

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

UNE Platform

Jul-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	vgtg.	Domain Clustering
		FP	CLEC	FP	CLEC		Score	Score			
PO-1-01-6020	Customer Service Record - EDI	NA	2.64		3,502		2.6436	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.10		2,417		8.0956	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA			NA	0	NA	0.000
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.82		33		2.8182	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.50		12		8.5000	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000
OR Ordering											
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.99		133			0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.08		217			0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.20		2,449			0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,429			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		97.62		2,440			0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		85.02		207			-2	5	-0.045	-0.106
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		248			0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		97.86		140			0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		11			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											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	66.47	25.00	519	20	10.76	-3.9625	-2	5	-0.045	-0.071
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.00	2.42	4,048	165	1.11	-0.7100	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.07	10.00	772	20	6.50	-0.6108	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	4.42	1.90	151	10	27.77	9.07	0.1221	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.65	0.00	772	20	1.82	1.1733	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	772	20	0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.50	7.58	1,529	66	3.51	0.0199	0	10	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.29	31.60		3,268		30.3152	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	234.29		850		234.2894	NA	0	NA	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.02	4.55	391	66	4.33	1.6707	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	8.55	13.33	234	15	7.45	-1.1013	-1	10	-0.045	-0.057
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.36	17.11	391	66	14.08	1.87	-1.7829	-2	5	-0.045
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	4.11	5.45	234	15	6.06	1.62	-0.5704	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	60.79	55.17	278	29		9.53	0.3977	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	34.89	31.03	278	29		9.30	0.1932	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.68	3.45	278	29		4.12	0.2829	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	5.80	4.17	2,465	48		3.41	0.0765	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	0.96	NA	313	NA			NA	NA	0	NA
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	21.53	21.02	2,465	48	22.56	3.29	0.3948	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	6.93	NA	313	NA	9.86		NA	NA	0	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	82.69	78.95	1,727	19		8.73	0.1887	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	58.83	57.89	1,727	19		11.35	0.1377	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	12.33	10.53	1,727	19		7.59	0.2006	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.52	17.83	3,403	129		2.63	-2.9990	-2	10	-0.090
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		126,435,442			0	5	0.000	
Totals											
"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 PRELIM
Performance Assurance Plan Report

UNE LOOP

Jul-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Wgt.	Score	Domain Clustering Review
		FP	CLEC		CLEC		Score	Wgt.				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0			NA	0.000
PO-1-01-6020	Customer Service Record - EDI	NA	2.64		3,502	2.6436	0	2			0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.10		2,417	8.0956	NA	0			NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5			0.000	0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0			NA	0.000
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0			NA	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0			NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.82		33	2.8182	0	2			0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.50		12	8.5000	0	0			NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5			0.000	0.000
OR Ordering											Wgt.	
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.73		393		0	10			0.000	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		145		0	5			0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.20		2,449		0	2			0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,429		0	2			0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		97.62		2,440		0	2			0.000	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		97.38		305		0	5			0.000	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		189		0	5			0.000	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.02		1,424		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	4.42	1.90	151	10	27.77	9.07	0.1221	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.07	4.44	772	45		4.40	0.7665	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.65	0.00	772	49		1.18	0.6267	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	772	49		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	4.33	0.00	854	94		2.21	2.0666	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		213				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		39				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	1.29	31.60		3,268			30.3152	-2	2	-0.024	-0.038
											Stat. Score	
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	6.65	7.20	2,856	125		2.28	-0.4626	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	20.05	5.59	2,856	125	21.69	1.98	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	55.91	5.88	1,955	51		7.04	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	11.36	0.00	1,955	51		4.50	2.8297	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.52	6.77	3,403	133		2.59	0.9104	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	5.77	0.00	52	7		9.39	0.4672	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.46	2.97	52	7	9.73	3.92	0.6542	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample											Totals	
											-2	167
											-0.024	

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

Jul-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	2.64		3,502	2.6436	0	2	0.000	0.000
PO-1-03-6020	Address Validation -EDI	NA	8.10		2,417	8.0956	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.82		33	2.8182	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.50		12	8.5000	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hr	100.00			7		0	10	0.000	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	98.99			99		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.20			2,449		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.42			2,429		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day	97.62			2,440		0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	95.04			141		0	10	0.000	0.000
OR-6-03-2000	% Accuracy - LSRC	0.00			342		0	10	0.000	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	99.61			257		0	5	0.000	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			1		0	2	0.000	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			7		0	2	0.000	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA			NA		NA	0	NA	0.000
PR Provisioning										
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	66.47	0.00	519	5	21.21	SS	NA	0	NA
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.00	1.92	4,048	52	1.95	-0.5854	0	20	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.07	0.00	772	14	7.74	0.6193	0	10	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	4.42	2.00	151	1	27.77	27.86	SS	NA	15
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.65	0.00	772	14	2.16	1.3648	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	772	14	0.00	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.50	5.26	1,529	38	4.58	0.3433	0	15	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.29	31.60		3,268		30.3152	-2	2	-0.021
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	234.29		850		234.2894	NA	0	NA
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.02	14.29	391	21	7.28	-0.6982	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	8.55	33.33	234	3	16.24	SS	NA	0	NA
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.36	14.51	391	22	14.08	3.08	-0.9669	-1	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	4.11	15.25	234	3	6.06	3.52	SS	NA	0
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	60.79	92.31	278	13	13.85	-2.9181	-2	5	-0.053
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.89	30.77	278	13	13.52	0.0216	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.68	23.08	278	13	5.99	-2.7196	-2	5	-0.053
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.80	NA	2,465	NA		NA	NA	0	NA
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	0.96	NA	313	NA		NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	21.53	NA	2,465	NA	22.56		NA	0	NA
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	6.93	NA	313	NA	9.86		NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	82.69	NA	1,727	NA			NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	58.83	NA	1,727	NA			NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	12.33	NA	1,727	NA			NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.52	0.00	3,403	24	6.01	1.3319	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		126,435,442			0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-7	190	-0.153

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

Jul-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering
		FP	CLEC	FP	CLEC					
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.80		244	5.7951		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			0	0.000	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					0	0.000	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	14.54		13	14.5385		0	0.000	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		10			0	2	0.000
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1			0	2	0.000
OR Ordering										
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		1		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		96.77		62		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		0.20		2,449		0	2	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,429		0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		97.62		2,440		0	2	0.000	0.000
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	6.00	NA	2	NA	7.07	NA	NA	2	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	33.33	NA	3	NA		NA	NA	0	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	0.00	2	2	50.00	SS	0	2	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	8	NA		NA	NA	0	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	5	2	0.00	SS	0	2	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		29		0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.60		5	0.00	5.00	SS	NA	10
PR-4-14-3342	% Completed On Time -2W xDSL Loops		94.87		39		-1	10	-0.078	-0.089
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	4.33	0.00	854	52	2.91	1,2415	0	15	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00		43	43.00	SS	0	5	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	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
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.29	31.60		3,268		30.3152	-2	2	-0.031
Stat. Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	0.00	NA	6	6.00	NA	NA	0	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	12.62	NA	6	0.00	6.00	NA	0	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	26.51	NA	2	NA	35.62		NA	0	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	50.00	100.00	2	6	40.82	SS	0	2	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	0.00	NA	1	1.00	NA	NA	0	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	2	6	0.00	SS	0	2	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	6.65	2.63	2,856	38	4.07	0.6031	0	5	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.77	0.00	52	1	23.54	SS	0	5	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	20.05	3.37	2,856	38	21.69	3.54	5.0000	0	5
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.46	7.32	52	1	9.73	9.83	SS	NA	0
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	70.45	100.00	423	39	7.64	4.5736	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	55.91	0.00	1,955	1	49.66	SS	0	10	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.52	10.26	3,403	39	4.73	-0.4887	0	10	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	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
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	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
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
Totals								-3	128	-0.109

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

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

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

PRELIM TRUNKS

Jul-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		10		0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	NA		NA		NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA		NA		NA	0	0.000
OR-2-12-5020	% On TimeTrunk ASR Reject	NA		NA		NA	0	0.000
PR Provisioning								
		FP						
PR-4-07-3540	% On Time Performance - LNP only	97.85		1,208		0	20	0.000
PR-4-15-5000	% On Time Provisioning - Trunks	NA		NA		NA	0	0.000
PR-5-01-5000	% Missed Appointment - Facilities	NA	NA	NA		NA	0	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA		NA	0	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA		NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	NA	NA		NA	0	0.000
MR Maintenance & Repair								
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	0.00	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA		NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA		NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA		NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA		NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA		NA	0	0.000
NP Network Performance								
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	NA				NA	0	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	NA				NA	0	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample						Totals	0	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				Jul-2011			
CRITICAL MEASURES				UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING											
1		OSS Interface	-	-	-	-					\$0
	PO-1-06	Mechanized Loop Qualification - EDI	-	-	-	-					
	PO-1-06	Mechanized Loop Qualification - CORBA	-	-	-	-					
	PO-1-06	Mechanized Loop Qualification - Web GUI	-	-	-	-					
	PO-2-02	OSS Interface Availability - Prime - WPTS	-	-	-	-					
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-	-					
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-	-					
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-	-					
ORDERING											
2		% On Time Ordering Notification	-	-	-	-	\$0	\$0			\$0
	OR-1-02	% On Time LSRC -Flow Through									
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-					
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-					
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-					
	OR-1-12	% On Time FOC						-			
	OR-1-13	% On Time Design Layout Record						-			
	OR-1-19	% OT Resp -Req. for Inbound Aug. (<=192)						-			
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-					
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-					
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-					
	OR-4-16	% On Time PCN - 1 Bus. Dav	-	-	-						
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl							-		
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl							-		
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale							-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale							-		
PROVISIONING											
3		Installation Performance	\$5,802	\$0	\$0	\$10,871	\$0	\$10,272			\$26,945
	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	-								
	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				10,871					
	PR-4-15	% On Time Provisioning - Trunks					-				
	PR-6-01	Installation Troubles w/in 30 Days					-				
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-						
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-					
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-					
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale							-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale							-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale							-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale							-		
	PR-4-02	Average Delay Days - Total -UNE/Resale							815		
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale							5,870		
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale							3,587		
	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	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut		-							
	PR-6-02	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-							
	PR-6-02	% Installtn 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	\$0	\$5,707	\$0	\$0	\$1,549			\$24,662
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-						
	MR-3-01	Missed Repair Appointments - Loop - Res.									
	MR-3-01	Missed Repair Appointments - Loop		-							
	MR-3-01	% Missed Repr Appt -Loop-2W Digit-UNE/Resale				-					
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-					
	MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split				-					
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-					
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-					
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-					
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-					
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-					
	MR-4-08	Out of Service >24Hrs. - Bus.	-		5,707						
	MR-4-08	Out of Service >24Hrs. - Res.			-						
	MR-4-08	Out of Service >24Hrs. - Total		-							
	MR-5-01	% Repeat Reports within 30 Days	17,406		-						
	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							1,549		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale							-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale							-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale							-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale							-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale							-		
NETWORK PERFORMANCE											
7	NP-1-04	Final Trunk Groups Blocked					\$0				\$0
8		Collocation								\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total								-	
	NP-2-05/6	% On Time - Physical Collocation - Total								-	
	NP-2-07/8	Average Delay Days - Total								-	
RESOLUTION PROCESS											
9		Resolution Process								\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days								-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days								-	
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days								-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								-	
Month Total			\$23,208	\$0	\$5,707	\$10,871	\$0	\$11,821	\$0	\$51,607	

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	1,637	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,069	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Re	100.00	4	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Re	100.00	59	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	NA	NA	NA	NA	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	44.00	14.29	25	91	11.21	2.82	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	2	2.00	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	16.64	29.85	11	13	38.90	15.26	-0.86
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	4.00	10.99	25	91	4.42	-1.55	-1
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	4.00	6.45	25	93	4.41	-0.92	-1
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	11	97	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	40.00	9.68	25	93	11.04	3.13	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	44.00	NA	25	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	16.64	NA	11	NA	38.90		NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	36.00	0.00	25	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.39	4.92	28	2	7.58	22.33	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	9.62	11.13	93	87	7.70	4.40	-1.59
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	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	33.33	100.00	3	1	54.43	SS	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	100.00	3	1	0.00	SS	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	23.97	22.47	121	89	5.96	0.08	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

Jul-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.91	1,564	\$ -
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
MAY-2011	89.19	222	198	MAY-2011	87.61	226	198
JUN-2011	85.71	210	180	JUN-2011	85.71	210	180
JUL-2011	85.02	207	176	JUL-2011	85.02	207	176
Overall	86.70	639	554	Overall	86.16	643	554

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
MAY-2011	99.10	332	329	MAY-2011	99.10	332	329
JUN-2011	96.46	311	300	JUN-2011	96.46	311	300
JUL-2011	97.38	305	297	JUL-2011	97.38	305	297
Overall	97.68	948	926	Overall	97.68	948	926

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
MAY-2011	95.98	224	215	MAY-2011	95.96	223	214
JUN-2011	94.20	224	211	JUN-2011	94.17	223	210
JUL-2011	91.91	136	125	JUL-2011	91.91	136	125
Overall	94.35	584	551	Overall	94.33	582	549

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	39	100.00	27
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	213	0.00	128
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	16.77	187	24.81	325
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$	-	\$	-
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$	-	\$	-
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$	-	\$	-
	Market Adjustment for PR-9-08-3533	\$	-	\$	-

* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	100.00	2	\$ -

* 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

Jul-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.287	\$ 60,779	
Unbundled Network Elements - Loop	-0.024	\$ -	
Resale	-0.153	\$ -	
Digital Subscriber Lines	-0.109	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 60,779
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 26,945	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 24,662	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 51,607
Individual Rule Payments:			\$ 1,113
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 113,500

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

Jul-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	vgtg.	Domain Clustering Review
		FP	CLEC	FP	CLEC		Score	Score			
PO-1-01-6020	Customer Service Record - EDI	NA	2.64		3,502	2.6436	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.10		2,417	8.0956	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.82		33	2.8182	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.50		12	8.5000	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering											
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.99		133		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.08		217		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.20		2,449		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,429		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.62		2,440		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		85.02		207		-2	5	-0.045	-0.106	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		248		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		97.86		140		0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		11		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											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	66.47	25.00	519	20	10.76	-3.9625	-2	5	-0.045	-0.071
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	2.00	2.42	4,048	165	1.11	-0.7100	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.07	10.00	772	20	6.50	-0.6108	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	4.42	1.90	151	10	27.77	9.07	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.65	0.00	772	20	1.82	1.1733	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	772	20	0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.50	7.58	1,529	66	3.51	0.0199	0	10	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.29	31.60		3,268		30.3152	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	234.29		850		234.2894	NA	0	NA	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.02	4.55	391	66	4.33	1.6707	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	8.55	13.33	234	15	7.45	-1.1013	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.36	17.11	391	66	14.08	1.87	-2	5	-0.045	-0.057
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	4.11	5.45	234	15	6.06	1.62	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	60.79	55.17	278	29	9.53	0.3977	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	34.89	31.03	278	29	9.30	0.1932	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.68	3.45	278	29	4.12	0.2829	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	5.80	4.17	2,465	48	3.41	0.0765	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	0.96	NA	313	NA		NA	NA	0	NA	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	21.53	21.02	2,465	48	22.56	3.29	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	6.93	NA	313	NA	9.86		NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	82.69	78.95	1,727	19	8.73	0.1887	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	58.83	57.89	1,727	19	11.35	0.1377	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	12.33	10.53	1,727	19	7.59	0.2006	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.52	17.83	3,403	129	2.63	-2.9990	-2	10	-0.090	-0.115
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		126,435,442			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample											
Totals								-10	223	-0.242	

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

Jul-2011

		Performance		Observations		Perf.		Wgtd.		Domain Clustering		
PO	Pre-Ordering	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	2.64		3,502		2.6436	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.10		2,417		8.0956	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA			NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.82		33		2.8182	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.50		12		8.5000	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000	
OR Ordering									Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.73		393			0	10	0.000	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		145			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.20		2,449			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,429			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.62		2,440			0	2	0.000	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		97.38		305			0	5	0.000	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		189			0	5	0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.02		1,424			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	4.42	1.90	151	10	27.77	9.07	0.1221	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.07	4.44	772	45		4.40	0.7665	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.65	0.00	772	49		1.18	0.6267	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	772	49		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	4.33	0.00	854	94		2.21	2.0666	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		213				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		39				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	1.29	31.60		3,268			30.3152	-2	2	-0.024	-0.038
									Stat. Score			
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	6.65	7.20	2,856	125		2.28	-0.4626	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	20.05	5.59	2,856	125	21.69	1.98	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	55.91	5.88	1,955	51		7.04	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	11.36	0.00	1,955	51		4.50	2.8297	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.52	6.77	3,403	133		2.59	0.9104	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	5.77	0.00	52	7		9.39	0.4672	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.46	2.97	52	7	9.73	3.92	0.6542	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-2	167	-0.024

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

Jul-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	2.64		3,502	2.6436	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.10		2,417	8.0956	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.82		33	2.8182	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.50		12	8.5000	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2		100.00		7		0	10	0.000	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		98.99		99		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.20		2,449		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,429		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		97.62		2,440		0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		95.04		141		0	10	0.000	0.000
OR-6-03-2000	% Accuracy - LSRC		0.00		342		0	10	0.000	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		99.61		257		0	5	0.000	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000	0.000
OR-2-06-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		7		0	2	0.000	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000
PR Provisioning										
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	66.47	0.00	519	5	21.21	SS	NA	0	NA
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.00	1.92	4,048	52	1.95	-0.5854	0	20	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.07	0.00	772	14	7.74	0.6193	0	10	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	4.42	2.00	151	1	27.77	27.86	SS	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.65	0.00	772	14	2.16	1.3648	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	772	14	0.00	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.50	5.26	1,529	38	4.58	0.3433	0	15	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.29	31.60		3,268		30.3152	-2	2	-0.021
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	234.29		850		234.2894	NA	0	0.000
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.02	14.29	391	21	7.28	-0.6982	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	8.55	33.33	234	3	16.24	SS	NA	0	NA
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.36	14.51	391	22	14.08	3.08	-0.9669	-1	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	4.11	15.25	234	3	6.06	3.52	SS	NA	0
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	60.79	92.31	278	13	13.85	-2.9181	-2	5	-0.053
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.89	30.77	278	13	13.52	0.0216	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.68	23.08	278	13	5.99	-2.7196	-2	5	-0.053
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.80	NA	2,465	NA		NA	NA	0	NA
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	0.96	NA	313	NA		NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	21.53	NA	2,465	NA	22.56		NA	0	NA
MR-4-03-2120	Mean Time To Repair - CO Trouble - Res.	6.93	NA	313	NA	9.86		NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	82.69	NA	1,727	NA			NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	58.83	NA	1,727	NA			NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	12.33	NA	1,727	NA			NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.52	0.00	3,403	24	6.01	1.3319	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		126,435,442			0	5	0.000
							Totals	-7	190	-0.153

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

Jul-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.80		244	5.7951		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			0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	14.54		13	14.5385		0	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		10		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		1		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		96.77		62		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		0.20		2,449		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,429		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.62		2,440		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	6.00	NA	2	NA	7.07	NA	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	33.33	NA	3	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	0.00	2	2	50.00	SS	0	2	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	8	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	5	2	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		100.00		29			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.60		5	0.00	5.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		94.87		39			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	4.33	0.00	854	52	2.91	1,2415	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00		43	43.00	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	1.29	31.60		3,268		30.3152	-2	2	-0.031	-0.043	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	0.00	NA	6	6.00	NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	12.62	NA	6	0.00	6.00	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	26.51	NA	2	NA	35.62		NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	50.00	100.00	2	6	40.82	SS	0	2	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	0.00	NA	1	1.00	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	2	6	0.00	SS	0	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	6.65	2.63	2,856	38	4.07	0.6031	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.77	0.00	52	1	23.54	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	20.05	3.37	2,856	38	21.69	3.54	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.46	7.32	52	1	9.73	9.83	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	70.45	100.00	423	39	7.64	4.5736	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	55.91	0.00	1,955	1	49.66	SS	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.52	10.26	3,403	39	4.73	-0.4887	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	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	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	
							Totals	-2	128	-0.031		

"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

Jul-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		10		0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	NA		NA		NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA		NA		NA	0	0.000
OR-2-12-5020	% On TimeTrunk ASR Reject	NA		NA		NA	0	0.000
PR Provisioning								
		FP						
PR-4-07-3540	% On Time Performance - LNP only	97.85		1,208		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	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	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				Jul-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 Rei - No Facility Check - UNE/Resale						-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale						-		
PROVISIONING										
3		Installation Performance	\$5,802	\$0	\$0	\$0	\$0	\$815		\$6,617
	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	-	-	-					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				-				
	PR-4-15	% On Time Provisioning - Trunks					-			
	PR-6-01	Installation Troubles w/in 30 Days	-	-	-		-			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						815		
	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	\$0	\$5,707	\$0	\$0	\$1,549		\$24,662
	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 Digt-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-				
	MR-3-01	% Missed Repair Appt -Loop -Line Share/Split				-				
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-				
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-				
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-				
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-				
	MR-4-08	Out of Service >24Hrs. - Bus.	-		5,707					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-	-		-			
	MR-5-01	% Repeat Reports within 30 Days	17,406		-		-			
	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						1,549		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-		
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked					\$0			\$0
8		Collocation							\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total							-	
	NP-2-05/6	% On Time - Physical Collocation - Total							-	
	NP-2-07/8	Average Delay Days - Total							-	
RESOLUTION PROCESS										
9		Resolution Process							\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							-	
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days							-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
Month Total			\$23,208	\$0	\$5,707	\$0	\$0	\$2,364	\$0	\$31,279

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		1,637	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00		6,069	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	4	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	59	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	NA	NA	NA	NA	NA	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	44.00	14.29	25	91	11.21	2.82	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	2	2.00	SS	0	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	16.64	29.85	11	13	38.90	15.26	-0.86	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	4.00	10.99	25	91	4.42	-1.55	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	4.00	6.45	25	93	4.41	-0.92	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	11	97		0.00	5.00	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	40.00	9.68	25	93	11.04	3.13	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	44.00	NA	25	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	16.64	NA	11	NA	38.90		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	36.00	0.00	25	0	0.00	SS	0	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	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	NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.39	4.92	28	2	7.58	22.33	SS	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	9.62	11.13	93	87	7.70	4.40	-1.59	-1
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA			NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA			NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	33.33	100.00	3	1		54.43	SS	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	100.00	3	1		0.00	SS	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	23.97	22.47	121	89		5.96	0.08	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

Jul-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.91	1,564	\$ -
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
MAY-2011	89.19	222	198	MAY-2011	87.61	226	198
JUN-2011	85.71	210	180	JUN-2011	85.71	210	180
JUL-2011	85.02	207	176	JUL-2011	85.02	207	176
Overall	86.70	639	554	Overall	86.16	643	554

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
MAY-2011	99.10	332	329	MAY-2011	99.10	332	329
JUN-2011	96.46	311	300	JUN-2011	96.46	311	300
JUL-2011	97.38	305	297	JUL-2011	97.38	305	297
Overall	97.68	948	926	Overall	97.68	948	926

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
MAY-2011	95.98	224	215	MAY-2011	95.96	223	214
JUN-2011	94.20	224	211	JUN-2011	94.17	223	210
JUL-2011	91.91	136	125	JUL-2011	91.91	136	125
Overall	94.35	584	551	Overall	94.33	582	549

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	39	100.00	27
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	0.00	213	0.00	128
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	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	16.77	187	24.81	325
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	100.00	2	\$ -

* 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

Jul-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.242	\$ -	
Unbundled Network Elements - Loop	-0.024	\$ -	
Resale	-0.153	\$ -	
Digital Subscriber Lines	-0.031	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ -
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 6,617	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 24,662	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 31,279
Individual Rule Payments:			\$ 1,113
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 32,393</u>

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