

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

UNE Platform

Feb-2012

Performance Observations												Perf.	Wgtd.	Domain Clustering	
PO	Pre-Ordering	FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review					
PO-1-01-6020	Customer Service Record - EDI	NA	2.59		2,352	2.5910	0	2	0.000	0.000					
PO-1-03-6020	Address Validation -EDI	NA	12.60		850	12.5953	NA	0	NA	0.000					
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000					
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000					
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000					
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000					
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.84		69	3.8406	0	2	0.000	0.000					
PO-1-03-6050	Address Validation - Web GUI	NA	12.30		10	12.3000	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		100.00		87		0	10	0.000	0.000					
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		41		0	5	0.000	0.000					
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.21		1,890		0	5	0.000	0.000					
OR-4-16-1000	% On Time PCN - 1 Business Day		99.36		1,876		0	5	0.000	0.000					
OR-4-17-1000	% On Time BCN - 2 Business Day		98.99		1,876		0	5	0.000	0.000					
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		94.90		98		-1	5	-0.022	-0.049					
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		401		0	5	0.000	0.000					
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		196		0	5	0.000	0.000					
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		16		0	2	0.000	0.000					
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		105		0	2	0.000	0.000					
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		15		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	65.85	72.97	410	37		8.14	0.6870	0	5	0.000	0.000			
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.06	8.92	3,449	157		1.16	-4.5644	-2	20	-0.176	-0.286			
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	4.50	18.75	533	16		5.26	-2.5333	-2	10	-0.088	-0.143			
PR-4-02-3100	Average Delay Days - Total - POTS	6.37	1.74	95	23	40.18	9.34	0.7438	0	15	0.000	0.000			
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.38	0.00	533	16		1.55	1.5762	0	5	0.000	0.000			
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	533	16		0.00	5.0000	0	5	0.000	0.000			
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.58	4.73	1,219	148		2.68	2.2408	0	10	0.000	0.000			
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score				
MR-1-01-6050	Average Response Time - Create Trouble	1.49	9.14		1,965			7.6467	-2	2	-0.018	-0.023			
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.11		452			#####	NA	0	NA	0.000			
Stat. Score															
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	10.44	6.06	249	66		4.23	0.8305	0	10	0.000	0.000			
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	5.88	9.09	85	11		7.54	-1.0847	-1	10	-0.044	-0.057			
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.01	12.49	249	66	9.61	1.33	-0.9123	-1	5	-0.022	-0.029			
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	6.83	4.02	85	11	12.48	4.00	0.2752	0	5	0.000	0.000			
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	47.96	50.00	196	36		9.06	-0.4073	0	5	0.000	0.000			
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	32.14	30.56	196	36		8.47	0.0231	0	5	0.000	0.000			
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	3.57	2.78	196	36		3.37	0.3591	0	5	0.000	0.000			
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	3.11	4.55	1,156	22		3.74	-1.0374	-1	10	-0.044	-0.057			
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	3.47	NA	173	NA			NA	NA	0	NA	0.000			
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	18.61	16.12	1,156	22	33.63	7.24	1.2014	0	5	0.000	0.000			
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	7.38	NA	173	NA	20.48		NA	NA	0	NA	0.000			
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	71.54	88.89	889	9		15.12	-1.6509	-2	5	-0.044	-0.057			
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	54.78	33.33	889	9		16.67	0.9486	0	5	0.000	0.000			
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	8.21	0.00	889	9		9.20	0.0889	0	5	0.000	0.000			
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	8.54	13.13	1,663	99		2.89	-1.6792	-2	10	-0.088	-0.115			
BI Billing															
BI-1-02-1000	% DUF in 4 Business Days		99.33		#####				0	5	0.000				
"NA" - no activity "UD" - under development "SS" - Small Sample		Totals													
									-14	227	-0.546				

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

UNE LOOP

Feb-2012

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC	Diff.	Score	Wgt.	Score				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.59		2,352		2.5910	0	2	0.000		
PO-1-03-6020	Address Validation -EDI	NA	12.60		850		12.5953	NA	0	NA		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA			NA	0	NA		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.84		69		3.8406	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	12.30		10		12.3000	NA	0	NA		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000		
OR Ordering								Wgt.				
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		100.00		811			0	10	0.000	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		97.44		39			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.21		1,890			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.36		1,876			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.99		1,876			0	2	0.000	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		211			0	5	0.000	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		0.21		471			0	5	0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		98.32		951			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		22			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	6.37	1.74	95	23	40.18	9.34	0.7438	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	4.50	0.00	533	36		3.57	0.8365	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.38	0.00	533	38		1.03	1.1322	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	533	38		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	5.73	0.00	698	74		2.84	2.1470	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		131				0	10	0.000	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		27				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
MR Maintenance & Repair								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	1.49	9.14		1,965			7.6467	-2	2	-0.024	-0.043
								Stat. Score				
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	4.41	5.13	1,405	78		2.39	-0.6317	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.02	3.83	1,405	78	30.86	3.59	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	51.95	9.76	1,001	41		7.96	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	7.29	0.00	1,001	41		4.14	1.6657	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	8.54	14.12	1,663	85		3.11	-1.8619	-2	10	-0.122	-0.213
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	4.55	0.00	66	4		10.73	SS	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	4.78	8.07	66	4	6.55	3.37	SS	NA	0	NA	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-4	164	-0.146	

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

Feb-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain	
		FP	CLEC	FP	CLEC					Clustering	Review
PO-1-01-6020	Customer Service Record - EDI	NA	2.59		2,352	2.5910	0	2	0.000		0.000
PO-1-03-6020	Address Validation -EDI	NA	12.60		850	12.5953	NA	0	NA		0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000		0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.84		69	3.8406	0	2	0.000		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	12.30		10	12.3000	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	100.00			189		0	10	0.000		0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	96.92			65		0	5	0.000		0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.21			1,890		0	5	0.000		0.000
OR-4-16-1000	% On Time PCN - 1 Business Day	99.36			1,876		0	5	0.000		0.000
OR-4-17-1000	% On Time BCN - 2 Business Day	98.99			1,876		0	5	0.000		0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	96.10			205		0	10	0.000		0.000
OR-6-03-2000	% Accuracy - LSRC	0.63			796		0	10	0.000		0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			441		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	100.00			182		0	2	0.000		0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			1		0	2	0.000		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	65.85	16.67	410	6		19.50	-2.9338	-2	5	-0.045
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.06	3.33	3,449	30		2.60	-1.1412	-1	20	-0.090
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	4.50	0.00	533	10		6.62	0.3421	0	10	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	6.37	1.00	95	1	40.18	40.39	SS	NA	15	NA
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.38	0.00	533	10		1.95	1.7925	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	533	10		0.00	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.66	9.09	1,219	22		6.64	0.2017	0	15	0.000
MR Maintenance & Repair											
		Diff.									
MR-1-01-6050	Average Response Time - Create Trouble	1.49	9.14		1,965			7.6467	-2	2	-0.018
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.11		452			133.1128	NA	0	NA
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	10.44	11.11	249	18		7.46	-0.5574	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	5.88	11.11	85	9		8.25	-1.2800	-1	10	-0.045
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.01	16.58	249	18	9.61	2.35	-2.1224	-2	5	-0.045
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	6.83	3.51	85	9	12.48	4.38	0.2738	0	5	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	47.96	54.55	196	11		15.48	-0.7340	0	5	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	32.14	18.18	196	11		14.47	0.6092	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	3.57	9.09	196	11		5.75	-1.5511	-1	5	-0.023
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	3.11	0.00	1,156	4		8.70	SS	0	10	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	3.47	NA	173	NA			NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	18.61	9.19	1,156	4	33.63	16.85	SS	NA	0	NA
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	7.38	NA	173	NA	20.48		NA	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	71.54	NA	889	NA			NA	NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	54.78	NA	889	NA			NA	NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	8.21	NA	889	NA			NA	NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	8.54	3.23	1,663	31		5.07	0.6813	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.33		112,213,443				0	5	0.000
								Totals	-9	222	-0.266
"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

DSL

Feb-2012

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	10.13		392			10.1327	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	8.68		22			8.6818	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		94.29		35				-1	2	-0.019	-0.111	
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA				NA	0	0.000	0.000	
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		50.00		2				NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		1				0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		1				0	2	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		98.53		68				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		10				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		0.21		1,890				0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.36		1,876				0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.99		1,876				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	NA	NA		NA	0.00			NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	6	NA				NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	NA	NA		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	18	NA				NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	33.33	NA	6	NA				NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.30		27				0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	9.00	1.00	1	4	0.00		SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		92.11		38				-1	10	-0.097	-0.100	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	5.73	0.00	698	41		3.73	1.3070	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	2	38		36.27	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	Perf. Score Wtg Wgtd Score							
MR-1-01-6050	Average Response Time - Create Trouble	1.49	9.14		1,965			7.6467	-2	2	-0.039	-0.074	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	2	NA				NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA				NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	36.06	NA	2	NA	10.96			NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00			NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	NA	2	NA				NA	NA	0	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	NA	2	NA				NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	4.41	20.00	1,405	15		5.33	-2.6754	-2	5	-0.097	-0.185	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	4.55	NA	66	NA				NA	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.02	9.68	1,405	15	30.86	8.01	2.2262	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	4.78	NA	66	NA	6.55			NA	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	8.82	93.33	68	15		8.09	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	51.95	NA	1,001	NA				NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	8.54	17.65	1,663	17		6.81	-1.6241	-1	10	-0.097	-0.185	
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	-7	103	-0.350	

"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

Feb-2012

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC	Score			Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			1			0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record	0.00			1			NA	0	0.000	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	100.00			2			0	5	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		97.23		1,082				0	20	0.000
PR-4-15-5000	% On Time Provisioning - Trunks		37.50		8				-2	20	-0.571
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	2	8		0.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	2	8		0.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	1	95		0.00	SS	0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	50.00	25.00	2	8		39.53	SS	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	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.00						0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-2	70	-0.571

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

Fair Point New Hampshire			PRELIM					Feb-2012		
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	\$34,812	\$0	\$7,902	\$18,170	\$18,262	\$0		\$79,146
	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	-	-					
	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		5,707					
	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				18,170				
	PR-4-15	% On Time Provisioning - Trunks					18,262			
	PR-6-01	Installation Troubles w/in 30 Days	-	-	-		-			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						-		
	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	\$27,850	\$3,669	\$61,474	\$0	\$0		\$120,842
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	10,444		-					
	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				21,198				
	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.	-		3,669					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	17,406	27,850	-		-			
	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				40,276				
	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			\$62,662	\$27,850	\$11,571	\$79,644	\$18,262	\$0	\$0	\$199,988

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-10-01-100 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	100.00	278	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	98.13	2,678	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	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	100.00	43	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	4	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	100.00	2	2	50.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	8.33	8.70	24	23	8.06	-0.56	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	25.00	100.00	4	2	37.50	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA		NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	12.00	4.83	4	6	7.53	20.98	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	3.33	0.00	30	27	4.76	0.07	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	3.33	0.00	30	27	4.76	0.07	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	25	31	0.00	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	23.33	3.70	30	27	11.22	1.79	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	8.33	NA	24	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	11.50	NA	2	NA	12.02		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	20.83	0.00	24	0	0.00	SS	0	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	25.00	NA	4	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	16.00	NA	1	NA	0.00		NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	25.00	NA	4	NA		NA	NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	14.70	NA	24	NA	27.26		NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.53	6.93	51	46	5.25	5.02	-0.35	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2	NA			NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA			NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	33.33	2	3		0.00	SS	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	50.00	0.00	2	3		45.64	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	13.33	12.77	75	47		6.32	0.20	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

Feb-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.61	1,147	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	127	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ -
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* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
DEC-2011	74.76	416	311	DEC-2011	76.87	134	103
JAN-2012	72.28	404	292	JAN-2012	90.65	139	126
FEB-2012	96.88	384	372	FEB-2012	94.90	98	93
Overall	80.98	1,204	975	Overall	86.79	371	322

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
DEC-2011	97.95	341	334	DEC-2011	98.84	258	255
JAN-2012	93.38	302	282	JAN-2012	96.63	208	201
FEB-2012	99.38	322	320	FEB-2012	100.00	211	211
Overall	96.99	965	936	Overall	98.52	677	667

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
DEC-2011	91.94	248	228	DEC-2011	96.63	208	201
JAN-2012	91.46	246	225	JAN-2012	92.65	204	189
FEB-2012	98.56	416	410	FEB-2012	95.80	286	274
Overall	94.84	910	863	Overall	95.13	698	664

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	27	100.00	27
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	131	0.00	131
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	11.14	193	11.14	193
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	100.00	1	\$ -

* 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

Feb-2012

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.546	\$ 187,623	
Unbundled Network Elements - Loop	-0.146	\$ -	
Resale	-0.266	\$ 11,411	
Digital Subscriber Lines	-0.350	\$ 46,846	
Trunks	-0.571	\$ 28,967	
Mode of Entry Total			\$ 274,846
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 79,146	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 120,842	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 199,988
Individual Rule Payments:			\$ 155
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 474,989</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

Feb-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.59		2,352	2.5910	0	2	0.000	0.000
PO-1-03-6020	Address Validation -EDI	NA	12.60		850	12.5953	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.84		69	3.8406	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	12.30		10	12.3000	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		100.00		87		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		41		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.21		1,890		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.36		1,876		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.99		1,876		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		94.90		98		-1	5	-0.022	-0.049
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		401		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		196		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		16		0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		105		0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		15		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	65.85	72.97	410	37	8.14	0.6870	0	5	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.06	8.92	3,449	157	1.16	-4.5644	-2	20	-0.176
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	4.50	18.75	533	16	5.26	-2.5333	-2	10	-0.088
PR-4-02-3100	Average Delay Days - Total - POTS	6.37	1.74	95	23	40.18	9.34	0.7438	0	15
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.38	0.00	533	16	1.55	1.5762	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	533	16	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.58	4.73	1,219	148	2.68	2.2408	0	10	0.000
MR Maintenance & Repair		Performance	Observations	FP Std	Sampling	Perf.	Wgtd.			
		FP	CLEC	FP	CLEC	Deviation	Error	Diff.	Score	Score
MR-1-01-6050	Average Response Time - Create Trouble	1.49	9.14		1,965			7.6467	-2	2
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.11		452			#####	NA	0
		Stat. Score								
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	10.44	6.06	249	66	4.23	0.8305	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	5.88	9.09	85	11	7.54	-1.0847	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.01	12.49	249	66	9.61	1.33	-0.9123	-1	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	6.83	4.02	85	11	12.48	4.00	0.2752	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	47.96	50.00	196	36		9.06	-0.4073	0	5
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	32.14	30.56	196	36		8.47	0.0231	0	5
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	3.57	2.78	196	36		3.37	0.3591	0	5
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	3.11	4.55	1,156	22		3.74	-1.0374	-1	10
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	3.47	NA	173	NA			NA	NA	0
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	18.61	16.12	1,156	22	33.63	7.24	1.2014	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	7.38	NA	173	NA	20.48		NA	NA	0
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	71.54	88.89	889	9		15.12	-1.6509	-2	5
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	54.78	33.33	889	9		16.67	0.9486	0	5
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	8.21	0.00	889	9		9.20	0.0889	0	5
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	8.54	13.13	1,663	99		2.89	-1.6792	-2	10
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.33		112,213,443			0	5	0.000
								Totals	-13	227
									-0.502	

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

Feb-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.	Wgt.	Wgtd.	Domain Clustering		
		FP	CLEC	CLEC	Score		Score		Review			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.59		2,352	2.5910	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	12.60		850	12.5953	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.84		69	3.8406	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	12.30		10	12.3000	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		811		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		97.44		39		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.21		1,890		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.36		1,876		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.99		1,876		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		211		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		0.21		471		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		98.32		951		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		22		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	6.37	1.74	95	23	40.18	9.34	0.7438	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	4.50	0.00	533	36		3.57	0.8365	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.38	0.00	533	38		1.03	1.1322	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	533	38		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	5.73	0.00	698	74		2.84	2.1470	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		131				0	10	0.000	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		27				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
MR Maintenance & Repair		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	1.49	9.14		1,965			7.6467	-2	2	-0.024	-0.043
		Stat. Score										
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	4.41	5.13	1,405	78		2.39	-0.6317	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.02	3.83	1,405	78	30.86	3.59	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	51.95	9.76	1,001	41		7.96	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	7.29	0.00	1,001	41		4.14	1.6657	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	8.54	14.12	1,663	85		3.11	-1.8619	-2	10	-0.122	-0.213
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	4.55	0.00	66	4		10.73	SS	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	4.78	8.07	66	4	6.55	3.37	SS	NA	0	NA	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-4	164	-0.146	

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

Feb-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.59		2,352	2.5910	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	12.60		850	12.5953	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.84		69	3.8406	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	12.30		10	12.3000	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	100.00			189		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	96.92			65		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.21			1,890		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.36			1,876		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day	98.99			1,876		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	96.10			205		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC	0.63			796		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			441		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	100.00			182		0	2	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			1		0	2	0.000	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	65.85	16.67	410	6		19.50	-2.9338	-2	5	-0.045	-0.067
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.06	3.33	3,449	30		2.60	-1.1412	-1	20	-0.090	-0.133
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	4.50	0.00	533	10		6.62	0.3421	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	6.37	1.00	95	1	40.18	40.39	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.38	0.00	533	10		1.95	1.7925	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	533	10		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.66	9.09	1,219	22		6.64	0.2017	0	15	0.000	0.000
MR Maintenance & Repair												
Diff.												
MR-1-01-6050	Average Response Time - Create Trouble	1.49	9.14		1,965			7.6467	-2	2	-0.018	-0.030
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.11		452			133.1128	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	10.44	11.11	249	18		7.46	-0.5574	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	5.88	11.11	85	9		8.25	-1.2800	-1	10	-0.045	-0.075
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.01	16.58	249	18	9.61	2.35	-2.1224	-2	5	-0.045	-0.075
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	6.83	3.51	85	9	12.48	4.38	0.2738	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	47.96	54.55	196	11		15.48	-0.7340	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	32.14	18.18	196	11		14.47	0.6092	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	3.57	9.09	196	11		5.75	-1.5511	-1	5	-0.023	-0.037
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	3.11	0.00	1,156	4		8.70	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	3.47	NA	173	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	18.61	9.19	1,156	4	33.63	16.85	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	7.38	NA	173	NA	20.48		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	71.54	NA	889	NA			NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	54.78	NA	889	NA			NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	8.21	NA	889	NA			NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	8.54	3.23	1,663	31		5.07	0.6813	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.33		112,213,443				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-9	222	-0.266	

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

Feb-2012

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	10.13		392			10.1327	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	8.68		22			8.6818	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		94.29		35				-1	2	-0.019	-0.111
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA				NA	0	0.000	0.000
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		50.00		2				NA	0	0.000	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		1				0	2	0.000	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		1				0	2	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		98.53		68				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		10				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		0.21		1,890				0	2	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.36		1,876				0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.99		1,876				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	NA	NA		NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	6	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	NA	NA		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	18	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	33.33	NA	6	NA			NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.30		27				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	9.00	1.00	1	4	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		92.11		38				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	5.73	0.00	698	41		3.73	1.3070	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	2	38		36.27	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.		Perf. Score	Wtg	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.49	9.14		1,965			7.6467	-2	2	-0.039	-0.074
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	36.06	NA	2	NA	10.96		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	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	NA	2	NA			NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	4.41	20.00	1,405	15		5.33	-2.6754	-2	5	-0.097	-0.185
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	4.55	NA	66	NA			NA	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.02	9.68	1,405	15	30.86	8.01	2.2262	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	4.78	NA	66	NA	6.55		NA	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	8.82	93.33	68	15		8.09	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	51.95	NA	1,001	NA			NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	8.54	17.65	1,663	17		6.81	-1.6241	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									-5	103	-0.155	
"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

FINAL

TRUNKS

Feb-2012

OR Ordering		Performance		Observations		Perf.					
		CLEC		FP	CLEC		Score	Wgt.	Wgtd. Score		
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunk		100.00			1		0	5	0.000		
OR-1-13-5000 % On Time Design Layout Record		0.00			1		NA	0	0.000		
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=		100.00			2		0	5	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			97.23		1,082				0	20	0.000
PR-4-15-5000 % On Time Provisioning - Trunks			37.50		8				-2	20	-0.571
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	2	8		0.00	SS	0	5	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	2	8		0.00	SS	0	5	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	1	95		0.00	SS	0	10	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		50.00	25.00	2	8		39.53	SS	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	0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months			0.00							0	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals		-2	70	-0.571

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

Fair Point New Hampshire			FINAL					Feb-2012		
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	\$34,812	\$0	\$7,902	\$0	\$18,262	\$0		\$60,976
	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	-	-					
	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		5,707					
	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					18,262			
	PR-6-01	Installation Troubles w/in 30 Days	-	-	-		-			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						-		
	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	\$27,850	\$3,669	\$21,198	\$0	\$0		\$80,566
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	10,444		-					
	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				21,198				
	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.	-		3,669					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	17,406	27,850	-		-			
	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			\$62,662	\$27,850	\$11,571	\$21,198	\$18,262	\$0	\$0	\$141,543

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-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business I	100.00	278	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days afte	98.13	2,678	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	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	100.00	43	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	4	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resa	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	100.00	2	2	50.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	8.33	8.70	24	23	8.06	-0.56	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	25.00	100.00	4	2	37.50	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA		NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	12.00	4.83	4	6	7.53	20.98	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	3.33	0.00	30	27	4.76	0.07	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	3.33	0.00	30	27	4.76	0.07	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	25	31	0.00	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	23.33	3.70	30	27	11.22	1.79	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	8.33	NA	24	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	11.50	NA	2	NA	12.02		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	20.83	0.00	24	0	0.00	SS	0	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	25.00	NA	4	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	16.00	NA	1	NA	0.00		NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	25.00	NA	4	NA			NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	14.70	NA	24	NA	27.26		NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.53	6.93	51	46	5.25	5.02	-0.35	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2	NA			NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA			NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	33.33	2	3	0.00	SS	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	50.00	0.00	2	3	45.64	SS	0	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	13.33	12.77	75	47	6.32	0.20	0	10
"NA" - no activity "UD" - under development "SS" - Small Sample									Total
									105

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

Special Provision - UNE Ordering

Feb-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.61	1,147	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	127	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ -
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* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
DEC-2011	74.76	416	311	DEC-2011	76.87	134	103
JAN-2012	72.28	404	292	JAN-2012	90.65	139	126
FEB-2012	96.88	384	372	FEB-2012	94.90	98	93
Overall	80.98	1,204	975	Overall	86.79	371	322

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
DEC-2011	97.95	341	334	DEC-2011	98.84	258	255
JAN-2012	93.38	302	282	JAN-2012	96.63	208	201
FEB-2012	99.38	322	320	FEB-2012	100.00	211	211
Overall	96.99	965	936	Overall	98.52	677	667

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
DEC-2011	91.94	248	228	DEC-2011	96.63	208	201
JAN-2012	91.46	246	225	JAN-2012	92.65	204	189
FEB-2012	98.56	416	410	FEB-2012	95.80	286	274
Overall	94.84	910	863	Overall	95.13	698	664

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	27	100.00	27
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	131	0.00	131
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	11.14	193	11.14	193
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	100.00	1	\$ -

* 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

Feb-2012

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.502	\$ 166,482	
Unbundled Network Elements - Loop	-0.146	\$ -	
Resale	-0.266	\$ 11,411	
Digital Subscriber Lines	-0.155	\$ -	
Trunks	-0.571	\$ 28,967	
Mode of Entry Total			\$ 206,860
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 60,976	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 80,566	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 141,543
Individual Rule Payments:			\$ 155
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 348,557</u>

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