268	NA			NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.72	23.81	1,935	21		6.50	-2.2238	-2	10	-0.167	-0.250
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	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	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	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-8	120	-0.450		

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

FINAL

TRUNKS

Feb-2011

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC		Score	Wgt.	Wgtd. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	0.00			1		NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	0.00			1		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							
PR-4-07-3540	% On Time Performance - LNP only		98.64		1,324			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	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA			NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA			NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	NA	NA	NA			NA	0	0.000	
MR		Maintenance & Repair									
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA	0	0.000	
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			NA	0	0.000	
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			NA	0	0.000	
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			NA	0	0.000	
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			NA	0	0.000	
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA			NA	0	0.000	
NP		Network Performance									
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		1.00					0	5	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	25	0.000

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

Fair Point New Hampshire			FINAL					Feb-2011		
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	-	-	-	-	\$0	\$0		\$0
	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				-				
	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	\$23,208	\$0	\$9,512	\$0	\$0	\$3,424		\$36,144
	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	-	-	-					
	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		9,512					
	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 -DS0 -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						3,424		
	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	\$ 8,703	\$27,850	\$3,567	\$41,028	\$0	\$6,848		\$87,996
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-					
	MR-3-01	Missed Repair Appointments - Loop		27,850						
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				13,676				
	MR-3-01	% Missed Repair Appoint -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.	8,703		3,567					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	-	-	-		-			
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-				
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				27,352				
	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						6,848		
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 Acknwldgd w/ 2 Bus Days							-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
Month Total			\$31,911	\$27,850	\$13,078	\$41,028	\$0	\$10,272	\$0	\$124,140

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	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					0

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	100.00	1,281	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,302	0	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	100.00	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	97.04	371	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP		FP		Std	Sample	Stat.		
						Dev.	Error	Score		
PR-4-01-1210 % Missed Appointment -FP -DSO -UNE/Resale		NA	100.00	NA	2		2.00	SS	NA	0
PR-4-01-1211 % Missed Appointment -FP -DS1 -UNE/Resale		43.94	20.00	66	45		9.59	2.44	0	5
PR-4-01-1213 % Missed Appointment -FP -DS3 -UNE/Resale		0.00	0.00	1	3		0.00	SS	0	0
PR-4-01-1214 % Missed Appointment -FP -Other -UNE/Resale		0.00	NA	1	NA			NA	NA	0
PR-4-02-1200 Average Delay Days - Total -UNE/Resale		20.62	10.45	29	11	45.97	14.33	0.55	0	5
PR-5-01-1200 % Missed Appointment - Facilities -UNE/Resale		NA	0.00	NA	1		1.00	SS	NA	0
PR-5-02-1200 % Orders Held for Facilities > 15 days -UNE/Resale		NA	0.00	NA	1		1.00	SS	NA	0
PR-6-01-1200 % Installation Troubles within 30 days -UNE/Resale		0.00	0.00	33	63		0.00	SS	0	0
PR-8-01-1200 % Open Orders in a Hold Status > 30 Days -UNE/Resale		19.30	25.93	57	27		9.22	-5.00	-2	5
PR-4-01-3510 % Missed Appointment - FP - Total - EEL		43.94	100.00	66	1		50.01	SS	NA	0
PR-4-02-3510 Average Delay Days - Total - EEL		20.62	27.00	29	1	45.97	41.15	SS	NA	0
PR-8-01-3510 % Open Orders in a Hold Status >30 Days -EEL		18.18	100.00	55	1		38.92	SS	NA	0
PR-4-01-3530 % Missed Appointment - FP - Total - IOF		0.00	NA	1	NA			NA	NA	0
PR-4-02-3530 Average Delay Days - IOF		NA	NA	NA	NA	0.00		NA	NA	0
PR-8-01-3530 % Open Orders in a Hold Status >30 Days -IOF		NA	NA	NA	NA			NA	NA	0

MR	Maintenance & Repair									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	8.92	16.05	24	3	10.05	17.46	SS	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	9.76	13.68	78	56	18.84	5.20	-0.75	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.69	27.12	102	59		5.95	-1.94	-2	10
"NA" - no activity "UD" - under development "SS" - Small Sample Total										50

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

Special Provision - UNE Ordering

Feb-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.19	1,638	\$ -
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*	\$ -
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* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
DEC-2010	82.24	304	250	DEC-2010	83.28	299	249
JAN-2011	76.39	288	220	JAN-2011	76.39	288	220
FEB-2011	86.60	388	336	FEB-2011	87.96	382	336
Overall	82.24	980	806	Overall	83.08	969	805

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
DEC-2010	98.84	344	340	DEC-2010	98.84	344	340
JAN-2011	96.67	300	290	JAN-2011	96.67	300	290
FEB-2011	99.15	235	233	FEB-2011	99.15	235	233
Overall	98.18	879	863	Overall	98.18	879	863

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
DEC-2010	81.30	262	213	DEC-2010	81.30	262	213
JAN-2011	84.59	344	291	JAN-2011	84.55	343	290
FEB-2011	85.14	296	252	FEB-2011	85.14	296	252
Overall	83.81	902	756	Overall	83.80	901	755

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	20	100.00	26
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	20	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 Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	15.86	137	0.91	137
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		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.

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	100.00	1	\$ -

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

PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5)	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 FINAL

Feb-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.443	\$ 269,542	
Unbundled Network Elements - Loop	-0.156	\$ -	
Resale	-0.367	\$ 46,846	
Digital Subscriber Lines	-0.450	\$ 66,064	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 382,452
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 36,144	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 87,996	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 124,140
Individual Rule Payments:			\$ 164
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 506,757

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