

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

UNE Platform

Dec-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	4.87		1,241	4.8670	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	11.56		465	11.5591	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	4.21		38	4.2105	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.00		4	8.0000	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		96.72		122		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		33		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.14		2,113		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.62		2,106		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.24		2,106		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		76.87		134		-2	5	-0.043	-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		2.30		87		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		98.41		252		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		22		0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		85		0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		20		0	2	0.000	0.000
PR Provisioning		FP	CLEC	FP	CLEC					
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.42	64.71	471	17	11.96	0.0836	0	5	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	4.81	15.71	4,327	140	1.84	-4.8999	-2	20	-0.170
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	13.59	31.25	824	16	8.65	-2.1511	-2	10	-0.085
PR-4-02-3100	Average Delay Days - Total - POTS	2.32	3.41	320	32	4.02	0.75	-1.3716	-1	15
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.33	0.00	824	16	2.90	0.8716	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	824	16	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.32	9.78	1,692	92	2.61	-1.4725	-1	10	-0.043
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	1.41	7.54		2,721			6.1276	-2	2
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	124.33		725			124.3324	NA	0
		Stat. Score								
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.43	8.64	362	81	4.06	0.7532	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	6.25	6.25	80	16	6.63	-0.6404	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	13.79	14.54	362	81	15.89	1.95	-1.1906	-1	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.81	3.32	80	16	10.85	2.97	1.5581	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	61.76	61.76	238	34	8.91	-0.1774	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	39.50	32.35	238	34	8.96	0.6042	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	7.14	5.88	238	34	4.72	0.1695	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	5.86	2.27	1,826	44	3.58	0.6243	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.08	0.00	148	2	17.01	SS	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.59	19.60	1,826	44	26.47	4.04	0.8816	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	10.17	3.26	148	2	31.00	22.07	SS	NA	0
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	83.57	64.29	1,254	14	9.96	1.4947	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	64.43	42.86	1,254	14	12.87	1.3790	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	17.22	14.29	1,254	14	10.15	0.1452	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.80	13.29	2,416	143	2.78	-0.6848	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.87		69,496,533			0	5	0.000
		Totals							-11	235

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

Fair Point New Hampshire PRELIM UNE LOOP Dec-2011

Performance Assurance Plan Report

PO		Pre-Ordering		Performance		Observations		Perf.		Wgtd.		Domain Clustering		
				FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review		
PO-2-02-6010		OSS Interface Availability - Prime - WPTS			NA				NA	0		NA	0.000	
PO-1-01-6020		Customer Service Record - EDI		NA	4.87		1,241		4.8670	NA	0	NA	0.000	
PO-1-03-6020		Address Validation - EDI		NA	11.56		465		11.5591	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	4.21		38		4.2105	0	2	0.000	0.000	
PO-1-03-6050		Address Validation - Web GUI		NA	8.00		4		8.0000	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			96.26		910			0	10	0.000	0.000	
OR-2-02-3331		% On Time LSR Reject - Flow Thru - Loop/Pre-Qual			100.00		29			0	5	0.000	0.000	
OR-4-11-1000		% Completed Orders with Neither a PCN or BCN Sent			0.14		2,113			0	2	0.000	0.000	
OR-4-16-1000		% On Time PCN - 1 Business Day			99.62		2,106			0	2	0.000	0.000	
OR-4-17-1000		% On Time BCN - 2 Business Day			99.24		2,106			0	2	0.000	0.000	
OR-5-03-3112		% Flow-Through Achieved-UNE POTS Loop			98.84		258			0	5	0.000	0.000	
OR-6-03-3331		% Accuracy - LSRC - Loop			3.18		220			0	5	0.000	0.000	
OR-1-04-3331		% OT LSRC - No Facility Check - Loop/LNP			98.56		836			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			100.00		12			0	2	0.000	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		2.32	3.41	320	32	4.02	0.75	-1.3716	-1	5	-0.031	-0.038
PR-4-04-3113		% Missed Appointment - FP - Dispatch - Loop-New		13.59	5.66	824	53		4.86	1.5186	0	20	0.000	0.000
PR-5-01-3112		% Missed Appointment - Facilities - Loop		1.33	0.00	824	54		1.61	0.0115	0	5	0.000	0.000
PR-5-02-3112		% Orders Held for Facilities > 15 days - Loop		0.00	0.00	824	54		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113		% Installation Troubles within 30 days - Loop New		3.36	0.00	1,073	112		1.79	1.9351	0	10	0.000	0.000
PR-6-02-3520		% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		123				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		20				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		1.41	7.54		2,721			6.1276	-2	2	-0.025	-0.043
										Stat. Score				
MR-3-01-3112		% Missed Repair Appointments - Loop - Loop		6.95	3.09	2,188	97		2.64	1.3196	0	10	0.000	0.000
MR-4-02-3112		Mean Time to Repair - Loop Trouble - Loop		21.69	7.58	2,188	97	25.16	2.61	5.0000	0	5	0.000	0.000
MR-4-07-3112		% Out of Service > 12 Hours - Loop		60.14	14.71	1,445	34		8.50	5.0000	0	5	0.000	0.000
MR-4-08-3112		% Out of Service > 24 Hours - Loop		15.64	0.00	1,445	34		6.30	2.7143	0	5	0.000	0.000
MR-5-01-3112		% Repeat Reports w/in 30 days - Loop		11.80	3.96	2,416	101		3.28	2.4884	0	10	0.000	0.000
MR-3-02-3112		% Missed Repair Appointments - CO - Loop		2.56	0.00	39	4		8.30	SS	0	10	0.000	0.000
MR-4-03-3112		Mean Time to Repair - CO Trouble - Loop		5.36	4.10	39	4	7.22	3.79	SS	NA	0	NA	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-3	162	-0.056	

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

Dec-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review				
		FP	CLEC	FP	CLEC									
PO-1-01-6020	Customer Service Record - EDI	NA	4.87		1,241	4.8670	NA	0	NA	0.000				
PO-1-03-6020	Address Validation -EDI	NA	11.56		465	11.5591	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	4.21		38	4.2105	0	2	0.000	0.000				
PO-1-03-6050	Address Validation - Web GUI	NA	8.00		4	8.0000	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	95.70		186			0	10	0.000	0.000				
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	98.67		75			0	5	0.000	0.000				
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.14		2,113			0	5	0.000	0.000				
OR-4-16-1000	% On Time PCN - 1 Business Day	99.62		2,106			0	5	0.000	0.000				
OR-4-17-1000	% On Time BCN - 2 Business Day	99.24		2,106			0	5	0.000	0.000				
OR-5-03-2000	% Flow Through - Achieved - POTS	92.08		202			-1	10	-0.048	-0.085				
OR-6-03-2000	% Accuracy - LSRC	0.90		111			0	10	0.000	0.000				
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	98.29		409			0	5	0.000	0.000				
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00		2			0	2	0.000	0.000				
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	98.44		128			0	2	0.000	0.000				
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000				
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score						
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	62.42	33.33	471	6		19.90	-1.8602	-2	5	-0.048	-0.067		
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	4.81	6.52	4,327	46		3.17	-0.9165	-1	20	-0.096	-0.133		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	13.59	31.25	824	16		8.65	-2.1511	-2	10	-0.096	-0.133		
PR-4-02-2100	Average Delay Days - Total - POTS	2.32	1.60	320	10	4.02	1.29	0.4027	0	15	0.000	0.000		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.33	18.75	824	16		2.90	-3.7788	-2	5	-0.048	-0.067		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	824	16		0.00	5.0000	0	5	0.000	0.000		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.32	16.28	1,692	43		3.76	-2.5334	-2	15	-0.144	-0.200		
		MR Maintenance & Repair												
		Diff.												
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.54		2,721			6.1276	-2	2	-0.019	-0.035		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	124.33		725			124.3324	NA	0	NA	0.000		
		Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.43	4.00	362	25		6.82	0.9333	0	10	0.000	0.000		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	6.25	0.00	80	10		8.12	0.1181	0	10	0.000	0.000		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.79	16.51	362	25	15.89	3.29	-0.6443	0	5	0.000	0.000		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.81	5.09	80	10	10.85	3.64	1.1533	0	5	0.000	0.000		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	61.76	80.00	238	5		21.96	SS	NA	0	NA	0.000		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	39.50	60.00	238	5		22.09	SS	NA	0	NA	0.000		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	7.14	0.00	238	5		11.64	SS	0	5	0.000	0.000		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.86	0.00	1,826	1		23.49	SS	0	10	0.000	0.000		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.08	NA	148	NA			NA	NA	0	NA	0.000		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.59	55.91	1,826	1	26.47	26.48	SS	NA	0	NA	0.000		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.17	NA	148	NA	31.00		NA	NA	0	NA	0.000		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	83.57	100.00	1,254	1		37.07	SS	NA	0	NA	0.000		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	64.43	100.00	1,254	1		47.89	SS	NA	0	NA	0.000		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	17.22	100.00	1,254	1		37.77	SS	NA	0	NA	0.000		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.80	22.22	2,416	36		5.42	-2.0118	-2	10	-0.096	-0.175		
BI Billing														
BI-1-02-1000	% DUF in 4 Business Days		99.87		69,496,533				0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals			-14	208	-0.596

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

Dec-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	11.92		132			11.9167	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	22.60		10			22.6000	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		91.67		12				NA	0	0.000	0.000
PO-8-02-6000	% On Time - Engineering Record Request		100.00		5				0	2	0.000	0.000
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		2				0	2	0.000	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2				0	2	0.000	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA				NA	0	0.000	0.000
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA				NA	0	0.000	0.000
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		45				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		100.00		6				0	2	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		0.14		2,113				0	2	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.62		2,106				0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.24		2,106				0	2	0.000	0.000
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.00	NA	3	NA	1.73		NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	25.00	NA	8	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA			NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	27	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	30.00	NA	10	NA			NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		30				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.00	NA	1	0.00	1.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		30				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.36	0.00	1,073	52		2.56	0.9267	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	4	34		26.43	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			NA				0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	Diff.						
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.54		2,721			6.1276	-2	2	-0.035	-0.053
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	2	2		0.00	SS	0	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	18.82	22.39	2	2	18.92	18.92	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	4.83	NA	1	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	100.00	3	2		43.03	SS	0	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	0.00	3	2		0.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	6.95	4.55	2,188	22		5.45	0.1083	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.56	0.00	39	2		11.46	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.69	7.23	2,188	22	25.16	5.39	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5.36	1.73	39	2	7.22	5.23	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	70.85	95.83	343	24		9.60	2.6885	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	60.14	50.00	1,445	2		34.64	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.80	12.50	2,416	24		6.62	-0.4893	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
Totals									-2	114	-0.035	
"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

Dec-2011

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC			Score	Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	87.50			8			NA	0	0.000	
OR-1-13-5000	% On Time Design Layout Record	50.00			2			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		97.46		1,061				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		0.00						0	5	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.00						0	10	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	35	0.000

"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						Dec-2011	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1		OSS Interface	-	-	-	-			\$0
	PO-1-06	Mechanized Loop Qualification - EDI							
	PO-1-06	Mechanized Loop Qualification - CORBA							
	PO-1-06	Mechanized Loop Qualification - Web GUI							
	PO-2-02	OSS Interface Availability - Prime - WPTS		-					
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-				
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-					
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-				
ORDERING									
2		% On Time Ordering Notification	-	-	-	-	\$0	\$0	\$0
	OR-1-02	% On Time LSRC -Flow Through	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-			
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-			
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-			
	OR-1-12	% On Time FOC					-		
	OR-1-13	% On Time Design Layout Record					-		
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-		
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-			
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops							
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-			
	OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl					-		
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl					-		
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale					-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale					-		
PROVISIONING									
3		Installation Performance	\$58,601	\$7,957	\$17,999	\$0	\$0	\$6,848	\$91,405
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-		2,195				
	PR-4-02	Average Delay Days - Total	13,925	7,957	-				
	PR-4-02	Average Delay Days - Total - 2W Digital				-			
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-			
	PR-4-02	Average Delay Days -Total -Line Share/Split				-			
	PR-4-04	Missed Appointments -Dispatch	11,604	-	4,390				
	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		4,829				
	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	9,863	-	6,585		-		
	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					6,848		
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale					-		
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale					-		
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale					-		
	PR-4-01	% Missed Appointment - FP - Total - EEL					-		
	PR-4-02	Average Delay Days - Total - EEL					-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL					-		
	PR-4-01	% Missed Appointment - FP - Total - IOF					-		
	PR-4-02	Average Delay Days - IOF					-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF					-		
4	PR-4-07	% On Time Performance - LNP					\$0		\$0
5		Hot Cut Performance		-					\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-					
MAINTENANCE									
6		Maintenance Performance	\$ -	\$0	\$8,153	\$0	\$0	\$0	\$8,153
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-				
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-				
	MR-3-01	Missed Repair Appointments - Loop		-					
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-			
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-			
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-			
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-			
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-			
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-			
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-			
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-			
	MR-4-08	Out of Service >24Hrs. - Bus.	-		-				
	MR-4-08	Out of Service >24Hrs. - Res.	-		-				
	MR-4-08	Out of Service >24Hrs. - Total		-			-		
	MR-5-01	% Repeat Reports within 30 Days	-	-	8,153		-		
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-			
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				-			
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-			
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale					-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale					-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale					-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale					-		
NETWORK PERFORMANCE									
7	NP-1-04	Final Trunk Groups Blocked					\$0		\$0
8		Collocation						\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total						-	
	NP-2-05/6	% On Time - Physical Collocation - Total						-	
	NP-2-07/8	Average Delay Days - Total						-	
RESOLUTION PROCESS									
9		Resolution Process						\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days						-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days						-	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days						-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.						-	
Month Total			\$58,601	\$7,957	\$26,152	\$0	\$0	\$6,848	ERROR

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	NA	NA	NA	0
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
					0

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	100.00	2,053	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	98.57	4,675	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	100.00	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	37	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	0.00	NA	4	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	15.38	16.67	13	24	12.42	-0.54	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	0.00	1	2	0.00	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	8.00	2.50	2	4	7.07	23.49	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	7.69	18	26	0.00	-5.00	-2	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	18	26	0.00	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	6	39	0.00	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	33.33	3.85	18	26	14.45	2.21	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	15.38	NA	13	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	8.00	NA	2	NA	7.07	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	23.08	0.00	13	0	0.00	SS	0	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	1	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	100.00	NA	1	NA		NA	NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	26.67	12.83	18	3	18.82	27.58	SS	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	14.95	10.50	75	50	9.47	1.73	2.58	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	33.33	4	3	0.00	SS	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	0.00	4	3	33.07	SS	0	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	25.81	11.11	93	54	7.49	1.96	0	10
"NA" - no activity "UD" - under development "SS" - Small Sample									Total
									100

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

Special Provision - UNE Ordering

Dec-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.53	1,088	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	97	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ -
-------------------	------

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation	40.00%	\$ -
UNE Loop allocation	60.00%	\$ -

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
OCT-2011	72.68	355	258	OCT-2011	73.72	274	202
NOV-2011	88.65	326	289	NOV-2011	97.96	98	96
DEC-2011	74.76	416	311	DEC-2011	76.87	134	103
Overall	78.21	1,097	858	Overall	79.25	506	401

Market Adjustment *	\$ 255,984
---------------------	------------

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
OCT-2011	92.05	302	278	OCT-2011	94.85	291	276
NOV-2011	95.98	348	334	NOV-2011	97.01	201	195
DEC-2011	97.95	341	334	DEC-2011	98.84	258	255
Overall	95.46	991	946	Overall	96.80	750	726

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

OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
OCT-2011	93.91	608	571	OCT-2011	94.11	611	575
NOV-2011	98.24	624	613	NOV-2011	99.21	126	125
DEC-2011	91.94	248	228	DEC-2011	96.63	208	201
Overall	95.41	1,480	1,412	Overall	95.34	945	901

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

* For allocation, UNE-P and Other will be included with any UNE-P MOE market adjustment allocation and UNE-L with any UNE-L MOE market adjustment allocation.

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	20	100.00	16
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	123	0.00	49
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	16.83	135	27.08	147
		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.

Dec-2011

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

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

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

	% Test Deck Wgt. Failure	Test Deck Wgt.		
PO-6-01-6000 % Software Validation	R3	R3	\$	-

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

PO-7-04-6000 Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$	-
---	----	--	----	---

Total Market Adjustment		\$	-
UNE Platform allocation	31.43%	\$	-
UNE Loop allocation	47.14%	\$	-
Resale allocation	7.14%	\$	-
DSL allocation	14.29%	\$	-

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Dec-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.443	\$ 134,771	
Unbundled Network Elements - Loop	-0.056	\$ -	
Resale	-0.596	\$ 94,892	
Digital Subscriber Lines	-0.035	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 229,664
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 91,405	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 8,153	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 99,558
Individual Rule Payments:			\$ 2,043
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 255,984
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 587,248</u>

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

Dec-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Pert.	Wgt.	wgt.	Domain Clustering
		FP	CLEC	FP	CLEC		Score			
PO-1-01-6020	Customer Service Record - EDI	NA	4.87		1,241	4.8670	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	11.56		465	11.5591	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	4.21		38	4.2105	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.00		4	8.0000	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		96.72		122		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		33		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.14		2,113		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.62		2,106		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.24		2,106		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		76.87		134		-2	5	-0.043	-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		2.30		87		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		98.41		252		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		22		0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		85		0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		20		0	2	0.000	0.000
PR Provisioning										Wgt.
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.42	64.71	471	17	11.96	0.0836	0	5	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	4.81	15.71	4,327	140	1.84	-4.8999	-2	20	-0.170
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	13.59	31.25	824	16	8.65	-2.1511	-2	10	-0.085
PR-4-02-3100	Average Delay Days - Total - POTS	2.32	3.41	320	32	4.02	0.75	-1.3716	0	15
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.33	0.00	824	16	2.90	0.8716	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	824	16	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.32	9.78	1,692	92	2.61	-1.4725	0	10	0.000
MR Maintenance & Repair										Wgt.
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.54		2,721		6.1276	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	124.33		725		124.3324	NA	0	NA
Stat. Score										Wgt.
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.43	8.64	362	81	4.06	0.7532	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	6.25	6.25	80	16	6.63	-0.6404	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	13.79	14.54	362	81	15.89	1.95	-1.1906	-1	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.81	3.32	80	16	10.85	2.97	1.5581	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	61.76	61.76	238	34	8.91	-0.1774	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	39.50	32.35	238	34	8.96	0.6042	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	7.14	5.88	238	34	4.72	0.1695	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	5.86	2.27	1,826	44	3.58	0.6243	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.08	0.00	148	2	17.01	SS	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.59	19.60	1,826	44	26.47	4.04	0.8816	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	10.17	3.26	148	2	31.00	22.07	SS	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	83.57	64.29	1,254	14	9.96	1.4947	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	64.43	42.86	1,254	14	12.87	1.3790	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	17.22	14.29	1,254	14	10.15	0.1452	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.80	13.29	2,416	143	2.78	-0.6848	0	10	0.000
BI Billing										Wgt.
BI-1-02-1000	% DUF in 4 Business Days		99.87		69,496,533			0	5	0.000
Totals										-9
Tots										235
Tots										-0.336

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

Dec-2011

PO		Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering		
			FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review		
PO-2-02-6010	OSS Interface Availability - Prime - WPTS			NA				NA	0		NA	0.000	
PO-1-01-6020	Customer Service Record - EDI		NA	4.87		1,241		4.8670	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI		NA	11.56		465		11.5591	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	4.21		38		4.2105	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI		NA	8.00		4		8.0000	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			96.26		910			0	10	0.000	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual			100.00		29			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			0.14		2,113			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day			99.62		2,106			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day			99.24		2,106			0	2	0.000	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop			98.84		258			0	5	0.000	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop			3.18		220			0	5	0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP			98.56		836			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			100.00		12			0	2	0.000	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		2.32	3.41	320	32	4.02	0.75	-1.3716	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New		13.59	5.66	824	53		4.86	1.5186	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop		1.33	0.00	824	54		1.61	0.0115	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop		0.00	0.00	824	54		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New		3.36	0.00	1,073	112		1.79	1.9351	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		123				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		20				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		1.41	7.54		2,721			6.1276	-2	2	-0.025	-0.043
			Stat. Score										
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop		6.95	3.09	2,188	97		2.64	1.3196	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop		21.69	7.58	2,188	97	25.16	2.61	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop		60.14	14.71	1,445	34		8.50	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop		15.64	0.00	1,445	34		6.30	2.7143	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop		11.80	3.96	2,416	101		3.28	2.4884	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop		2.56	0.00	39	4		8.30	SS	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop		5.36	4.10	39	4	7.22	3.79	SS	NA	0	NA	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-2	162	-0.025	

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

Dec-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	4.87		1,241		4.8670	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	11.56		465		11.5591	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	4.21		38		4.2105	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.00		4		8.0000	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 -2h	95.70			186			0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	98.67			75			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.14			2,113			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day	99.62			2,106			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day	99.24			2,106			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS	92.08			202			-1	10	-0.048	-0.085	
OR-6-03-2000	% Accuracy - LSRC	0.90			111			0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	98.29			409			0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			2			0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	98.44			128			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												
		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	62.42	33.33	471	6		19.90	-1.8602	-2	5	-0.048	-0.067
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	4.81	6.52	4,327	46		3.17	-0.9165	-1	20	-0.096	-0.133
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	13.59	31.25	824	16		8.65	-2.1511	-2	10	-0.096	-0.133
PR-4-02-2100	Average Delay Days - Total - POTS	2.32	1.60	320	10	4.02	1.29	0.4027	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.33	18.75	824	16		2.90	-3.7788	-2	5	-0.048	-0.067
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	824	16		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.32	16.28	1,692	43		3.76	-2.5334	-2	15	-0.144	-0.200
MR Maintenance & Repair												
Diff.												
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.54		2,721			6.1276	-2	2	-0.019	-0.035
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	124.33		725			124.3324	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.43	4.00	362	25		6.82	0.9333	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	6.25	0.00	80	10		8.12	0.1181	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.79	16.51	362	25	15.89	3.29	-0.6443	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.81	5.09	80	10	10.85	3.64	1.1533	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	61.76	80.00	238	5		21.96	SS	NA	0	NA	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	39.50	60.00	238	5		22.09	SS	NA	0	NA	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	7.14	0.00	238	5		11.64	SS	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.86	0.00	1,826	1		23.49	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.08	NA	148	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.59	55.91	1,826	1	26.47	26.48	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.17	NA	148	NA	31.00		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	83.57	100.00	1,254	1		37.07	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	64.43	100.00	1,254	1		47.89	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	17.22	100.00	1,254	1		37.77	SS	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.80	22.22	2,416	36		5.42	-2.0118	-2	10	-0.096	-0.175
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.87		69,496,533				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-14	208	-0.596	

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

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

Fair Point New Hampshire Performance Assurance Plan Report

FINAL

DSL

Dec-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering		
		FP	CLEC	FP	CLEC					Review		
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	11.92		132		11.9167	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	22.60		10		22.6000	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		91.67		12			NA	0	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		5			0	2	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		2			0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		45			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		100.00		6			0	2	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		0.14		2,113			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.62		2,106			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.24		2,106			0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.00	NA	3	NA	1.73		NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	25.00	NA	8	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA			NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	27	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	30.00	NA	10	NA			NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		30				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.00	NA	1	0.00	1.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		30				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.36	0.00	1,073	52		2.56	0.9267	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	4	34		26.43	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			NA			0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	Diff.		Perf. Score	Wtg	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.54		2,721			6.1276	-2	2	-0.035	-0.053
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	2	2		0.00	SS	0	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	18.82	22.39	2	2	18.92	18.92	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	4.83	NA	1	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	100.00	3	2		43.03	SS	0	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	0.00	3	2		0.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	6.95	4.55	2,188	22		5.45	0.1083	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.56	0.00	39	2		11.46	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.69	7.23	2,188	22	25.16	5.39	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5.36	1.73	39	2	7.22	5.23	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	70.85	95.83	343	24		9.60	2.6885	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	60.14	50.00	1,445	2		34.64	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.80	12.50	2,416	24		6.62	-0.4893	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-2	114	-0.035	

"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

Dec-2011

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP		CLEC		Score	Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk		87.50				8	NA	0	0.000	
OR-1-13-5000	% On Time Design Layout Record		50.00				2	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		97.46		1,061				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		0.00						0	5	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.00						0	10	0.000
Totals									0	35	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample											

"NA" - no activity

"UD" - under development

"SS" - Small Sample

Totals

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

Fair Point New Hampshire		FINAL						Dec-2011	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1		OSS Interface	-	-	-	-			\$0
	PO-1-06	Mechanized Loop Qualification - EDI							
	PO-1-06	Mechanized Loop Qualification - CORBA							
	PO-1-06	Mechanized Loop Qualification - Web GUI							
	PO-2-02	OSS Interface Availability - Prime - WPTS		-					
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-				
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-					
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-				
ORDERING									
2		% On Time Ordering Notification	-	-	-	-	\$0	\$0	\$0
	OR-1-02	% On Time LSRC -Flow Through	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-			
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-			
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-			
	OR-1-12	% On Time FOC					-		
	OR-1-13	% On Time Design Layout Record					-		
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-		
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-			
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops							
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-			
	OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl					-		
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl					-		
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale					-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale					-		
PROVISIONING									
3		Installation Performance	\$44,676	\$0	\$17,999	\$0	\$0	\$6,848	\$69,523
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-		2,195				
	PR-4-02	Average Delay Days - Total	-	-	-				
	PR-4-02	Average Delay Days - Total - 2W Digital				-			
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-			
	PR-4-02	Average Delay Days -Total -Line Share/Split				-			
	PR-4-04	Missed Appointments -Dispatch	11,604	-	4,390				
	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		4,829				
	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	9,863	-	6,585		-		
	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					6,848		
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale					-		
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale					-		
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale					-		
	PR-4-01	% Missed Appointment - FP - Total - EEL					-		
	PR-4-02	Average Delay Days - Total - EEL					-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL					-		
	PR-4-01	% Missed Appointment - FP - Total - IOF					-		
	PR-4-02	Average Delay Days - IOF					-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF					-		
4	PR-4-07	% On Time Performance - LNP					\$0		\$0
5		Hot Cut Performance		-					\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-					
MAINTENANCE									
6		Maintenance Performance	\$ -	\$0	\$8,153	\$0	\$0	\$0	\$8,153
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-				
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-				
	MR-3-01	Missed Repair Appointments - Loop		-					
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-			
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-			
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-			
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-			
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-			
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-			
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-			
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-			
	MR-4-08	Out of Service >24Hrs. - Bus.	-		-				
	MR-4-08	Out of Service >24Hrs. - Res.	-		-				
	MR-4-08	Out of Service >24Hrs. - Total		-			-		
	MR-5-01	% Repeat Reports within 30 Days	-	-	8,153		-		
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-			
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				-			
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-			
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale					-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale					-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale					-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale					-		
NETWORK PERFORMANCE									
7	NP-1-04	Final Trunk Groups Blocked					\$0		\$0
8		Collocation						\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total						-	
	NP-2-05/6	% On Time - Physical Collocation - Total						-	
	NP-2-07/8	Average Delay Days - Total						-	
RESOLUTION PROCESS									
9		Resolution Process						\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days						-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days						-	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days						-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.						-	
Month Total			\$44,676	\$0	\$26,152	\$0	\$0	\$6,848	\$77,676

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	NA	NA	NA	0
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
					0

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-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 I	100.00	2,053	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days afte	98.57	4,675	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	100.00	37	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/Resa	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	4	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	15.38	16.67	13	24	12.42	-0.54	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	0.00	1	2	0.00	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	8.00	2.50	2	4	7.07	23.49	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	7.69	18	26	0.00	-5.00	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	18	26	0.00	5.00	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	6	39	0.00	5.00	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	33.33	3.85	18	26	14.45	2.21	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	15.38	NA	13	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	8.00	NA	2	NA	7.07	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	23.08	0.00	13	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	1	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	100.00	NA	1	NA		NA	0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	26.67	12.83	18	3	18.82	27.58	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	14.95	10.50	75	50	9.47	1.73	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	33.33	4	3	0.00	SS	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	0.00	4	3	33.07	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	25.81	11.11	93	54	7.49	1.96	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								100

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

Special Provision - UNE Ordering

Dec-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.53	1,088	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	97	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ -
-------------------	------

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation	40.00%	\$ -
UNE Loop allocation	60.00%	\$ -

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
OCT-2011	72.68	355	258	OCT-2011	73.72	274	202
NOV-2011	88.65	326	289	NOV-2011	97.96	98	96
DEC-2011	74.76	416	311	DEC-2011	76.87	134	103
Overall	78.21	1,097	858	Overall	79.25	506	401

Market Adjustment *	\$ 255,984
---------------------	------------

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
OCT-2011	92.05	302	278	OCT-2011	94.85	291	276
NOV-2011	95.98	348	334	NOV-2011	97.01	201	195
DEC-2011	97.95	341	334	DEC-2011	98.84	258	255
Overall	95.46	991	946	Overall	96.80	750	726

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

OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
OCT-2011	93.91	608	571	OCT-2011	94.11	611	575
NOV-2011	98.24	624	613	NOV-2011	99.21	126	125
DEC-2011	91.94	248	228	DEC-2011	96.63	208	201
Overall	95.41	1,480	1,412	Overall	95.34	945	901

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

* For allocation, UNE-P and Other will be included with any UNE-P MOE market adjustment allocation and UNE-L with any UNE-L MOE market adjustment allocation.

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	20	100.00	16
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	123	0.00	49
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	16.83	135	27.08	147
		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.

Dec-2011

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

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

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

	% Test Deck Wgt. Failure	Test Deck Wgt.		
PO-6-01-6000 % Software Validation	R3	R3	\$	-

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

PO-7-04-6000 Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$	-
---	----	--	----	---

Total Market Adjustment		\$	-
UNE Platform allocation	31.43%	\$	-
UNE Loop allocation	47.14%	\$	-
Resale allocation	7.14%	\$	-
DSL allocation	14.29%	\$	-

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Dec-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.336	\$ 81,920	
Unbundled Network Elements - Loop	-0.025	\$ -	
Resale	-0.596	\$ 94,892	
Digital Subscriber Lines	-0.035	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 176,812
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 69,523	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 8,153	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 77,676
Individual Rule Payments:			\$ 2,043
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 255,984
CHANGE CONTROL			\$ -
Grand Total			\$ 512,515

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