

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

UNE Platform

Oct-2011

PO		Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering		
			FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review		
PO-1-01-6020		Customer Service Record - EDI	NA	7.32		1,848		7.3247	NA	0	NA	0.000	
PO-1-03-6020		Address Validation -EDI	NA	15.21		486		15.2078	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	9.20		30		9.2000	NA	0	NA	0.000	
PO-1-03-6050		Address Validation - Web GUI	NA	28.75		8		28.7500	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-1-02-3140		% On Time LSRC - Flow Through - Platform - 2hrs		98.23		113			0	10	0.000	0.000	
OR-2-02-3140		% On Time LSR Reject - Flow Through - Platform		98.83		171			0	5	0.000	0.000	
OR-4-11-1000		% Completed Orders with Neither a PCN or BCN Sent		0.10		2,102			0	5	0.000	0.000	
OR-4-16-1000		% On Time PCN - 1 Business Day		98.76		2,089			0	5	0.000	0.000	
OR-4-17-1000		% On Time BCN - 2 Business Day		98.14		2,094			0	5	0.000	0.000	
OR-5-03-3140		% Flow-Through Achieved-UNE POTS Platform		73.72		274			-2	5	-0.044	-0.106	
OR-6-03-3140		% Accuracy - LSRC - Platform		2.64		265			0	5	0.000	0.000	
OR-1-04-3140		% OT LSRC - No Facility Check - Platform		99.33		150			0	5	0.000	0.000	
OR-1-06-3140		% OT LSRC/ASRC - Facility Check - Platform		77.78		9			-1	2	-0.009	-0.021	
OR-2-04-3140		% OT LSR Rej.- No Facility Check - Platform		NA		NA			NA	0	NA	0.000	
OR-2-06-3140		% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA			NA	0	NA	0.000	
PR		Provisioning	FP	CLEC	FP	CLEC							
PR-3-01-3140		% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.63	51.61	495	31		8.96	-1.4065	-1	5	-0.022	-0.036
PR-4-05-3140		% Missed Appointment- FP - No Dispatch - Platform	2.14	6.55	6,262	168		1.13	-3.3678	-2	20	-0.175	-0.286
PR-4-04-3140		% Missed Appointment - FP - Dispatch - Platform	17.33	6.67	704	15		9.88	0.6984	0	10	0.000	0.000
PR-4-02-3100		Average Delay Days - Total - POTS	2.13	1.44	256	18	3.07	0.75	1.3059	0	15	0.000	0.000
PR-5-01-3140		% Missed Appointment - Facilities - Platform	1.28	0.00	704	15		2.93	0.9396	0	5	0.000	0.000
PR-5-02-3140		% Orders Held for Facilities > 15 days - Platform	0.14	0.00	704	15		0.98	2.0363	0	5	0.000	0.000
PR-6-01-3140		% Installation Troubles within 30 days - Platform	7.50	2.11	1,427	95		2.79	1.9353	0	10	0.000	0.000
MR		Maintenance & Repair	Performance		Observations		FP Std	Sampling	Perf.		Wgtd.		
			FP	CLEC	FP	CLEC	Deviation	Error	Diff.	Score	wgt.	Score	
MR-1-01-6050		Average Response Time - Create Trouble	1.39	53.22		3,603			51.8360	-2	2	-0.017	-0.021
MR-1-06-6050		Average Response Time - Test Trouble (POTS only)	NA	135.60		1,081			135.5994	NA	0	NA	0.000
Stat. Score													
MR-3-01-3144		% Missed Repair Appointments - Loop - Platform - Bus	17.16	9.09	542	77		4.59	1.6950	0	10	0.000	0.000
MR-3-02-3144		% Missed Repair Appointments - CO - Platform - Bus	12.36	0.00	89	10		10.98	5.0000	0	10	0.000	0.000
MR-4-02-3144		Mean Time to Repair - Loop Trouble - Platform - Bus	12.83	23.12	542	77	13.40	1.63	-5.0000	-2	5	-0.044	-0.052
MR-4-03-3144		Mean Time to Repair - CO Trouble - Platform - Bus	11.53	7.39	89	10	19.59	6.53	0.3759	0	5	0.000	0.000
MR-4-06-3144		% Out of Service >4 Hours - Platform - Bus	65.87	65.63	375	32		8.73	0.1490	0	5	0.000	0.000
MR-4-07-3144		% Out of Service >12 Hours - Platform - Bus	34.13	43.75	375	32		8.73	-1.2806	-1	5	-0.022	-0.026
MR-4-08-3144		% Out of Service > 24 Hours - Platform - Bus	6.13	6.25	375	32		4.42	-0.4892	0	5	0.000	0.000
MR-3-01-3145		% Missed Repair Appointments - Loop -Platform - Res	9.85	0.00	3,067	55		4.05	5.0000	0	10	0.000	0.000
MR-3-02-3145		% Missed Repair Appointments - CO - Platform - Res	4.14	0.00	145	1		19.99	SS	0	10	0.000	0.000
MR-4-02-3145		Mean Time to Repair - Loop Trouble - Platform - Res	28.12	23.91	3,067	55	20.39	2.77	2.4783	0	5	0.000	0.000
MR-4-03-3145		Mean Time to Repair - CO Trouble - Platform - Res	18.74	2.18	145	1	40.56	40.70	SS	NA	0	NA	0.000
MR-4-06-3145		% Out of Service >4 Hours - Platform - Res	88.72	92.86	2,075	14		8.48	-0.8888	-1	5	-0.022	-0.026
MR-4-07-3145		% Out of Service >12 Hours - Platform - Res	71.33	57.14	2,075	14		12.13	0.8825	0	5	0.000	0.000
MR-4-08-3145		% Out of Service > 24 Hours - Platform - Res	28.58	14.29	2,075	14		12.12	0.8724	0	5	0.000	0.000
MR-5-01-3140		% Repeat Reports w/in 30 days - Platform	13.95	15.38	3,843	143		2.95	-0.6262	0	10	0.000	0.000
BI		Billing											
BI-1-02-1000		% DUF in 4 Business Days		99.98		125,202,157				0	5	0.000	
		"NA" - no activity	"UD" - under development	"SS" - Small Sample					Totals	-12	229	-0.354	

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

Oct-2011

PO		Pre-Ordering	Performance		Observations		Perf.		Wgt.		Domain Clustering			
			FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS			NA				0	5	0.000	0.000			
PO-1-01-6020	Customer Service Record - EDI		NA	7.32		1,848		7.3247	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI		NA	15.21		486		15.2078	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	9.20		30		9.2000	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI		NA	28.75		8		28.7500	NA	0	NA	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			100.00		285			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual			100.00		100			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			0.10		2,102			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day			98.76		2,089			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day			98.14		2,094			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop			94.85		291			-1	5	-0.030	-0.066		
OR-6-03-3331	% Accuracy - LSRC - Loop			2.25		178			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP			96.41		167			0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP			100.00		2			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP			NA		NA			NA	0	NA	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP			NA		NA			NA	0	NA	0.000		
PR		Provisioning	FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.				
PR-4-02-3100	Average Delay Days - Total - POTS		2.13	1.44	256	18	3.07	0.75	1.3059	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New		17.33	11.36	704	44		5.88	0.8015	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop		1.28	0.00	704	45		1.73	0.1784	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop		0.14	0.00	704	45		0.58	1.5541	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New		3.49	0.00	774	89		2.05	1.6404	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		39				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		9				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		1.39	53.22		3,603			51.8360	-2	2	-0.024	-0.043	
Stat. Score														
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop		10.94	15.71	3,609	140		2.69	-1.8285	-2	10	-0.121	-0.213	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop		25.57	8.85	3,609	140	19.91	1.71	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop		65.91	6.06	2,382	33		8.31	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop		25.10	3.03	2,382	33		7.60	3.1141	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop		13.95	9.86	3,843	142		2.96	1.2835	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop		4.00	0.00	50	2		14.13	SS	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop		11.34	3.78	50	2	19.72	14.22	SS	NA	0	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-5	165	-0.176	

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

Oct-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	7.32		1,848	7.3247	NA	0	NA	0.000				
PO-1-03-6020	Address Validation -EDI	NA	15.21		486	15.2078	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	9.20		30	9.2000	NA	0	NA	0.000				
PO-1-03-6050	Address Validation - Web GUI	NA	28.75		8	28.7500	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 -2hrs	95.83			24		0	10	0.000	0.000				
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	97.71			175		0	5	0.000	0.000				
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.10			2,102		0	5	0.000	0.000				
OR-4-16-1000	% On Time PCN - 1 Business Day	98.76			2,089		0	5	0.000	0.000				
OR-4-17-1000	% On Time BCN - 2 Business Day	98.14			2,094		0	5	0.000	0.000				
OR-5-03-2000	% Flow Through - Achieved - POTS	31.58			19		-2	10	-0.087	-0.175				
OR-6-03-2000	% Accuracy - LSRC	1.22			410		0	10	0.000	0.000				
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	97.34			338		0	5	0.000	0.000				
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	50.00			2		NA	0	NA	0.000				
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			4		0	2	0.000	0.000				
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA					NA	0	NA	0.000				
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score						
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	62.63	33.33	495	6		19.87	-1.8716	-2	5	-0.044	-0.067		
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.14	17.24	6,262	29		2.69	-3.9929	-2	20	-0.175	-0.267		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	17.33	15.38	704	13		10.59	0.2630	0	10	0.000	0.000		
PR-4-02-2100	Average Delay Days - Total - POTS	2.13	3.88	256	8	3.07	1.10	-1.2725	-1	15	-0.066	-0.100		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.28	7.69	704	13		3.14	-2.2385	-2	5	-0.044	-0.067		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.14	7.69	704	13		1.05	-3.4281	-2	5	-0.044	-0.067		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.50	9.80	1,427	51		3.75	-0.9007	-1	15	-0.066	-0.100		
		Diff.												
MR-1-01-6050	Average Response Time - Create Trouble	1.39	53.22		3,603			51.8360	-2	2	-0.017	-0.024		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	135.60		1,081			135.5994	NA	0	NA	0.000		
		Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	17.16	13.79	542	29		7.19	0.1659	0	10	0.000	0.000		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.36	20.00	89	10		10.98	-5.0000	-2	10	-0.087	-0.122		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.83	19.44	542	29	13.40	2.55	-2.1808	-2	5	-0.044	-0.061		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	11.53	3.89	89	10	19.59	6.53	0.9097	0	5	0.000	0.000		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	65.87	80.00	375	10		15.19	-5.0000	-2	5	-0.044	-0.061		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.13	70.00	375	10		15.19	-2.6196	-2	5	-0.044	-0.061		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	6.13	10.00	375	10		7.69	-1.1582	-1	5	-0.022	-0.030		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.85	0.00	3,067	1		29.80	SS	0	10	0.000	0.000		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	4.14	0.00	145	1		19.99	SS	0	10	0.000	0.000		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	28.12	23.25	3,067	1	20.39	20.39	SS	NA	0	NA	0.000		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	18.74	2.32	145	1	40.56	40.70	SS	NA	0	NA	0.000		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	88.72	100.00	2,075	1		31.64	SS	NA	0	NA	0.000		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	71.33	100.00	2,075	1		45.24	SS	NA	0	NA	0.000		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	28.58	0.00	2,075	1		45.19	SS	0	5	0.000	0.000		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	13.95	7.32	3,843	41		5.44	0.9973	0	10	0.000	0.000		
BI Billing														
BI-1-02-1000	% DUF in 4 Business Days		99.98		125,202,157				0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals			-23	229	-0.782

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

Oct-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	11.61		148			11.6149	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	18.44		9			18.4444	NA	0	0.000	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00						0	2	0.000	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		55.56		9				-2	2	-0.034	-0.182
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		0.00		1				NA	0	0.000	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA				NA	0	0.000	0.000
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA				NA	0	0.000	0.000
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		98.31		59				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		0.10		2,102				0	2	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.76		2,089				0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,094				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	7.67	1.00	3	1	8.33	9.61	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	66.67	100.00	3	1		54.43	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	9	3		0.00	SS	0	2	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	120.00	0.00	5	1		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		96.77		31				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.67	NA	6	0.00	6.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.00		40				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.49	0.00	774	55		2.56	1.0281	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	4.88		41		41.00	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	Perf. Score Wtg Wgtd Score						
MR-1-01-6050	Average Response Time - Create Trouble	1.39	53.22		3,603			51.8360	-2	2	-0.034	-0.043
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	100.00	4	1		0.00	SS	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	2	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	17.22	22.73	4	1	10.63	11.89	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	3.69	59.51	1	1	0.00		SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	80.00	50.00	5	2		33.47	SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	20.00	0.00	5	2		33.47	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	10.94	4.88	3,609	41		4.90	5.0000	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	4.00	0.00	50	2		14.13	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	25.57	6.47	3,609	41	19.91	3.13	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	11.34	3.38	50	2	0.00		SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	58.90	97.67	781	43		7.71	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	65.91	0.00	2,382	2		33.53	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	13.95	25.00	3,843	44		5.25	-2.1569	-2	10	-0.168	-0.217
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
Totals									-6	119	-0.235	
"NA" - no activity "UD" - under development "SS" - Small Sample												

"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

Oct-2011

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC	Score			Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	90.00			10			NA	0	0.000	
OR-1-13-5000	% On Time Design Layout Record	0.00			2			-1	10	-0.250	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	NA			NA			NA	0	0.000	
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA			NA	0	0.000	
PR		Provisioning		FP							
PR-4-07-3540	% On Time Performance - LNP only		98.58		1,193				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					0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-1	40	-0.250

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

Fair Point New Hampshire			PRELIM					Oct-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	-	-	-	-	\$27,393	\$0		\$27,393
	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					27,393			
	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	\$28,140	\$0	\$19,206	\$0	\$0	\$0		\$47,346
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	4,932		2,195					
	PR-4-02	Average Delay Days - Total	-	-	4,939					
	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		8,780					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				-				
	PR-4-15	% On Time Provisioning - Trunks					-			
	PR-6-01	Installation Troubles w/in 30 Days	-	-	3,292		-			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						-		
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale						-		
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale						-		
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale						-		
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale						-		
	PR-4-01	% Missed Appointment - FP - Total - EEL						-		
	PR-4-02	Average Delay Days - Total - EEL						-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL						-		
	PR-4-01	% Missed Appointment - FP - Total - IOF						-		
	PR-4-02	Average Delay Days - IOF						-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF						-		
4	PR-4-07	% On Time Performance - LNP					\$0			\$0
5		Hot Cut Performance		-						\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-						
MAINTENANCE										
6		Maintenance Performance	\$ -	\$27,850	\$2,497	\$31,404	\$0	\$2,772		\$64,523
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-					
	MR-3-01	Missed Repair Appointments - Loop		27,850						
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-				
	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.	-		2,497					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	-	-	-		-			
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-				
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				31,404				
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-				
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						2,772		
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							\$10,376	\$10,376
	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.							10,376	
Month Total			\$28,140	\$27,850	\$21,703	\$31,404	\$27,393	\$2,772	\$10,376	\$149,638

Under the Plan, -1 performance scores are subject to further adjustment.

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.0	1	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	0	0	0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	0	0	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	100.00	3,031	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	62.16	2,310	-2	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	96.43	28	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	NA	NA	NA	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	14.29	0.00	28	22	9.97	1.35	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	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	2.25	NA	4	NA	2.50	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	28	23	0.00	5.00	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	28	23	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	12	28	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	32.14	8.70	28	23	13.14	1.71	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	14.29	NA	28	NA	NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	2.25	NA	4	NA	2.50	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	25.00	0.00	28	0	0.00	SS	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	21.40	3.56	24	8	18.03	16.74	5.00	0	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	13.53	13.38	81	95	3.96	5.17	0.03	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	50.00	4	4		0.00	SS	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	0.00	4	4		30.62	SS	0	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	17.14	24.27	105	103		5.23	-1.44	-1	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

Oct-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.79	317	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	81.82	11	\$ 68,333
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*	\$ 68,333
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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%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

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
AUG-2011	80.07	271	217	AUG-2011	80.07	271	217
SEP-2011	128.36	201	258	SEP-2011	100.50	201	202
OCT-2011	72.68	355	258	OCT-2011	73.72	274	202
Overall	88.63	827	733	Overall	83.24	746	621

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
AUG-2011	96.41	390	376	AUG-2011	96.41	390	376
SEP-2011	109.16	251	274	SEP-2011	108.37	251	272
OCT-2011	92.05	302	278	OCT-2011	94.85	291	276
Overall	98.41	943	928	Overall	99.14	932	924

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
AUG-2011	93.00	200	186	AUG-2011	93.00	200	186
SEP-2011	337.20	164	553	SEP-2011	339.02	164	556
OCT-2011	93.91	608	571	OCT-2011	94.11	611	575
Overall	134.77	972	1,310	Overall	135.08	975	1,317

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	9	100.00	20
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	39	0.00	86
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	16.66	170	18.11	166
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	-
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	-
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	-
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	-

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

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

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

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

Oct-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.354	\$ 92,490	
Unbundled Network Elements - Loop	-0.176	\$ -	
Resale	-0.782	\$ 57,056	
Digital Subscriber Lines	-0.235	\$ 22,822	
Trunks	-0.250	\$ 11,411	
Mode of Entry Total			\$ 183,779
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 27,393	
3 Installation Performance		\$ 47,346	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 64,523	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 10,376	
Critical Measure Total			\$ 149,638
Individual Rule Payments:			\$ 333
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			\$ 402,083

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

Oct-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	7.32		1,848	7.3247	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	15.21		486	15.2078	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	9.20		30	9.2000	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	28.75		8	28.7500	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-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		98.23		113		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		98.83		171		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.10		2,102		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.76		2,089		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,094		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		73.72		274		-2	5	-0.044	-0.106
OR-6-03-3140	% Accuracy - LSRC - Platform		2.64		265		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		99.33		150		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		77.78		9		-1	2	-0.009	-0.021
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		NA	0	NA	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000
PR Provisioning		FP	CLEC	FP	CLEC					
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.63	51.61	495	31	8.96	-1.4065	-1	5	-0.022
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.14	6.55	6,262	168	1.13	-3.3678	-2	20	-0.175
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	17.33	6.67	704	15	9.88	0.6984	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.13	1.44	256	18	3.07	0.75	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.28	0.00	704	15	2.93	0.9396	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.14	0.00	704	15	0.98	2.0363	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	7.50	2.11	1,427	95	2.79	1.9353	0	10	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.
MR-1-01-6050	Average Response Time - Create Trouble	1.39	53.22		3,603			51.8360	-2	2
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	135.60		1,081			135.5994	NA	0
		Stat. Score								
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	17.16	9.09	542	77	4.59	1.6950	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	12.36	0.00	89	10	10.98	5.0000	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.83	23.12	542	77	13.40	1.63	-5.0000	-2	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	11.53	7.39	89	10	19.59	6.53	0.3759	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	65.87	65.63	375	32		8.73	0.1490	0	5
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	34.13	43.75	375	32		8.73	-1.2806	-1	5
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	6.13	6.25	375	32		4.42	-0.4892	0	5
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	9.85	0.00	3,067	55		4.05	5.0000	0	10
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	4.14	0.00	145	1		19.99	SS	0	10
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	28.12	23.91	3,067	55	20.39	2.77	2.4783	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	18.74	2.18	145	1	40.56	40.70	SS	NA	0
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	88.72	92.86	2,075	14		8.48	-0.8888	-1	5
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	71.33	57.14	2,075	14		12.13	0.8825	0	5
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	28.58	14.29	2,075	14		12.12	0.8724	0	5
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	13.95	15.38	3,843	143		2.95	-0.6262	0	10
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.98		125,202,157			0	5	0.000
									Totals	-12
										229
										-0.354

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

Oct-2011

PO		Pre-Ordering	Performance		Observations		Perf.		Wgt.		Domain Clustering			
			FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS			NA				0	5	0.000	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	7.32		1,848		7.3247	NA	0	NA	0.000			
PO-1-03-6020	Address Validation -EDI	NA	15.21		486		15.2078	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	9.20		30		9.2000	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	28.75		8		28.7500	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			100.00		285		0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual			100.00		100		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			0.10		2,102		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day			98.76		2,089		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day			98.14		2,094		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop			94.85		291		0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop			2.25		178		0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP			96.41		167		0	5	0.000	0.000			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP			100.00		2		0	2	0.000	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP			NA		NA		NA	0	NA	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP			NA		NA		NA	0	NA	0.000			
PR		Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS		2.13	1.44	256	18	3.07	0.75	1.3059	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New		17.33	11.36	704	44		5.88	0.8015	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop		1.28	0.00	704	45		1.73	0.1784	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop		0.14	0.00	704	45		0.58	1.5541	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New		3.49	0.00	774	89		2.05	1.6404	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		39				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		9				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		1.39	53.22		3,603			51.8360	-2	2	-0.024	-0.043	
		Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop		10.94	15.71	3,609	140		2.69	-1.8285	-2	10	-0.121	-0.213	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop		25.57	8.85	3,609	140	19.91	1.71	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop		65.91	6.06	2,382	33		8.31	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop		25.10	3.03	2,382	33		7.60	3.1141	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop		13.95	9.86	3,843	142		2.96	1.2835	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop		4.00	0.00	50	2		14.13	SS	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop		11.34	3.78	50	2	19.72	14.22	SS	NA	0	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-4	165	-0.145	

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

Oct-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	7.32		1,848	7.3247	NA	0	NA	0.000			
PO-1-03-6020	Address Validation -EDI	NA	15.21		486	15.2078	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	9.20		30	9.2000	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	28.75		8	28.7500	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 -2hrs	95.83		24			0	10	0.000	0.000			
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	97.71		175			0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.10		2,102			0	5	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day	98.76		2,089			0	5	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day	98.14		2,094			0	5	0.000	0.000			
OR-5-03-2000	% Flow Through - Achieved - POTS	31.58		19			-2	10	-0.087	-0.175			
OR-6-03-2000	% Accuracy - LSRC	1.22		410			0	10	0.000	0.000			
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	97.34		338			0	5	0.000	0.000			
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	50.00		2			NA	0	NA	0.000			
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00		4			0	2	0.000	0.000			
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA					NA	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	62.63	33.33	495	6		19.87	-1.8716	-2	5	-0.044	-0.067	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.14	17.24	6,262	29		2.69	-3.9929	-2	20	-0.175	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	17.33	15.38	704	13		10.59	0.2630	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	2.13	3.88	256	8	3.07	1.10	-1.2725	0	15	0.000	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.28	7.69	704	13		3.14	-2.2385	-2	5	-0.044	-0.067	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.14	7.69	704	13		1.05	-3.4281	-2	5	-0.044	-0.067	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.50	9.80	1,427	51		3.75	-0.9007	-1	15	-0.066	-0.100	
MR Maintenance & Repair													
Diff.													
MR-1-01-6050	Average Response Time - Create Trouble	1.39	53.22		3,603			51.8360	-2	2	-0.017	-0.024	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	135.60		1,081			135.5994	NA	0	NA	0.000	
Stat Score													
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	17.16	13.79	542	29		7.19	0.1659	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.36	20.00	89	10		10.98	-5.0000	-2	10	-0.087	-0.122	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.83	19.44	542	29	13.40	2.55	-2.1808	-2	5	-0.044	-0.061	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	11.53	3.89	89	10	19.59	6.53	0.9097	0	5	0.000	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	65.87	80.00	375	10		15.19	-5.0000	-2	5	-0.044	-0.061	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.13	70.00	375	10		15.19	-2.6196	-2	5	-0.044	-0.061	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	6.13	10.00	375	10		7.69	-1.1582	-1	5	-0.022	-0.030	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.85	0.00	3,067	1		29.80	SS	0	10	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	4.14	0.00	145	1		19.99	SS	0	10	0.000	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	28.12	23.25	3,067	1	20.39	20.39	SS	NA	0	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	18.74	2.32	145	1	40.56	40.70	SS	NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	88.72	100.00	2,075	1		31.64	SS	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	71.33	100.00	2,075	1		45.24	SS	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	28.58	0.00	2,075	1		45.19	SS	0	5	0.000	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	13.95	7.32	3,843	41		5.44	0.9973	0	10	0.000	0.000	
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		99.98		125,202,157				0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals		-22	229	-0.716

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

Oct-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	11.61		148		11.6149	NA	0	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA			NA	0	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	18.44		9		18.4444	NA	0	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	2	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		55.56		9			-2	2	-0.034
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
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		0.00		1			NA	0	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		98.31		59			0	5	0.000
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.10		2,102			0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.76		2,089			0	2	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,094			0	2	0.000
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	7.67	1.00	3	1	8.33	9.61	SS	NA	0
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA			NA	NA	0
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	66.67	100.00	3	1		54.43	SS	NA	0
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	9	3		0.00	SS	0	2
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	120.00	0.00	5	1		0.00	SS	0	2
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.77		31				0	10
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.67	NA	6	0.00	6.00	SS	NA	10
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.00		40				0	10
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.49	0.00	774	55		2.56	1.0281	0	15
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	4.88		41		41.00	SS	NA	0
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	NA	0
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.39	53.22		3,603			51.8360	-2	2
Stat. Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	100.00	4	1		0.00	SS	NA	0
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	2
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	17.22	22.73	4	1	10.63	11.89	SS	NA	0
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	3.69	59.51	1	1	0.00		SS	NA	0
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	80.00	50.00	5	2		33.47	SS	NA	0
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	20.00	0.00	5	2		33.47	SS	0	2
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	10.94	4.88	3,609	41		4.90	5.0000	0	5
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	4.00	0.00	50	2		14.13	SS	0	5
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	25.57	6.47	3,609	41	19.91	3.13	5.0000	0	5
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	11.34	3.38	50	2	0.00		SS	NA	0
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	58.90	97.67	781	43		7.71	5.0000	0	5
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	65.91	0.00	2,382	2		33.53	SS	0	10
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	13.95	25.00	3,843	44		5.25	-2.1569	-2	10
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-6	119

-0.235

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

Oct-2011

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP		CLEC		Score	Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	90.00				10		NA	0	0.000	
OR-1-13-5000	% On Time Design Layout Record	0.00				2		-1	10	-0.250	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	NA				NA		NA	0	0.000	
OR-2-12-5020	% On TimeTrunk ASR Reject	NA				NA		NA	0	0.000	
PR		Provisioning		FP							
PR-4-07-3540	% On Time Performance - LNP only		98.58		1,193				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					0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-1	40	-0.250

"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			FINAL					Oct-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	-	-	-	-	\$27,393	\$0		\$27,393
	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					27,393			
	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	\$28,140	\$0	\$14,267	\$0	\$0	\$0		\$42,407
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	4,932		2,195					
	PR-4-02	Average Delay Days - Total	-	-	-					
	PR-4-02	Average Delay Days - Total - 2W Digital				-				
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-				
	PR-4-02	Average Delay Days -Total -Line Share/Split				-				
	PR-4-04	Missed Appointments -Dispatch	-	-	-					
	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		8,780					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				-				
	PR-4-15	% On Time Provisioning - Trunks					-			
	PR-6-01	Installation Troubles w/in 30 Days	-	-	3,292		-			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						-		
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale						-		
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale						-		
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale						-		
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale						-		
	PR-4-01	% Missed Appointment - FP - Total - EEL						-		
	PR-4-02	Average Delay Days - Total - EEL						-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL						-		
	PR-4-01	% Missed Appointment - FP - Total - IOF						-		
	PR-4-02	Average Delay Days - IOF						-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF						-		
4	PR-4-07	% On Time Performance - LNP					\$0			\$0
5		Hot Cut Performance		-						\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-						
MAINTENANCE										
6		Maintenance Performance	\$ -	\$27,850	\$2,497	\$31,404	\$0	\$0		\$61,751
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-					
	MR-3-01	Missed Repair Appointments - Loop		27,850						
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-				
	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.	-		2,497					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	-	-	-		-			
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-				
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				31,404				
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-				
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-		
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked					\$0			\$0
8		Collocation							\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total							-	
	NP-2-05/6	% On Time - Physical Collocation - Total							-	
	NP-2-07/8	Average Delay Days - Total							-	
RESOLUTION PROCESS										
9		Resolution Process							\$10,376	\$10,376
	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.							10,376	
Month Total			\$28,140	\$27,850	\$16,764	\$31,404	\$27,393	\$0	\$10,376	\$141,928

Under the Plan, -1 performance scores are subject to further adjustment.

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.0	1	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	0	0	0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	0	0	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	100.00	3,031	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after Receipt	62.16	2,310	-2	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(Elec.-No FT) -All Specials -UNE/Resale	96.43	28	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	14.29	0.00	28	22	9.97	1.35	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	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	2.25	NA	4	NA	2.50	NA	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	28	23	0.00	5.00	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	28	23	0.00	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	12	28	0.00	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	32.14	8.70	28	23	13.14	1.71	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	14.29	NA	28	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	2.25	NA	4	NA	2.50	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	25.00	0.00	28	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	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	21.40	3.56	24	8	18.03	16.74	5.00	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	13.53	13.38	81	95	3.96	5.17	0.03	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	1	1		0.00	SS	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	1	1		0.00	SS	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	50.00	4	4		0.00	SS	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	0.00	4	4		30.62	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	17.14	24.27	105	103		5.23	-1.44	0
Total									105

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

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

Special Provision - UNE Ordering

Oct-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.79	317	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	81.82	11	\$ 68,333
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*	\$ 68,333
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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%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

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
AUG-2011	80.07	271	217	AUG-2011	80.07	271	217
SEP-2011	128.36	201	258	SEP-2011	100.50	201	202
OCT-2011	72.68	355	258	OCT-2011	73.72	274	202
Overall	88.63	827	733	Overall	83.24	746	621

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
AUG-2011	96.41	390	376	AUG-2011	96.41	390	376
SEP-2011	109.16	251	274	SEP-2011	108.37	251	272
OCT-2011	92.05	302	278	OCT-2011	94.85	291	276
Overall	98.41	943	928	Overall	99.14	932	924

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
AUG-2011	93.00	200	186	AUG-2011	93.00	200	186
SEP-2011	337.20	164	553	SEP-2011	339.02	164	556
OCT-2011	93.91	608	571	OCT-2011	94.11	611	575
Overall	134.77	972	1,310	Overall	135.08	975	1,317

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	9	100.00	20
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	39	0.00	86
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	16.66	170	18.11	166
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

Oct-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.354	\$ 92,490	
Unbundled Network Elements - Loop	-0.145	\$ -	
Resale	-0.716	\$ 57,056	
Digital Subscriber Lines	-0.235	\$ 22,822	
Trunks	-0.250	\$ 11,411	
Mode of Entry Total		\$ 183,779	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 27,393	
3 Installation Performance		\$ 42,407	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 61,751	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 10,376	
Critical Measure Total		\$ 141,928	
Individual Rule Payments:		\$ 333	
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ 68,333	
CHANGE CONTROL		\$ -	
Grand Total		\$ 394,373	

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