

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

PRELIM

UNE Platform

Mar-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	vvgg. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.70		4,041	2.6996	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	6.47		3,198	6.4722	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	2.85		86	2.8488	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.02		45	8.0222	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-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		97.02		235		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.04		313		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.35		2,607		-1	5	-0.022	-0.053
OR-4-16-1000	% On Time PCN - 1 Business Day		98.12		2,496		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.08		2,605		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		90.56		360		-1	5	-0.022	-0.053
OR-6-03-3140	% Accuracy - LSRC - Platform		0.77		780		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		95.33		300		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		90.32		31		-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										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	61.88	15.79	501	19	11.35	-4.3309	-2	5	-0.045
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	3.26	7.44	4,997	309	1.04	-3.5840	-2	20	-0.179
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.68	20.69	651	29	5.61	-2.0412	-2	10	-0.090
PR-4-02-3100	Average Delay Days - Total - POTS	1.59	2.74	226	34	1.71	-2.0902	-2	15	-0.135
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.31	0.00	651	29	1.05	1.3817	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	651	29	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	18.33	9.16	1,506	131	3.52	2.6765	0	10	0.000
Stat. Score										
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	2.50	2106.98		2,408		2104.4846	-2	2	-0.018
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	188.63		598		188.6321	NA	0	NA
Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	11.14	6.90	440	87	3.69	0.9906	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	6.41	15.79	78	19	6.27	-1.6957	-2	10	-0.090
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.25	11.60	440	87	14.05	-0.4272	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	5.52	13.07	78	19	10.35	-1.8808	-2	5	-0.045
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	49.84	56.76	313	37	8.69	-0.9694	-1	5	-0.022
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	27.16	29.73	313	37	7.73	-0.5427	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.15	5.41	313	37	3.47	-0.8296	-1	5	-0.022
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	5.23	0.00	1,952	34	3.85	0.9783	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	0.00	NA	131	NA		NA	NA	0	NA
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.16	15.30	1,952	34	16.88	0.5227	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	6.12	NA	131	NA	8.47	NA	NA	0	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	79.06	81.25	1,366	16	10.23	-0.4742	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	56.95	62.50	1,366	16	12.45	-0.6910	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	10.98	12.50	1,366	16	7.86	-0.6624	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.77	6.43	2,601	140	2.58	1.1749	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		123,361,636			0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-19	223	-0.700

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

UNE LOOP

Mar-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Score	Domain Clustering Review
		FP	CLEC	CLEC			Score	Wgt.			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0		NA	0.000
PO-1-01-6020	Customer Service Record - EDI	NA	2.70	4,041		2.6996	0	2		0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	6.47	3,198		6.4722	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	2.85	86		2.8488	0	2		0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.02	45		8.0222	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		98.81	420			0	10		0.000	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	111			0	5		0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.35	2,607			-1	2		-0.013	-0.026
OR-4-16-1000	% On Time PCN - 1 Business Day		98.12	2,496			0	2		0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.08	2,605			0	2		0.000	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		95.86	314			0	5		0.000	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop		5.64	1,028			-1	5		-0.032	-0.066
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.67	1,885			0	5		0.000	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	1			0	2		0.000	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										Wgt.	
PR-4-02-3100	Average Delay Days - Total - POTS	1.59	2.74	226	34	1.71	0.31	-2.0902	-2	5	-0.065
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.68	3.64	651	55		4.15	1.2911	0	20	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.31	0.00	651	58		0.76	1.0068	0	5	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	651	58		0.00	5.0000	0	5	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	13.45	0.00	855	128		3.23	5.0000	0	10	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA				NA	0	NA
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		13				0	10	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA
MR Maintenance & Repair										Diff.	
MR-1-01-6050	Average Response Time - Create Trouble	2.50	2106.98		2,408			2104.4846	-2	2	-0.026
										Stat. Score	
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	6.31	3.59	2,392	167		1.95	1.2814	0	10	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.47	6.14	2,392	167	16.35	1.31	5.0000	0	5	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	51.37	8.00	1,639	50		7.18	5.0000	0	5	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	9.76	0.00	1,639	50		4.26	2.4901	0	5	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.77	8.09	2,601	173		2.33	0.5673	0	10	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	4.11	0.00	73	5		9.18	SS	0	10	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.86	2.16	73	5	10.05	4.65	SS	NA	0	NA
										Totals	
										-6	154

"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**

PRELIM

RESALE

Mar-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering	
		FP	CLEC	FP	CLEC					Review	
PO-1-01-6020	Customer Service Record - EDI	NA	2.70		4,041	2,6996	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	6.47		3,198	6,4722	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	2.85		86	2,8488	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.02		45	8,0222	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 -2l		100.00		125		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		96.83		126		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.35		2,607		-1	5	-0.023	-0.042	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.12		2,496		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.08		2,605		0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		96.35		329		0	10	0.000	0.000	
OR-6-03-2000	% Accuracy - LSRC		0.55		182		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.09		418		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		100.00		1		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	61.88	19.23	501	26	9.77	-4.5633	-2	5	-0.045	-0.067
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	3.26	4.65	4,997	86	1.93	-1.0298	-1	20	-0.091	-0.133
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.68	3.85	651	26	5.91	0.5974	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	1.59	2.00	226	5	1.71	0.77	SS	NA	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.31	0.00	651	26	1.11	1.4368	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	651	26	0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	18.39	8.80	1,506	125	3.61	2.7492	0	15	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	2.50	2106.98		2,408		2104.4846	-2	2	-0.018	-0.030
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	188.63		598		188.6321	NA	0	NA	0.000
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	11.14	5.88	440	34	5.60	0.6249	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	6.41	12.50	78	8	9.09	-1.3137	-1	10	-0.045	-0.075
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.25	12.71	440	34	14.05	2.50	-0.7176	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.52	4.06	78	9	10.35	3.64	0.0816	0	5	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	49.84	90.00	313	10	16.06	-3.0744	-2	5	-0.045	-0.075
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	27.16	70.00	313	10	14.29	-3.1195	-2	5	-0.045	-0.075
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.15	10.00	313	10	6.41	-1.5189	-1	5	-0.023	-0.037
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.23	0.00	1,952	2	15.74	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	0.00	NA	131			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.16	22.52	1,952	2	16.88	11.94	SS	NA	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	6.12	NA	131	NA	8.47	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	79.06	NA	1,366	NA		NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	56.95	NA	1,366	NA		NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	10.98	NA	1,366	NA		NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.77	4.55	2,601	44	4.51	0.8938	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		123,361,636			0	5	0.000	
							Totals	-12	220	-0.336	

"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

PRELIM

DSL

Mar-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	6.27		424		6.2689	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	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI		NA	8.43		60		8.4333	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			0.00					NA	0	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request			100.00		2			0	2	0.000	0.000	
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale			100.00		11			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			100.00		1			0	2	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			99.22		128			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			0.35		2,607			-1	2	-0.017	-0.059	
OR-4-16-1000	% On Time PCN - 1 Business Day			98.12		2,496			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day			98.08		2,605			0	2	0.000	0.000	
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale		3.00	2.00	1	1	0.00		SS	0	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale		NA	50.00	NA	2	2.00		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale		100.00	0.00	1	4	0.00		SS	0	2	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale		NA	0.00	NA	4	4.00		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale		500.00	0.00	1	6	0.00		SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops			87.50		48			-2	10	-0.169	-0.196	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops		20.20	2.00	5	5	3.83	2.42	SS	0	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops			95.65		46			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops		13.45	0.00	855	61	4.52	3.5315	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops		NA	4.08		49	49.00		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						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													
MR-1-01-6050	Average Response Time - Create Trouble		2.50	2106.98		2,408		2104.4846	-2	2	-0.034	-0.049	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale		33.33	0.00	3	4	36.00		SS	0	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale		100.00	0.00	1	1	0.00		SS	0	2	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale		8.75	17.44	3	4	9.16	6.99	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		27.10	19.70	1	1	0.00		SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale		75.00	80.00	4	5	29.05		SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale		0.00	100.00	1	1	0.00		SS	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale		0.00	0.00	4	5	0.00		SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops		6.31	14.29	2,392	28	4.62	-1.8822	-2	5	-0.085	-0.122	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops		4.11	33.33	73	3	11.69		SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops		17.47	9.27	2,392	28	16.35	3.11	2.9478	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops		6.86	11.69	73	3	10.05	5.92	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops		79.64	90.32	560	31	7.43	1.2499	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops		51.37	0.00	1,639	2	35.36		SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops		9.77	3.13	2,601	32	5.28	0.9603	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	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	-7	118	-0.305	

"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

PRELIM TRUNKS

Mar-2011

OR		Ordering		Performance		Observations		Perf.							
				CLEC		FP		CLEC		Score	Wgt.	Wgtd. Score			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:			100.00				3		0	5	0.000			
OR-1-13-5000	% On Time Design Layout Record			66.67				3		0	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			96.96				1,511			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	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			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	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			PRELIM					Mar-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. Dav	-	-	-					
	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 Rei - No Facility Check - UNE/Resale						-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale						-		
PROVISIONING										
3	Installation Performance		\$58,020	\$9,946	\$7,463	\$0	\$0	\$0		\$75,430
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,802		2,195					
	PR-4-02	Average Delay Days - Total	17,406	9,946	-					
	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	11,604	-	-					
	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		5,268					
	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	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		\$ 4,352	\$0	\$3,669	\$19,271	\$0	\$0		\$27,291
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-					
	MR-3-01	Missed Repair Appointments - Loop		-	-					
	MR-3-01	% Missed Repr Appt -Loop-2W DigIt-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				19,271				
	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.	4,352		3,669					
	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				-				
	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
Collocation										
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			\$62,372	\$9,946	\$11,132	\$19,271	\$0	\$0	\$0	\$102,721

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	100.0	1	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business D.	100.00	2,303	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	2,392	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/Re	100.00	5	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	76	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/ASRC 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 -DS0 -UNE/Resale	100.00	NA	5	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	11.32	11.90	53	84	5.56	-0.36	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	8.33	NA	24	24.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	100.00	NA	1	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	24.58	9.50	12	18	23.02	16.05	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	33.33	NA	6	NA		NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	33.33	NA	6	NA		NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	41	125	0.00	5.00	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	15.25	3.51	59	114	5.77	2.41	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	11.32	NA	53	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	32.17	NA	6	NA	30.90		0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	16.98	0.00	53	0	0.00	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		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	12.87	31.13	31	4	17.58	17.79	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	10.68	7.49	102	102	21.04	4.32	0.92
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA			NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA			NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	50.00	2	4	0.00	SS	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	25.00	2	4	0.00	SS	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.79	15.09	133	106	4.75	0.04	0
								Total
								60

"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.

Special Provision - UNE Ordering

Mar-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.35	2,185	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	90.63	32	\$ -
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
JAN-2011	76.39	288	220	JAN-2011	76.39	288	220
FEB-2011	86.60	388	336	FEB-2011	87.96	382	336
MAR-2011	92.88	351	326	MAR-2011	90.56	360	326
Overall	85.88	1,027	882	Overall	85.63	1,030	882

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
JAN-2011	96.67	300	290	JAN-2011	96.67	300	290
FEB-2011	99.15	235	233	FEB-2011	99.15	235	233
MAR-2011	95.56	315	301	MAR-2011	95.86	314	301
Overall	96.94	850	824	Overall	97.06	849	824

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
JAN-2011	84.59	344	291	JAN-2011	84.55	343	290
FEB-2011	85.14	296	252	FEB-2011	85.14	296	252
MAR-2011	97.91	239	234	MAR-2011	97.91	239	234
Overall	88.40	879	777	Overall	88.38	878	776

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	13	100.00	20
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	NA		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	15.17	222	15.86	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)

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

\$

-

% Test Deck Test Deck
Wgt. Failure 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

\$

-

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

Mar-2011

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.700	\$ 502,089	
Unbundled Network Elements - Loop	-0.136	\$ -	
Resale	-0.336	\$ 21,020	
Digital Subscriber Lines	-0.305	\$ 37,236	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 560,346

CRITICAL MEASURES

1	OSS Interface	\$ -	
2	% On Time Ordering Notification	\$ -	
3	Installation Performance	\$ 75,430	
4	% On Time Performance - LNP	\$ -	
5	Hot Cut Performance	\$ -	
6	Maintenance Performance	\$ 27,291	
7	Final Trunk Groups Blocked	\$ -	
8	Collocation	\$ -	
9	Resolution Processes	\$ -	
Critical Measure Total			\$ 102,721

Individual Rule Payments: \$ -

SPECIAL PROVISIONS

UNE Ordering	\$ -	
UNE Flow Through	\$ -	
UNE Hot Cut Loop	\$ -	
Special Provision Total		\$ -

CHANGE CONTROL \$ -

Grand Total \$ **663,066**

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

Mar-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	vgtg. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.70		4,041	2.6996	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	6.47		3,198	6.4722	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	0	NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.85		86	2.8488	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.02		45	8.0222	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-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		97.02		235		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.04		313		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.35		2,607		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.12		2,496		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.08		2,605		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		90.56		360		-1	5	-0.022	-0.053
OR-6-03-3140	% Accuracy - LSRC - Platform		0.77		780		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		95.33		300		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		90.32		31		-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										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	61.88	15.79	501	19	11.35	-4.3309	-2	5	-0.045
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	3.26	7.44	4,997	309	1.04	-3.5840	-2	20	-0.179
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.68	20.69	651	29	5.61	-2.0412	-2	10	-0.090
PR-4-02-3100	Average Delay Days - Total - POTS	1.59	2.74	226	34	1.71	-2.0902	-2	15	-0.135
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.31	0.00	651	29	1.05	1.3817	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	651	29	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	18.33	9.16	1,506	131	3.52	2.6765	0	10	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	2.50	2106.98		2,408		2104.4846	-2	2	-0.018
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	188.63		598		188.6321	NA	0	0.000
Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	11.14	6.90	440	87	3.69	0.9906	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	6.41	15.79	78	19	6.27	-1.6957	-2	10	-0.090
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.25	11.60	440	87	14.05	-0.4272	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	5.52	13.07	78	19	10.35	-1.8808	-2	5	-0.045
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	49.84	56.76	313	37	8.69	-0.9694	-1	5	-0.022
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	27.16	29.73	313	37	7.73	-0.5427	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.15	5.41	313	37	3.47	-0.8296	-1	5	-0.022
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	5.23	0.00	1,952	34	3.85	0.9783	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	0.00	NA	131	NA		NA	NA	0	NA
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.16	15.30	1,952	34	16.88	0.5227	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	6.12	NA	131	NA	8.47	NA	NA	0	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	79.06	81.25	1,366	16	10.23	-0.4742	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	56.95	62.50	1,366	16	12.45	-0.6910	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	10.98	12.50	1,366	16	7.86	-0.6624	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.77	6.43	2,601	140	2.58	1.1749	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		123,361,636			0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-18	223	-0.677

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

Mar-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Wgtd.		Domain Clustering Review
		FP	CLEC	CLEC			Score			Score		
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0		NA		0.000
PO-1-01-6020	Customer Service Record - EDI	NA	2.70	4,041		2.6996	0	2		0.000		0.000
PO-1-03-6020	Address Validation -EDI	NA	6.47	3,198		6.4722	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	2.85	86		2.8488	0	2		0.000		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.02	45		8.0222	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		98.81	420			0	10		0.000		0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	111			0	5		0.000		0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.35	2,607			0	2		0.000		0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.12	2,496			0	2		0.000		0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.08	2,605			0	2		0.000		0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		95.86	314			0	5		0.000		0.000
OR-6-03-3331	% Accuracy - LSRC - Loop		5.64	1,028			-1	5		-0.032		-0.066
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.67	1,885			0	5		0.000		0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	1			0	2		0.000		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										Wgt.		
PR-4-02-3100	Average Delay Days - Total - POTS	1.59	2.74	226	34	1.71	0.31	-2.0902	-2	5	-0.065	-0.091
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.68	3.64	651	55		4.15	1.2911	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.31	0.00	651	58		0.76	1.0068	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	651	58		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	13.45	0.00	855	128		3.23	5.0000	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA	NA					NA	0	NA	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	13					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	2.50	2106.98		2,408			2104.4846	-2	2	-0.026	-0.043
										Stat. Score		
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	6.31	3.59	2,392	167		1.95	1.2814	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.47	6.14	2,392	167	16.35	1.31	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	51.37	8.00	1,639	50		7.18	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	9.76	0.00	1,639	50		4.26	2.4901	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.77	8.09	2,601	173		2.33	0.5673	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	4.11	0.00	73	5		9.18	SS	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.86	2.16	73	5	10.05	4.65		SS	0	NA	0.000
										Totals		
										-5	154	-0.123

"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**

FINAL

RESALE

Mar-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain	
		FP	CLEC	FP	CLEC					Clustering	Review
PO-1-01-6020	Customer Service Record - EDI	NA	2.70		4,041	2.6996	0	2	0.000		0.000
PO-1-03-6020	Address Validation - EDI	NA	6.47		3,198	6.4722	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	2.85		86	2.8488	0	2	0.000		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.02		45	8.0222	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		100.00		125		0	10	0.000		0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		96.83		126		0	5	0.000		0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.35		2,607		0	5	0.000		0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.12		2,496		0	5	0.000		0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.08		2,605		0	5	0.000		0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		96.35		329		0	10	0.000		0.000
OR-6-03-2000	% Accuracy - LSRC		0.55		182		0	10	0.000		0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.09		418		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		100.00		1		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	61.88	19.23	501	26	9.77	-4.5633	-2	5	-0.045	-0.067
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	3.26	4.65	4,997	86	1.93	-1.0298	-1	20	-0.091	-0.133
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.68	3.85	651	26	5.91	0.5974	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	1.59	2.00	226	5	1.71	0.77	SS	NA	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.31	0.00	651	26	1.11	1.4368	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	651	26	0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	18.39	8.80	1,506	125	3.61	2.7492	0	15	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	2.50	2106.98		2,408		2104.4846	-2	2	-0.018	-0.030
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	188.63		598		188.6321	NA	0	NA	0.000
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	11.14	5.88	440	34	5.60	0.6249	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	6.41	12.50	78	8	9.09	-1.3137	-1	10	-0.045	-0.075
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.25	12.71	440	34	14.05	-0.7176	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.52	4.06	78	9	10.35	0.0816	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	49.84	90.00	313	10	16.06	-3.0744	-2	5	-0.045	-0.075
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	27.16	70.00	313	10	14.29	-3.1195	-2	5	-0.045	-0.075
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.15	10.00	313	10	6.41	-1.5189	-1	5	-0.023	-0.037
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.23	0.00	1,952	2	15.74		SS	0	10	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	0.00	NA	131			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.16	22.52	1,952	2	16.88	11.94	SS	NA	0	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	6.12	NA	131	NA	8.47		NA	NA	0	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	79.06	NA	1,366	NA			NA	NA	0	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	56.95	NA	1,366	NA			NA	NA	0	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	10.98	NA	1,366	NA			NA	NA	0	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.77	4.55	2,601	44	4.51	0.8938	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		123,361,636			0	5	0.000	
							Totals	-11	220	-0.314	

"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**

FINAL

DSL

Mar-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	6.27		424		6.2689	NA	0	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA			NA	0	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	8.43		60		8.4333	NA	0	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	2	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		0.00					NA	0	0.000
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2			0	2	0.000
OR Ordering										
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		11			0	2	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		6			0	2	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		1			0	2	0.000
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		99.22		128			0	5	0.000
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.35		2,607			0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.12		2,496			0	2	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.08		2,605			0	2	0.000
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.00	2.00	1	1	0.00	Stat Score	SS	0	2
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	50.00	NA	2	2.00		NA	NA	0
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	0.00	1	4	0.00		SS	0	2
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	0.00	NA	4	4.00		NA	NA	0
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	500.00	0.00	1	6	0.00		SS	0	2
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		87.50		48			-2	10	-0.169
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	20.20	2.00	5	5	3.83	2.42	SS	0	10
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.65		46			0	10	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	13.45	0.00	855	61	4.52	3.5315	0	15	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	4.08		49	49.00		SS	NA	0
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA					0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	2.50	2106.98		2,408		2104.4846	-2	2	-0.034
Stat. Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	33.33	0.00	3	4	36.00		SS	0	2
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	100.00	0.00	1	1	0.00		SS	0	2
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	8.75	17.44	3	4	9.16	6.99	SS	NA	0
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	27.10	19.70	1	1	0.00		SS	NA	0
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	75.00	80.00	4	5	29.05		SS	NA	0
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	0.00	100.00	1	1	0.00		SS	NA	0
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	4	5	0.00		SS	NA	0
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	6.31	14.29	2,392	28	4.62	-1.8822	-2	5	-0.085
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	4.11	33.33	73	3	11.69		SS	NA	0
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.47	9.27	2,392	28	16.35	3.11	2.9478	0	5
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.86	11.69	73	3	10.05	5.92	SS	NA	0
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	79.64	90.32	560	31	7.43	1.2499	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	51.37	0.00	1,639	2	35.36		SS	0	10
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.77	3.13	2,601	32	5.28	0.9603	0	10	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0
Totals								-6	118	-0.288

"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

FINAL

TRUNKS

Mar-2011

OR		Ordering		Performance		Observations		Perf.				
				CLEC		FP		CLEC		Score	Wgt.	Wgtd. Score
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:		100.00					3		0	5	0.000
OR-1-13-5000	% On Time Design Layout Record		66.67					3		0	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		96.96		1,511				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		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	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					Mar-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 - WFTS		-						
	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	\$58,020	\$9,946	\$7,463	\$0	\$0	\$0		\$75,430
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,802		2,195					
	PR-4-02	Average Delay Days - Total	17,406	9,946	-					
	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	11,604	-	-					
	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		5,268					
	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
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	\$ 4,352	\$0	\$3,669	\$19,271	\$0	\$0		\$27,291
	MR-3-01	Missed Repair Appointments - Loop - Bus	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res	-		-					
	MR-3-01	Missed Repair Appointments - Loop		-						
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale			-					
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				19,271				
	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	4,352		3,669					
	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			-					
	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			\$62,372	\$9,946	\$11,132	\$19,271	\$0	\$0	\$0	\$102,721

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	100.0	1	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					35

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	NA	0
OR-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 C	100.00	2,303	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	2,392	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/Resale	100.00	5	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	76	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	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	NA	5	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	11.32	11.90	53	84	5.56	-0.36	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	8.33	NA	24	24.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	100.00	NA	1	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	24.58	9.50	12	18	23.02	16.05	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	33.33	NA	6	NA		NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	33.33	NA	6	NA		NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	41	125	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	15.25	3.51	59	114	5.77	2.41	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	11.32	NA	53	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	32.17	NA	6	NA	30.90	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	16.98	0.00	53	0	0.00	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	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	12.87	31.13	31	4	17.58	17.79	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	10.68	7.49	102	102	21.04	4.32	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	50.00	2	4	0.00	SS	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	25.00	2	4	0.00	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.79	15.09	133	106	4.75	0.04	0
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								60

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

Mar-2011

Special Provision - UNE Ordering

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.35	2,185	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	90.63	32	\$ -
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
JAN-2011	76.39	288	220	JAN-2011	76.39	288	220
FEB-2011	86.60	388	336	FEB-2011	87.96	382	336
MAR-2011	92.88	351	326	MAR-2011	90.56	360	326
Overall	85.88	1,027	882	Overall	85.63	1,030	882

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
JAN-2011	96.67	300	290	JAN-2011	96.67	300	290
FEB-2011	99.15	235	233	FEB-2011	99.15	235	233
MAR-2011	95.56	315	301	MAR-2011	95.86	314	301
Overall	96.94	850	824	Overall	97.06	849	824

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
JAN-2011	84.59	344	291	JAN-2011	84.55	343	290
FEB-2011	85.14	296	252	FEB-2011	85.14	296	252
MAR-2011	97.91	239	234	MAR-2011	97.91	239	234
Overall	88.40	879	777	Overall	88.38	878	776

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	13	100.00	20
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	NA		NA	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC-FP	15.17	222	15.86	137
		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		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)	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	\$ -
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* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Mar-2011

		Weighted	Market
		<u>Score</u>	<u>Adjustment</u>
MODE OF ENTRY			
	Unbundled Network Elements - Platform	-0.677	\$ 502,089
	Unbundled Network Elements - Loop	-0.123	\$ -
	Resale	-0.314	\$ 16,216
	Digital Subscriber Lines	-0.288	\$ 32,432
	Trunks	0.000	\$ -
Mode of Entry Total			\$ 550,736
# CRITICAL MEASURES			
1	OSS Interface		\$ -
2	% On Time Ordering Notification		\$ -
3	Installation Performance		\$ 75,430
4	% On Time Performance - LNP		\$ -
5	Hot Cut Performance		\$ -
6	Maintenance Performance		\$ 27,291
7	Final Trunk Groups Blocked		\$ -
8	Collocation		\$ -
9	Resolution Processes		\$ -
Critical Measure Total			\$ 102,721
Individual Rule Payments:			\$ -
SPECIAL PROVISIONS			
	UNE Ordering		\$ -
	UNE Flow Through		\$ -
	UNE Hot Cut Loop		\$ -
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 653,457

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