

Jun-2011

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

Jun-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	2.73		3,486		2.7286	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI		NA	7.71		2,758		7.7059	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	5.85		74		5.8514	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI		NA	4.70		10		4.7000	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 OrderingWgt.														
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs			99.02		204			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual			97.64		127			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			0.05		2,186			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day			99.40		2,174			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day			98.72		2,184			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop			96.46		311			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop			0.00		446			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP			98.64		1,832			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		3.58	2.00	157	11	21.81	6.80	-0.3361	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New		10.11	7.41	811	54		4.24	0.3591	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop		1.11	1.67	811	60		1.40	-1.0492	-1	5	-0.030	-0.038	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop		0.00	0.00	811	60		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New		12.72	0.00	912	140		3.02	5.0000	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		128				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut			NA		NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut			NA		NA				NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut			100.00		27				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 & RepairDiff.														
MR-1-01-6050	Average Response Time - Create Trouble		1.25	27.20		4,036			25.9574	-2	2	-0.024	-0.038	
Stat. Score														
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop		7.39	2.62	3,898	229		1.78	2.8715	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop		20.66	5.03	3,898	229	19.92	1.35	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop		58.17	6.19	2,644	97		5.10	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop		13.54	1.03	2,644	97		3.54	4.1701	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop		10.70	11.89	4,101	244		2.04	-0.6973	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop		0.00	10.00	59	10		0.00	-5.0000	-2	10	-0.118	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop		4.81	2.58	59	10	6.31	2.16	0.9924	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-5	169	-0.172	

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

Jun-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	2.73		3,486	2.7286	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.71		2,758	7.7059	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	5.85		74	5.8514	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.70		10	4.7000	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	100.00		34			0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	99.05		105			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.05		2,186			0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.40		2,174			0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day	98.72		2,184			0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	94.37		213			-1	10	-0.044	-0.091		
OR-6-03-2000	% Accuracy - LSRC	0.23		434			0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	98.87		353			0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	66.67		3			NA	0	NA	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	63.13	25.00	613	4		24.20	SS	NA	0	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.30	2.08	5,755	48		1.64	-1.1262	-1	20	-0.088	-0.143
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	10.11	12.50	811	16		7.61	-0.7850	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	3.58	6.00	157	3	21.81	12.71	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.11	12.50	811	16		2.64	-3.1232	-2	5	-0.044	-0.071
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	811	16		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	17.86	14.29	1,663	42		5.98	0.3566	0	15	0.000	0.000
MR Maintenance & Repair		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	1.25	27.20		4,036			25.9574	-2	2	-0.018	-0.024
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	81.36		1,234			81.3614	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	9.88	6.98	597	43		4.71	0.2968	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	5.26	0.00	76	4		11.45	SS	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.31	13.96	597	43	12.37	1.95	-0.3638	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.53	1.11	76	4	9.26	4.75	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	58.58	55.56	437	18		11.85	0.0242	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	32.27	22.22	437	18		11.24	0.6181	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	2.06	0.00	437	18		3.42	0.5047	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	6.94	0.00	3,301	5		11.37	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.45	0.00	127	2		20.85	SS	0	10	0.000	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	22.45	9.63	3,301	5	20.78	9.30	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.17	11.53	127	2	31.27	22.28	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	84.92	33.33	2,262	3		20.67	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.31	0.00	2,262	3		27.84	SS	0	5	0.000	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	15.74	0.00	2,262	3		21.04	SS	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.70	16.98	4,101	53		4.27	-1.6103	-1	10	-0.044	-0.061
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		18,823,116				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-7	228	-0.237

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

Jun-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	6.66		325			6.6554	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	5.18		34			5.1765	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		22				0	2	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		10				0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		1				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		100.00		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		0.05		2,186				0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.40		2,174				0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72		2,184				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	3.00	4.67	1	3	0.00		SS	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	37.50	2	8		0.00	SS	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	33.33	0.00	3	9		31.43	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	12	1		0.00	SS	0	2	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	5	17		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		94.59		37				-1	10	-0.087	-0.094	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	2.67	NA	3	0.00	3.00	NA	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.24		42				0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	12.72	0.00	912	58		4.51	3.2984	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	2.22	1	45		0.00	SS	NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA			0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR Maintenance & Repair		FP	CLEC	FP	CLEC			Diff.	Perf. Score	Wtg	Wtgd Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.25	27.20		4,036			25.9574	-2	2	-0.035	-0.065	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	100.00	1	1		0.00	SS	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	22.37	21.79	1	1	0.00		SS	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		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	1		0.00	SS	0	2	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	1	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	1		0.00	SS	0	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.39	0.00	3,898	32		4.64	1.3614	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	0.00	66.67	59	3		0.00	SS	NA	0	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	20.66	5.88	3,898	32	19.92	3.54	5.0000	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	4.81	9.72	59	3	6.31	3.74	SS	NA	0	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	74.06	100.00	397	35		7.73	3.9122	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	58.17	50.00	2,644	2		34.89	SS	NA	0	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.70	10.81	4,101	37		5.11	-0.3511	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	115	-0.122	

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

Jun-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				7		0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record	0.00				1		NA	0	0.000	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA				NA		NA	0	0.000	
OR-2-12-5020	% On TimeTrunk ASR Reject	NA				NA		NA	0	0.000	
PR		Provisioning		FP							
PR-4-07-3540	% On Time Performance - LNP only		96.97		1,354			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	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					Jun-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	\$29,010	\$0	\$6,183	\$0	\$0	\$0	\$35,193
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,802		-				
	PR-4-02	Average Delay Days - Total	-	-	-				
	PR-4-02	Average Delay Days - Total - 2W Digital				-			
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-			
	PR-4-02	Average Delay Days -Total -Line Share/Split				-			
	PR-4-04	Missed Appointments -Dispatch	-	-	-				
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-			
	PR-4-04	Missed Appts - Disp - Line Share/Split				-			
	PR-4-05	Missed Appointments - No Dispatch	23,208		6,183				
	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	\$ -	\$0	\$6,777	\$0	\$0	\$1,223	\$8,000
	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				-			
	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.	-		-				
	MR-4-08	Out of Service >24Hrs. - Res.	-		-				
	MR-4-08	Out of Service >24Hrs. - Total		-			-		
	MR-5-01	% Repeat Reports within 30 Days	-	-	6,777		-		
	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					1,223		
	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			\$29,010	\$0	\$12,959	\$0	\$0	\$1,223	\$43,193

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	9	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 D	100.00	1,022	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	3,997	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	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	97.87	47	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	4	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	1	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	38.71	7.50	31	80	10.30	3.54	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	66.67	NA	3	NA		NA	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	6.71	1.50	14	6	8.65	12.21	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	8.57	0.00	35	80	5.67	1.93	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	5.71	0.00	35	80	4.70	1.34	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	47	79	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	20.00	18.75	35	80	8.11	0.08	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	38.71	NA	31	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	7.50	NA	12	NA	9.15	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	22.58	0.00	31	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	66.67	NA	3	NA		NA	0
PR-4-02-3530	Average Delay Days - IOF	2.00	NA	2	NA	0.00	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	3	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	19.08	19.63	25	5	13.69	19.25	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	11.74	7.09	126	97	6.77	4.35	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	100.00	2	1		61.24	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	2	1		0.00	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	33.33	1	3		0.00	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	1	3		0.00	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	22.52	18.63	151	102		5.35	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

Jun-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.66	2,014	\$ -
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*	\$ -
-------------------	------

* 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
APR-2011	89.06	265	236	APR-2011	89.06	265	236
MAY-2011	89.19	222	198	MAY-2011	87.61	226	198
JUN-2011	85.71	210	180	JUN-2011	85.71	210	180
Overall	88.09	697	614	Overall	87.59	701	614

Market Adjustment *	\$ -
---------------------	------

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
APR-2011	96.12	309	297	APR-2011	96.12	309	297
MAY-2011	99.10	332	329	MAY-2011	99.10	332	329
JUN-2011	96.46	311	300	JUN-2011	96.46	311	300
Overall	97.27	952	926	Overall	97.27	952	926

Market Adjustment *	\$ -
---------------------	------

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
APR-2011	96.31	244	235	APR-2011	96.31	244	235
MAY-2011	95.98	224	215	MAY-2011	95.96	223	214
JUN-2011	94.20	224	211	JUN-2011	94.17	223	210
Overall	95.52	692	661	Overall	95.51	690	659

Market Adjustment *	\$ -
---------------------	------

* 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	27	100.00	38
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	128	0.00	129
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		16.34	17
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	24.81	325	16.44	345
		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	5.0000
		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.

Jun-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		\$ -
--	----	--	------

	% 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		\$	-
---	----	--	----	---

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

Jun-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.307	\$ 71,349	
Unbundled Network Elements - Loop	-0.172	\$ -	
Resale	-0.237	\$ -	
Digital Subscriber Lines	-0.122	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 71,349
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 35,193	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 8,000	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 43,193
Individual Rule Payments:			\$ 2,695
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 117,237

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

Jun-2011

PO		Performance		Observations		Perf.		Wgtd.		Domain Clustering		
		FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review		
PO-1-01-6020 Customer Service Record - EDI		NA	2.73		3,486		2.7286	0	2	0.000	0.000	
PO-1-03-6020 Address Validation -EDI		NA	7.71		2,758		7.7059	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	5.85		74		5.8514	0	2	0.000	0.000	
PO-1-03-6050 Address Validation - Web GUI		NA	4.70		10		4.7000	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			100.00		136			0	10	0.000	0.000	
OR-2-02-3140 % On Time LSR Reject - Flow Through - Platform			97.73		176			0	5	0.000	0.000	
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			0.05		2,186			0	5	0.000	0.000	
OR-4-16-1000 % On Time PCN - 1 Business Day			99.40		2,174			0	5	0.000	0.000	
OR-4-17-1000 % On Time BCN - 2 Business Day			98.72		2,184			0	5	0.000	0.000	
OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			85.71		210			-2	5	-0.044	-0.106	
OR-6-03-3140 % Accuracy - LSRC - Platform			0.00		206			0	5	0.000	0.000	
OR-1-04-3140 % OT LSRC - No Facility Check - Platform			98.90		182			0	5	0.000	0.000	
OR-1-06-3140 % OT LSRC/ASRC - Facility Check - Platform			100.00	9		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		63.13	22.22	613	9		16.20	-2.8509	-2	5	-0.044	-0.071
PR-4-05-3140 % Missed Appointment- FP - No Dispatch - Platform		1.30	3.15	5,755	127		1.02	-1.9201	-2	20	-0.178	-0.286
PR-4-04-3140 % Missed Appointment - FP - Dispatch - Platform		10.11	4.55	811	22		6.51	0.4194	0	10	0.000	0.000
PR-4-02-3100 Average Delay Days - Total - POTS		3.58	2.00	157	11	21.81	6.80	-0.3361	0	15	0.000	0.000
PR-5-01-3140 % Missed Appointment - Facilities - Platform		1.11	0.00	811	22		2.26	0.7892	0	5	0.000	0.000
PR-5-02-3140 % Orders Held for Facilities > 15 days - Platform		0.00	0.00	811	22		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140 % Installation Troubles within 30 days - Platform		19.18	13.73	1,663	51		5.60	0.7836	0	10	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score	
MR-1-01-6050 Average Response Time - Create Trouble		1.25	27.20		4,036			25.9574	-2	2	-0.018	-0.023
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)		NA	81.36		1,234			81.3614	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus		9.88	8.25	597	97		3.27	0.2868	0	10	0.000	0.000
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus		5.26	0.00	76	17		5.99	0.1525	0	10	0.000	0.000
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus		12.31	12.97	597	97	12.37	1.35	-0.9697	-1	5	-0.022	-0.029
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus		5.53	6.59	76	16	9.26	2.55	0.0748	0	5	0.000	0.000
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus		58.58	48.78	437	41		8.05	1.0489	0	5	0.000	0.000
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus		32.27	29.27	437	41		7.64	0.2010	0	5	0.000	0.000
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus		2.06	2.44	437	41		2.32	-0.8116	0	5	0.000	0.000
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res		6.94	5.88	3,301	51		3.59	0.0636	0	10	0.000	0.000
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res		9.45	NA	127	NA			NA	NA	0	NA	0.000
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res		22.45	19.38	3,301	51	20.78	2.93	0.6092	0	5	0.000	0.000
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res		14.17	NA	127	NA	31.27		NA	NA	0	NA	0.000
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res		84.92	77.78	2,262	18		8.47	0.5682	0	5	0.000	0.000
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res		63.31	44.44	2,262	18		11.41	1.3937	0	5	0.000	0.000
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res		15.74	16.67	2,262	18		8.62	-0.4916	0	5	0.000	0.000
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform		10.70	9.70	4,101	165		2.45	0.2533	0	10	0.000	0.000
BI Billing												
BI-1-02-1000 % DUF in 4 Business Days			100.00		18,823,116				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-9	225	-0.307	

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

Jun-2011

PO		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	2.73		3,486		2.7286	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.71		2,758		7.7059	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	5.85		74		5.8514	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.70		10		4.7000	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		99.02		204			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		97.64		127			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.05		2,186			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.40		2,174			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72		2,184			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.46		311			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		446			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		98.64		1,832			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	3.58	2.00	157	11	21.81	6.80	-0.3361	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	10.11	7.41	811	54		4.24	0.3591	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.11	1.67	811	60		1.40	-1.0492	-1	5	-0.030	-0.038	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	811	60		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	12.72	0.00	912	140		3.02	5.0000	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		128				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		27				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	1.25	27.20		4,036			25.9574	-2	2	-0.024	-0.038	
Stat. Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.39	2.62	3,898	229		1.78	2.8715	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	20.66	5.03	3,898	229	19.92	1.35	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	58.17	6.19	2,644	97		5.10	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	13.54	1.03	2,644	97		3.54	4.1701	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.70	11.89	4,101	244		2.04	-0.6973	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	0.00	10.00	59	10		0.00	-5.0000	-2	10	-0.118	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	4.81	2.58	59	10	6.31	2.16	0.9924	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-5	169	-0.172	

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

Jun-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	2.73		3,486	2.7286	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.71		2,758	7.7059	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	5.85		74	5.8514	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.70		10	4.7000	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	100.00		34			0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	99.05		105			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.05		2,186			0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.40		2,174			0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day	98.72		2,184			0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	94.37		213			-1	10	-0.044	-0.091		
OR-6-03-2000	% Accuracy - LSRC	0.23		434			0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	98.87		353			0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	66.67		3			NA	0	NA	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	63.13	25.00	613	4		24.20	SS	NA	0	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.30	2.08	5,755	48		1.64	-1.1262	-1	20	-0.088	-0.143
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	10.11	12.50	811	16		7.61	-0.7850	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	3.58	6.00	157	3	21.81	12.71	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.11	12.50	811	16		2.64	-3.1232	-2	5	-0.044	-0.071
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	811	16		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	17.86	14.29	1,663	42		5.98	0.3566	0	15	0.000	0.000
MR Maintenance & Repair		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	1.25	27.20		4,036			25.9574	-2	2	-0.018	-0.024
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	81.36		1,234			81.3614	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	9.88	6.98	597	43		4.71	0.2968	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	5.26	0.00	76	4		11.45	SS	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.31	13.96	597	43	12.37	1.95	-0.3638	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.53	1.11	76	4	9.26	4.75	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	58.58	55.56	437	18		11.85	0.0242	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	32.27	22.22	437	18		11.24	0.6181	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	2.06	0.00	437	18		3.42	0.5047	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	6.94	0.00	3,301	5		11.37	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.45	0.00	127	2		20.85	SS	0	10	0.000	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	22.45	9.63	3,301	5	20.78	9.30	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.17	11.53	127	2	31.27	22.28	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	84.92	33.33	2,262	3		20.67	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.31	0.00	2,262	3		27.84	SS	0	5	0.000	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	15.74	0.00	2,262	3		21.04	SS	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.70	16.98	4,101	53		4.27	-1.6103	-1	10	-0.044	-0.061
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		18,823,116				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-7	228	-0.237

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

Jun-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	6.66		325			6.6554	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	5.18		34			5.1765	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		22			0	2	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		10			0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		1			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		100.00		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		0.05		2,186			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.40		2,174			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72		2,184			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	3.00	4.67	1	3	0.00		SS	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	37.50	2	8		0.00	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	33.33	0.00	3	9		31.43	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	12	1		0.00	SS	0	2	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	5	17		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		94.59		37				-1	10	-0.087	-0.094
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	2.67	NA	3	0.00	3.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.24		42				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	12.72	0.00	912	58		4.51	3.2984	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	2.22	1	45		0.00	SS	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA			0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC		Diff.	Perf. Score		Wtg	Wgtd Score	
MR-1-01-6050	Average Response Time - Create Trouble	1.25	27.20		4,036			25.9574	-2	2	-0.035	-0.065
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	100.00	1	1		0.00	SS	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	22.37	21.79	1	1	0.00		SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		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	1		0.00	SS	0	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	1	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	1		0.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.39	0.00	3,898	32		4.64	1.3614	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	0.00	66.67	59	3		0.00	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	20.66	5.88	3,898	32	19.92	3.54	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	4.81	9.72	59	3	6.31	3.74	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	74.06	100.00	397	35		7.73	3.9122	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	58.17	50.00	2,644	2		34.89	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.70	10.81	4,101	37		5.11	-0.3511	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	115	-0.122	

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

Jun-2011

OR	Ordering	Performance		Observations		Perf.		
		FP	CLEC	FP	CLEC	Score	Wgt.	Wgt. Score
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk		100.00		7	0	5	0.000
OR-1-13-5000	% On Time Design Layout Record		0.00		1	NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=		NA		NA	NA	0	0.000
OR-2-12-5020	% On TimeTrunk ASR Reject		NA		NA	NA	0	0.000
PR Provisioning								
		FP						
PR-4-07-3540	% On Time Performance - LNP only		96.97		1,354			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					Jun-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	\$29,010	\$0	\$6,183	\$0	\$0	\$0	\$35,193
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,802		-				
	PR-4-02	Average Delay Days - Total	-	-	-				
	PR-4-02	Average Delay Days - Total - 2W Digital				-			
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-			
	PR-4-02	Average Delay Days -Total -Line Share/Split				-			
	PR-4-04	Missed Appointments -Dispatch	-	-	-				
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-			
	PR-4-04	Missed Appts - Disp - Line Share/Split				-			
	PR-4-05	Missed Appointments - No Dispatch	23,208		6,183				
	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	\$ -	\$0	\$6,777	\$0	\$0	\$1,223	\$8,000
	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				-			
	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.	-		-				
	MR-4-08	Out of Service >24Hrs. - Res.	-		-				
	MR-4-08	Out of Service >24Hrs. - Total		-			-		
	MR-5-01	% Repeat Reports within 30 Days	-	-	6,777		-		
	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					1,223		
	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			\$29,010	\$0	\$12,959	\$0	\$0	\$1,223	\$43,193

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	9	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.
DR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-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 I	100.00	1,022	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days afte	100.00	3,997	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	97.87	47	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	4	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resa	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	1	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	38.71	7.50	31	80	10.30	3.54	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	66.67	NA	3	NA		NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	6.71	1.50	14	6	8.65	12.21	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	8.57	0.00	35	80	5.67	1.93	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	5.71	0.00	35	80	4.70	1.34	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	47	79	0.00	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	20.00	18.75	35	80	8.11	0.08	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	38.71	NA	31	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	7.50	NA	12	NA	9.15	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	22.58	0.00	31	0	0.00	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	66.67	NA	3	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	2.00	NA	2	NA	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	3	NA		NA	NA	0

MR Maintenance & Repair											
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	19.08	19.63	25	5	13.69	19.25	SS	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	11.74	7.09	126	97	6.77	4.35	-1.31	-1	5	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	100.00	2	1		61.24	SS	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	2	1		0.00	SS	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	33.33	1	3		0.00	SS	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	1	3		0.00	SS	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	22.52	18.63	151	102		5.35	0.58	0	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

Jun-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.66	2,014	\$ -
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*	\$ -
-------------------	------

* 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
APR-2011	89.06	265	236	APR-2011	89.06	265	236
MAY-2011	89.19	222	198	MAY-2011	87.61	226	198
JUN-2011	85.71	210	180	JUN-2011	85.71	210	180
Overall	88.09	697	614	Overall	87.59	701	614

Market Adjustment *	\$ -
---------------------	------

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
APR-2011	96.12	309	297	APR-2011	96.12	309	297
MAY-2011	99.10	332	329	MAY-2011	99.10	332	329
JUN-2011	96.46	311	300	JUN-2011	96.46	311	300
Overall	97.27	952	926	Overall	97.27	952	926

Market Adjustment *	\$ -
---------------------	------

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
APR-2011	96.31	244	235	APR-2011	96.31	244	235
MAY-2011	95.98	224	215	MAY-2011	95.96	223	214
JUN-2011	94.20	224	211	JUN-2011	94.17	223	210
Overall	95.52	692	661	Overall	95.51	690	659

Market Adjustment *	\$ -
---------------------	------

* 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	27	100.00	38
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	128	0.00	129
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		16.34	17
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	24.81	325	16.44	345
		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	5.0000
		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.

Jun-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		\$ -
--	----	--	------

	% 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		\$	-
---	----	--	----	---

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

Jun-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.307	\$ 71,349	
Unbundled Network Elements - Loop	-0.172	\$ -	
Resale	-0.237	\$ -	
Digital Subscriber Lines	-0.122	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 71,349
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 35,193	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 8,000	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 43,193
Individual Rule Payments:			\$ 2,695
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 117,237

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