

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

UNE Platform

May-2011

Performance Assurance Plan Report												
PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Score	Domain Clustering Review	
		FP	CLEC	CLEC		Diff.	Score	Wgt.	Score			
PO-1-01-6020	Customer Service Record - EDI	NA	2.66		3,438		2.6550	0	2	0.000	0.000	
PO-1-03-6020	Address Validation -EDI	NA	6.87		2,835		6.8691	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	3.35		79		3.3544	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	2.18		11		2.1818	0	2	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000	
OR Ordering		Wgt.										
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.18		157			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		98.64		147			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		2,255			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.63		2,120			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.58		2,252			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		87.61		226			-2	5	-0.043	-0.106	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.93		431			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		98.97		195			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		12			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA			NA	0	NA	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA			NA	0	NA	0.000	
PR Provisioning		FP	CLEC	FP	CLEC							
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	59.33	50.00	563	4		24.65	SS	NA	0	NA	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.22	2.37	6,623	169		0.86	-1.5544	-1	20	-0.087	-0.154
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	4.82	17.65	788	17		5.25	-2.3857	-2	10	-0.087	-0.154
PR-4-02-3100	Average Delay Days - Total - POTS	4.01	2.27	119	11	20.02	6.31	-0.1133	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.38	0.00	788	17		1.51	1.5374	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	788	17		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	20.77	21.05	1,589	57		5.47	-0.2468	0	10	0.000	0.000
MR Maintenance & Repair		Performance		Observations		FP Std	Sampling		Perf.		Wgtd.	
		FP	CLEC	FP	CLEC	Deviation	Error	Diff.	Score	Wgt.	Score	
MR-1-01-6050	Average Response Time - Create Trouble	1.34	27.72		3,410			26.3829	-2	2	-0.017	-0.021
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	94.85		869			94.8458	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	5.49	7.25	510	69		2.92	-0.8855	-1	10	-0.043	-0.052
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	0.00	0.00	78	9		0.00	5.0000	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	10.39	15.90	510	69	11.36	1.46	-2.8480	-2	5	-0.043	-0.052
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	2.71	2.16	78	9	4.64	1.63	-0.0178	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	52.58	62.50	310	24		10.58	-1.1530	-1	5	-0.022	-0.026
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	23.55	32.00	310	25		8.82	-1.1819	-1	5	-0.022	-0.026
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	0.97	4.00	310	25		2.04	-1.8914	-2	5	-0.043	-0.052
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	2.94	0.00	2,615	40		2.69	5.0000	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	1.52	0.00	132	1		12.26	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.36	15.46	2,615	40	22.91	3.65	0.7086	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	11.17	0.75	132	1	31.28	31.40	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	79.35	76.92	1,748	13		11.27	0.0585	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	56.86	61.54	1,748	13		13.79	-0.6088	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	7.72	0.00	1,748	13		7.43	0.3765	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.70	7.69	3,335	117		2.91	0.8803	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.92		#####				0	5	0.000	
		"NA" - no activity	"UD" - under development	"SS" - Small Sample				Totals	-14	230	-0.409	

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

May-2011

PO		Pre-Ordering		Performance		Observations		Perf.		Wgt.		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	2.66		3,438		2.6550	0	2	0.000	0.000		
PO-1-03-6020		Address Validation -EDI		NA	6.87		2,835		6.8691	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	3.35		79		3.3544	0	2	0.000	0.000		
PO-1-03-6050		Address Validation - Web GUI		NA	2.18		11		2.1818	0	2	0.000	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			100.00		419			0	10	0.000	0.000		
OR-2-02-3331		% On Time LSR Reject - Flow Thru - Loop/Pre-Qual			98.35		121			0	5	0.000	0.000		
OR-4-11-1000		% Completed Orders with Neither a PCN or BCN Sent			0.00		2,255			0	2	0.000	0.000		
OR-4-16-1000		% On Time PCN - 1 Business Day			98.63		2,120			0	2	0.000	0.000		
OR-4-17-1000		% On Time BCN - 2 Business Day			98.58		2,252			0	2	0.000	0.000		
OR-5-03-3112		% Flow-Through Achieved-UNE POTS Loop			99.10		332			0	5	0.000	0.000		
OR-6-03-3331		% Accuracy - LSRC - Loop			2.45		1,185			0	5	0.000	0.000		
OR-1-04-3331		% OT LSRC - No Facility Check - Loop/LNP			99.01		1,825			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		4.01	2.27	119	11	20.02	6.31	-0.1133	0	5	0.000	0.000	
PR-4-04-3113		% Missed Appointment - FP - Dispatch - Loop-New		4.82	7.14	788	56		2.96	-1.0869	-1	20	-0.126	-0.182	
PR-5-01-3112		% Missed Appointment - Facilities - Loop		0.38	0.00	788	57		0.84	0.8807	0	5	0.000	0.000	
PR-5-02-3112		% Orders Held for Facilities > 15 days - Loop		0.00	0.00	788	57		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113		% Installation Troubles within 30 days - Loop New		13.50	0.00	911	107		3.49	4.9109	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		38				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		1.34	27.72		3,410			26.3829	-2	2	-0.025	-0.038	
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop										Stat. Score					
MR-4-02-3112		Mean Time to Repair - Loop Trouble - Loop		3.36	7.75	3,125	142		1.55	-5.0000	-2	10	-0.126	-0.192	
MR-4-07-3112		% Out of Service > 12 Hours - Loop		17.56	7.56	3,125	142	20.85	1.79	5.0000	0	5	0.000	0.000	
MR-4-08-3112		% Out of Service > 24 Hours - Loop		51.80	15.38	2,023	39		8.08	4.5136	0	5	0.000	0.000	
MR-5-01-3112		% Repeat Reports w/in 30 days - Loop		6.67	5.13	2,023	39		4.03	0.0357	0	5	0.000	0.000	
MR-3-02-3112		% Missed Repair Appointments - CO - Loop		10.70	14.47	3,335	152		2.56	-1.5530	-1	10	-0.063	-0.096	
MR-4-03-3112		Mean Time to Repair - CO Trouble - Loop		1.35	0.00	74	8		4.30	1.2956	0	10	0.000	0.000	
				13.28	8.39	74	8	38.32	14.26	-0.5106	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals		-6	159	-0.340	

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

May-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review				
		FP	CLEC	FP	CLEC									
PO-1-01-6020	Customer Service Record - EDI	NA	2.66		3,438	2.6550	0	2	0.000	0.000				
PO-1-03-6020	Address Validation -EDI	NA	6.87		2,835	6.8691	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	3.35		79	3.3544	0	2	0.000	0.000				
PO-1-03-6050	Address Validation - Web GUI	NA	2.18		11	2.1818	0	2	0.000	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	98.06		103			0	10	0.000	0.000				
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	98.31		118			0	5	0.000	0.000				
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.00		2,255			0	5	0.000	0.000				
OR-4-16-1000	% On Time PCN - 1 Business Day	98.63		2,120			0	5	0.000	0.000				
OR-4-17-1000	% On Time BCN - 2 Business Day	98.58		2,252			0	5	0.000	0.000				
OR-5-03-2000	% Flow Through - Achieved - POTS	95.18		249			0	10	0.000	0.000				
OR-6-03-2000	% Accuracy - LSRC	5.97		134			-1	10	-0.044	-0.085				
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	99.45		361			0	5	0.000	0.000				
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00		15			0	2	0.000	0.000				
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00		4			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				
		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	59.33	11.11	563	9		16.50	-3.4067	-2	5	-0.044	-0.067		
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.22	18.00	6,623	50		1.56	-5.0000	-2	20	-0.176	-0.267		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	4.82	10.00	788	10		6.82	-1.3934	-1	10	-0.044	-0.067		
PR-4-02-2100	Average Delay Days - Total - POTS	4.01	1.92	119	13	20.02	5.85	0.2234	0	15	0.000	0.000		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.38	10.00	788	10		1.96	-3.1424	-2	5	-0.044	-0.067		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	788	10		0.00	5.0000	0	5	0.000	0.000		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	20.52	25.45	1,589	55		5.54	-1.0565	-1	15	-0.066	-0.100		
MR Maintenance & Repair														
		Diff.												
MR-1-01-6050	Average Response Time - Create Trouble	1.34	27.72		3,410			26.3829	-2	2	-0.018	-0.028		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	94.85		869			94.8458	NA	0	NA	0.000		
		Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	5.49	7.69	510	39		3.78	-0.9544	-1	10	-0.044	-0.069		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	0.00	0.00	78	5		0.00	SS	0	10	0.000	0.000		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	10.39	16.36	510	39	11.36	1.89	-2.5899	-2	5	-0.044	-0.069		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	2.71	1.21	78	5	4.64	2.14	SS	NA	0	NA	0.000		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	52.58	47.06	310	17		12.44	0.1969	0	5	0.000	0.000		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	23.55	47.06	310	17		10.57	-2.3369	-2	5	-0.044	-0.069		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	0.97	5.88	310	17		2.44	-2.1867	-2	5	-0.044	-0.069		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	2.94	0.00	2,615	1		16.91	SS	0	10	0.000	0.000		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	1.52	0.00	132	1		12.26	SS	0	10	0.000	0.000		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.36	20.99	2,615	1	22.91	22.91	SS	NA	0	NA	0.000		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	11.17	8.19	132	1	31.28	31.40	SS	NA	0	NA	0.000		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	79.35	NA	1,748	NA			NA	NA	0	NA	0.000		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	56.86	NA	1,748	NA			NA	NA	0	NA	0.000		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	7.72	NA	1,748	NA			NA	NA	0	NA	0.000		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.70	13.33	3,335	45		4.64	-0.8316	-1	10	-0.044	-0.069		
BI Billing														
BI-1-02-1000	% DUF in 4 Business Days		99.92		124,855,126				0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals			-19	227	-0.656

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

May-2011

PO	Pre-Ordering	FP	CLEC	FP	CLEC			Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review	
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.77		381			5.7690	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00						0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA				NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA						NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	6.95		19			6.9474	0	5	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00						0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		13				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		10				0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		15				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		98.64		147				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		0.00		2,255				0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.63		2,120				0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.58		2,252				0	2	0.000	0.000	
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	6.40	NA	5	NA	6.07			NA	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	0.00	10	4		29.58		SS	0	2	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	2	4		0.00		SS	0	2	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	33	3		0.00		SS	0	2	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	41.67	12.50	12	8		22.50		SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		97.44		78					0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	3.00	NA	6	0.00	6.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.24		84					0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	13.50	0.00	911	99		3.62	4.7041		0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00	4	88		0.00		SS	0	5	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	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	1.34	27.72		3,410				26.3829	-2	2	-0.029	-0.040
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	1	1		0.00		SS	0	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	0.00	NA	1		1.00		SS	0	2	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	19.95	18.05	1	1	0.00			NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	8.37	NA	1	0.00	1.00		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	100.00	1	2		0.00		SS	0	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA				NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	0.00	1	2		0.00		SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	3.36	6.98	3,125	43		2.77	-1.5810		-1	5	-0.036	-0.050
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	1.35	0.00	74	2		8.27		SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.56	8.46	3,125	42	20.85	3.24	5.0000		0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	13.28	3.06	74	2	38.32	27.46		SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	82.08	97.73	307	44		6.18	2.7557		0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	51.80	0.00	2,023	1		49.98		SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.70	4.44	3,335	45		4.64	1.1349		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	-3	139	-0.065	

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

May-2011

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC		Score Wgt. Wgtd. Score				
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	83.33			6		NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	80.00			5		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		96.94		1,209			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		NA					NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA					NA	0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	20	0.000

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

Fair Point New Hampshire		PRELIM						May-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	\$35,445	\$25,861	\$18,438	\$0	\$0	\$0	\$79,744
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-		2,195				
	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	12,659	25,861	3,512				
	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	22,786		8,780				
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-			
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-			
	PR-4-14	% Completed On Time - 2W xDSL Loops				-			
	PR-4-15	% On Time Provisioning - Trunks					-		
	PR-6-01	Installation Troubles w/in 30 Days	-	-	3,951		-		
	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					-		
	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	\$ 17,406	\$52,915	\$12,637	\$12,992	\$0	\$0	\$95,950
	MR-3-01	Missed Repair Appointments - Loop - Bus.	8,703		4,484				
	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				12,992			
	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		4,076				
	MR-4-08	Out of Service >24Hrs. - Res.	-		-				
	MR-4-08	Out of Service >24Hrs. - Total		-			-		
	MR-5-01	% Repeat Reports within 30 Days	-	25,065	4,076		-		
	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 Acknwldgd w/ 2 Bus Days						-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.						-	
Month Total			\$52,851	\$78,775	\$31,075	\$12,992	\$0	\$0	\$175,693

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	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					5

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 D	100.00	2,502	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	5,469	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	6	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	69	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	1	0	5
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 -DS0 -UNE/Resale	0.00	NA	4	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	23.81	5.68	21	88	10.34	2.01	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	33.33	NA	3	3.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	14.40	4.17	5	6	25.04	21.26	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	4.00	2.20	25	91	4.42	0.05	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	4.00	0.00	25	91	4.42	0.79	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	15	104	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	36.00	9.89	25	91	10.84	2.71	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	23.81	NA	21	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	14.40	NA	5	NA	25.04		0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	42.86	0.00	21	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	FP	FP	Std Dev.	Sample Error	Stat. Score		
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	8.63	10.63	26	1	4.59	28.62	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	9.77	13.53	89	95	42.35	4.38	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2	NA		NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA		NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	66.67	100.00	3	1	54.43	SS	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	3	1	0.00	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	13.91	14.58	115	96	4.78	-0.34	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								105

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

Special Provision - UNE Ordering

May-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.01	2,020	\$ -
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
MAR-2011	92.88	351	326	MAR-2011	90.56	360	326
APR-2011	89.06	265	236	APR-2011	89.06	265	236
MAY-2011	89.19	222	198	MAY-2011	87.61	226	198
Overall	90.69	838	760	Overall	89.31	851	760

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAR-2011	95.56	315	301	MAR-2011	95.86	314	301
APR-2011	96.12	309	297	APR-2011	96.12	309	297
MAY-2011	99.10	332	329	MAY-2011	99.10	332	329
Overall	96.97	956	927	Overall	97.07	955	927

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAR-2011	97.91	239	234	MAR-2011	97.91	239	234
APR-2011	96.31	244	235	APR-2011	96.31	244	235
MAY-2011	95.98	224	215	MAY-2011	95.96	223	214
Overall	96.75	707	684	Overall	96.74	706	683

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	38	100.00	12
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	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 Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	16.34	17	NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	16.44	345	17.03	237
		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	5.0000	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.

May-2011

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

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

PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5)	NA		\$ -
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	% Test Deck Wgt. Failure	Test Deck Wgt.		
PO-6-01-6000 % Software Validation	R3	R3	\$	-

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

May-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.409	\$ 248,402	
Unbundled Network Elements - Loop	-0.340	\$ 138,735	
Resale	-0.656	\$ 54,653	
Digital Subscriber Lines	-0.065	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 441,790
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 79,744	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 95,950	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 175,693
Individual Rule Payments:			\$ 241
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 617,725

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

May-2011

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

May-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	2.66		3,438		2.6550	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	6.87		2,835		6.8691	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	3.35		79		3.3544	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	2.18		11		2.1818	0	2	0.000	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		100.00		419			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		98.35		121			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		2,255			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.63		2,120			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.58		2,252			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.10		332			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		2.45		1,185			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.01		1,825			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										Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	4.01	2.27	119	11	20.02	6.31	-0.1133	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	4.82	7.14	788	56		2.96	-1.0869	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.38	0.00	788	57		0.84	0.8807	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	788	57		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	13.50	0.00	911	107		3.49	4.9109	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		38				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	1.34	27.72		3,410			26.3829	-2	2	-0.025	-0.038	
										Stat. Score			
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	3.36	7.75	3,125	142		1.55	-5.0000	-2	10	-0.126	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.56	7.56	3,125	142	20.85	1.79	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	51.80	15.38	2,023	39		8.08	4.5136	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	6.67	5.13	2,023	39		4.03	0.0357	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.70	14.47	3,335	152		2.56	-1.5530	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	1.35	0.00	74	8		4.30	1.2956	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	13.28	8.39	74	8	38.32	14.26	-0.5106	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-4	159	-0.151

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

May-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	2.66		3,438	2.6550	0	2	0.000		0.000
PO-1-03-6020	Address Validation -EDI	NA	6.87		2,835	6.8691	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	3.35		79	3.3544	0	2	0.000		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	2.18		11	2.1818	0	2	0.000		0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000		0.000
OR Ordering											
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h	98.06		103			0	10	0.000		0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	98.31		118			0	5	0.000		0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.00		2,255			0	5	0.000		0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	98.63		2,120			0	5	0.000		0.000
OR-4-17-1000	% On Time BCN - 2 Business Day	98.58		2,252			0	5	0.000		0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	95.18		249			0	10	0.000		0.000
OR-6-03-2000	% Accuracy - LSRC	5.97		134			0	10	0.000		0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	99.45		361			0	5	0.000		0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00		15			0	2	0.000		0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00		4			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		Performance		Observations		FP Std Deviation	Sampling Error	Stat. Score			
		FP	CLEC	FP	CLEC						
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	59.33	11.11	563	9		16.50	-3.4067	-2	5	-0.044
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.22	18.00	6,623	50		1.56	-5.0000	-2	20	-0.176
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	4.82	10.00	788	10		6.82	-1.3934	0	10	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	4.01	1.92	119	13	20.02	5.85	0.2234	0	15	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.38	10.00	788	10		1.96	-3.1424	-2	5	-0.044
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	788	10		0.00	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	20.52	25.45	1,589	55		5.54	-1.0565	0	15	0.000
MR Maintenance & Repair											
MR		Performance		Observations		Diff.					
		FP	CLEC	FP	CLEC						
MR-1-01-6050	Average Response Time - Create Trouble	1.34	27.72		3,410			26.3829	-2	2	-0.018
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	94.85		869			94.8458	NA	0	NA
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	5.49	7.69	510	39		3.78	-0.9544	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	0.00	0.00	78	5		0.00	SS	0	10	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	10.39	16.36	510	39	11.36	1.89	-2.5899	-2	5	-0.044
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	2.71	1.21	78	5	4.64	2.14	SS	NA	0	NA
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	52.58	47.06	310	17		12.44	0.1969	0	5	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	23.55	47.06	310	17		10.57	-2.3369	-2	5	-0.044
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	0.97	5.88	310	17		2.44	-2.1867	-2	5	-0.044
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	2.94	0.00	2,615	1		16.91	SS	0	10	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	1.52	0.00	132	1		12.26	SS	0	10	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.36	20.99	2,615	1	22.91	22.91	SS	NA	0	NA
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	11.17	8.19	132	1	31.28	31.40	SS	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	79.35	NA	1,748	NA			NA	NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	56.86	NA	1,748	NA			NA	NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	7.72	NA	1,748	NA			NA	NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.70	13.33	3,335	45		4.64	-0.8316	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.92		124,855,126				0	5	0.000
								Totals	-14	227	-0.414
"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

May-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	5.77		381			5.7690	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00						0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA				NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA						NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	6.95		19			6.9474	0	5	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00						0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		13				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		10				0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		15				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		98.64		147				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		0.00		2,255				0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.63		2,120				0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.58		2,252				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	6.40	NA	5	NA	6.07		NA	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	0.00	10	4		29.58	SS	0	2	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	2	4		0.00	SS	0	2	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	33	3		0.00	SS	0	2	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	41.67	12.50	12	8		22.50	SS	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		97.44		78				0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	3.00	NA	6	0.00	6.00	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.24		84				0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	13.50	0.00	911	99		3.62	4.7041	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00	4	88		0.00	SS	0	5	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		FP	CLEC	FP	CLEC	Perf. Score Wtg Wgtd Score							
MR-1-01-6050	Average Response Time - Create Trouble	1.34	27.72		3,410			26.3829	-2	2	-0.029	-0.040	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	2	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	2	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	19.95	18.05	1	1	0.00		NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	8.37	NA	1	0.00	1.00	NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	100.00	1	2		0.00	SS	0	2	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	0.00	1	2		0.00	SS	0	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	3.36	6.98	3,125	43		2.77	-1.5810	-1	5	-0.036	-0.050	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	1.35	0.00	74	2		8.27	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.56	8.46	3,125	42	20.85	3.24	5.0000	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	13.28	3.06	74	2	38.32	27.46	SS	NA	0	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	82.08	97.73	307	44		6.18	2.7557	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	51.80	0.00	2,023	1		49.98	SS	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.70	4.44	3,335	45		4.64	1.1349	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	-3	139	-0.065	

"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

May-2011

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC		Score	Wgt.	Wgtd. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	83.33			6		NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	80.00			5		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		96.94		1,209			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		NA					NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA					NA	0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	20	0.000

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

Fair Point New Hampshire			FINAL					May-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	\$35,445	\$0	\$10,975	\$0	\$0	\$0		\$46,420
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-		2,195					
	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	12,659	-	-					
	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	22,786		8,780					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				-				
	PR-4-15	% On Time Provisioning - Trunks					-			
	PR-6-01	Installation Troubles w/in 30 Days	-	-	-		-			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -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						-		
	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	\$4,076	\$12,992	\$0	\$0		\$53,622
	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				12,992				
	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		4,076					
	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 Acknwldgd w/ 2 Bus Days							-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
Month Total			\$44,148	\$27,850	\$15,051	\$12,992	\$0	\$0	\$0	\$100,042

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	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					5

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 Days	100.00	2,502	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	5,469	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	6	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	69	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	1	0	5
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	0.00	NA	4	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	23.81	5.68	21	88	10.34	2.01	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	33.33	NA	3	3.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	14.40	4.17	5	6	25.04	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	4.00	2.20	25	91	4.42	0.05	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	4.00	0.00	25	91	4.42	0.79	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	15	104	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	36.00	9.89	25	91	10.84	2.71	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	23.81	NA	21	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	14.40	NA	5	NA	25.04	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	42.86	0.00	21	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							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	8.63	10.63	26	1	4.59	28.62	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	9.77	13.53	89	95	42.35	4.38	0.55
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2	NA			NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA			NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	66.67	100.00	3	1	54.43	SS	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	3	1	0.00	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	13.91	14.58	115	96	4.78	-0.34	0
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								105

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

Special Provision - UNE Ordering

May-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.01	2,020	\$ -
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
MAR-2011	92.88	351	326	MAR-2011	90.56	360	326
APR-2011	89.06	265	236	APR-2011	89.06	265	236
MAY-2011	89.19	222	198	MAY-2011	87.61	226	198
Overall	90.69	838	760	Overall	89.31	851	760

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAR-2011	95.56	315	301	MAR-2011	95.86	314	301
APR-2011	96.12	309	297	APR-2011	96.12	309	297
MAY-2011	99.10	332	329	MAY-2011	99.10	332	329
Overall	96.97	956	927	Overall	97.07	955	927

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAR-2011	97.91	239	234	MAR-2011	97.91	239	234
APR-2011	96.31	244	235	APR-2011	96.31	244	235
MAY-2011	95.98	224	215	MAY-2011	95.96	223	214
Overall	96.75	707	684	Overall	96.74	706	683

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	38	100.00	12
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	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	16.34	17	NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	16.44	345	17.03	237
		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	5.0000	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.

May-2011

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

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

PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5)	NA		\$ -
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	% Test Deck Wgt. Failure	Test Deck Wgt.		
PO-6-01-6000 % Software Validation	R3	R3	\$	-

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

May-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.365	\$ 206,121	
Unbundled Network Elements - Loop	-0.151	\$ -	
Resale	-0.414	\$ 28,227	
Digital Subscriber Lines	-0.065	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 234,348
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 46,420	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 53,622	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 100,042
Individual Rule Payments:			\$ 241
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 334,631

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