

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

PRELIM

UNE Platform

Mar-2012

Performance		Observations		Perf.	Wgt.	Domain Clustering						
PO	Pre-Ordering	FP	CLEC	CLEC	Diff.	Score	Wgt.	Score	Review			
PO-1-01-6020	Customer Service Record - EDI	NA	2.56	2,308	2.5598	0	2	0.000	0.000			
PO-1-03-6020	Address Validation - EDI	NA	8.76	936	8.7618	NA	0	NA	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00			0	5	0.000	0.000			
PO-1-01-6030	Customer Service Record - CORBA	NA	NA	NA		NA	0	NA	0.000			
PO-1-03-6030	Address Validation - CORBA	NA	NA	NA		NA	0	NA	0.000			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA			NA	0	NA	0.000			
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.74	66	2.7424	0	2	0.000	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	13.00	9	13.0000	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		100.00	329		0	10	0.000	0.000			
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00	25		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00	156		0	5	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		99.35	153		0	5	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00	152		0	5	0.000	0.000			
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		76.92	91		-2	5	-0.045	-0.098			
OR-6-03-3140	% Accuracy - LSRC - Platform		0.94	637		0	5	0.000	0.000			
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00	202		0	5	0.000	0.000			
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00	13		0	2	0.000	0.000			
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		98.46	130		0	2	0.000	0.000			
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00	8		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	63.07	88.37	371	172	4.45	5.0000	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	3.15	8.83	3,616	453	0.87	-5.0000	-2	20	-0.180	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	6.74	11.54	534	26	5.04	-1.2900	-1	10	-0.045	-0.071	
PR-4-02-3100	Average Delay Days - Total - POTS	2.57	2.15	150	47	4.98	0.83	0.4413	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.75	0.00	534	26	1.73	0.9400	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	534	26	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	13.35	4.42	1,086	634	1.70	5.0000	0	10	0.000	0.000	
MR Maintenance & Repair		Performance		Observations		FP Std	Sampling	Perf.	Wgt.	Wgt.		
		FP	CLEC	FP	CLEC	Deviation	Error	Score		Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.60		2,453			6.1869	-2	2	-0.018	-0.024
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.46		628			133.4602	NA	0	NA	0.000
Stat Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	9.28	8.18	291	110	3.25	0.1225	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	3.52	6.25	142	16	4.88	-1.2079	-1	10	-0.045	-0.061	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.57	12.14	291	110	12.83	1.44	5.0000	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	4.43	5.85	142	16	11.13	2.93	-0.5701	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	48.10	57.78	237	45	8.12	-1.3540	-1	5	-0.023	-0.030	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	31.65	24.44	237	45	7.56	0.7787	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.22	4.44	237	45	3.27	-0.5362	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	3.02	0.00	1,426	28	3.26	0.1814	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	2.30	0.00	217	2	10.66	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	18.53	17.53	1,426	28	13.09	2.50	-0.1431	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	5.90	1.04	217	2	8.66	6.15	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	72.11	75.00	1,072	4	22.47	SS	NA	0	NA	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.54	75.00	1,072	4	24.98	SS	NA	0	NA	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	8.77	25.00	1,072	4	14.17	SS	NA	0	NA	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.21	6.41	2,076	156	2.51	1.4288	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		100,220,636			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-9	222	-0.356	

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

Fair Point New Hampshire PRELIM
Performance Assurance Plan Report

UNE LOOP

Mar-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Wgtd.		Domain Clustering Review
		FP	CLEC	CLEC	Score		Score	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	2.56		2,308		2.5598	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.76		936		8.7618	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	0		NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0		NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.74		66		2.7424	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	13.00		9		13.0000	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		100.00		1,428			0	10	0.000	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		12			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		156			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.35		153			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		152			0	2	0.000	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		95.00		160			0	5	0.000	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		1.14		440			0	5	0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.57		516			-1	5	-0.030	-0.066	
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		24			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	2.57	2.15	150	47	4.98	0.83	0.4413	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	6.74	6.52	534	46		3.85	0.3202	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.75	0.00	534	47		1.31	0.5620	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	534	47		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.80	0.00	602	94		3.14	3.4058	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		45				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		22				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	7.60		2,453			6.1869	-2	2	-0.024	-0.043
Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	4.08	3.33	1,717	90		2.14	0.0039	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.09	6.92	1,717	90	12.40	1.34	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	53.99	16.67	1,154	42		7.83	4.7432	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	8.49	0.00	1,154	42		4.38	1.9461	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.21	9.28	2,076	97		3.15	0.0837	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.04	0.00	49	3		8.41	SS	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	5.40	5.55	49	3	7.34	4.37	SS	NA	0	NA	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample												
Totals									-3	164	-0.055	

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

PRELIM

RESALE

Mar-2012

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	2.56		2,308	2.5598	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.76		936	8.7618	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.74		66	2.7424	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	13.00		9	13.0000	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 -2hrs	100.00			603		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			40		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.00			156		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	99.35			163		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day	100.00			152		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	81.12			233		-2	10	-0.091	-0.169		
OR-6-03-2000	% Accuracy - LSRC	1.12			892		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			232		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			6		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			98		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	63.07	57.14	371	7		18.41	-0.7294	0	5	0.000	0.000
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	3.15	6.25	3,616	32		3.10	-1.4070	-1	20	-0.091	-0.133
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	6.74	25.00	534	8		8.93	-2.1984	-2	10	-0.091	-0.133
PR-4-02-2100	Average Delay Days - Total - POTS	2.57	1.00	150	4	4.98	2.52	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.75	0.00	534	8		3.07	1.5726	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	534	8		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	13.44	7.14	1,086	28		6.53	0.6492	0	15	0.000	0.000
MR Maintenance & Repair												
							Diff.					
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.60		2,453		6.1869	-2	2		-0.018	-0.030
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.46		628		133.4602	NA	0		NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	9.28	0.00	291	19		6.87	0.9638	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	3.52	20.00	142	5		8.39	SS	NA	0	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.57	12.71	291	19	12.83	3.04	-0.3845	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	4.43	5.53	142	5	11.13	5.06	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	48.10	70.00	237	10		16.13	-1.6997	-2	5	-0.045	-0.075
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	31.65	40.00	237	10		15.01	-0.9083	-1	5	-0.023	-0.037
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.22	0.00	237	10		6.49	0.4023	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	3.02	0.00	1,426	1		17.11	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	2.30	0.00	217	1		15.04	SS	0	10	0.000	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	18.53	2.11	1,426	1	13.09	13.10	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time To Repair - CO Trouble - Res.	5.90	23.05	217	1	8.66	8.68	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	72.11	100.00	1,072	1		44.87	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	53.54	100.00	1,072	1		49.90	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	8.77	0.00	1,072	1		28.30	SS	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.21	0.00	2,076	26		5.98	1.5387	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		100,220,636			0	5		0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-10	220		-0.359	

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

Mar-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	8.40		472		8.4025	NA	0	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	7.58		26		7.5769	NA	0	0.000
PO-2-02-6050	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		34		0	2	0.000	0.000
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000
OR Ordering										
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		6		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/ASRC 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		37		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		12		0	2	0.000	0.000
OR-2-06-3342	% On Time LSR/ASRC 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/ASRC 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		0.00		156		0	2	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.35		153		0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day				152		0	2	0.000	0.000
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	10.00	NA	1	NA	0.00	NA	NA	2	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	2	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	0.00	NA	3	3.00	SS	0	2	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	200.00	0.00	1	1	0.00	SS	0	2	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		41		0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	NA	3	NA	1.00	NA	NA	10	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		48		0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.60	0.00	602	68	3.63	2.7833	0	15	0.000
PR-8-01-3342	% Open Orders In Hold Status >30 Days -2W xDSL Loops	33.33	0.00	3	61	28.01	SS	0	5	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-8-01-3340	% Open Orders In Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.60		2,453		6.1869	-2	2	-0.031
Stat Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	1	2	0.00	SS	0	2	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	0	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	3.75	46.59	1	2	0.00	SS	NA	0	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	5.53	NA	1	0.00	SS	NA	0	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	66.67	1	3	0.00	SS	NA	0	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	1	3	0.00	SS	0	2	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	4.08	0.00	1,717	25	3.98	0.3690	0	5	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.04	0.00	49	1	14.28	SS	0	5	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.09	8.35	1,717	25	12.40	2.50	5.0000	0	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5.40	2.45	49	1	7.34	7.42	SS	NA	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	23.30	96.15	103	26	9.28	5.0000	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	63.99	0.00	1,154	2	35.27	SS	0	10	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.21	15.38	2,076	26	5.98	-1.1715	-1	10	-0.077
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
Totals								-3	130	-0.108

"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

Mar-2012

OR	Ordering	Performance		Observations		Perf.		
		CLEC	FP	CLEC	FP	Score	Wgt.	Wgtd. Score
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA		NA		NA	0	0.000
OR-1-13-5000	% On Time Design Layout Record	NA		NA		NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	NA		NA		NA	0	0.000
OR-2-12-5020	% On TimeTrunk ASR Reject	NA		NA		NA	0	0.000
PR Provisioning								
PR-4-07-3540	% On Time Performance - LNP only	95.61		1,161		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	0.00	0.00	2	6	0.00	SS 0	5 0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	2	6	0.00	SS 0	5 0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	6	43	0.00	5.0000 0	10 0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	50.00	0.00	2	6	40.82	SS 0	5 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 60 0.000

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

Fair Point New Hampshire			PRELIM					Mar-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 - 2Wdg-UNE/Rsl		-	-	-	-				
OR-1-04	%OT LSRC - No Facility Check - 2WxDSL Loops		-	-	-	-				
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Spit		-	-	-	-				
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 - 2Wdg-UNE/Rsl		-	-	-	-				
OR-2-04	%OT LSR Rej - No Facility Check - 2WxDSL Loops		-	-	-	-				
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Spit		-	-	-	-				
OR-4-16	% On Time PCN - 1 Bus. Day		-	-	-	-				
OR-1-04	%OT LSRC - No Facility Check - All Spds-UNE/Rsl		-	-	-	-				
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spds-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	\$31,911	\$0	\$11,853	\$0	\$0	\$0	\$0		\$43,764
PR-3-01	% Completed In 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	-	-
PR-4-04	Missed Appointments - Dispatch	8,703	-	4,390	-	-	-	-	-	-
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-	-
PR-4-04	Missed Appts - Disp - Line Share/Spit	-	-	-	-	-	-	-	-	-
PR-4-05	Missed Appointments - No Dispatch	23,208	-	7,463	-	-	-	-	-	-
PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-4-05	% Missed Appt -No Disp -Line Share/Spit	-	-	-	-	-	-	-	-	-
PR-4-14	% Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-	-	-
PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-	-
PR-6-01	Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days -2WxDSL Loops	-	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-	-
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-6-01	% 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-6-01	% 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-6-01	% Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	-	-
4	PR-4-07 % On Time Performance - LNP					\$0				\$0
Hot Cut Performance										
5	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut		-	-	-					\$0
PR-6-02	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-	-	-					
PR-6-02	% Installn 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	\$0	\$20,467	\$0	\$897		\$21,364
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt -Loop-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt -Loop -2WxDSL Loops	-	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repair Apptol -Loop -Line Share/Spit	-	-	-	-	-	-	-	-	-
MR-3-02	% Missed Repair Appointment -CO -2WxDSL Loops	-	-	-	-	-	-	-	-	-
MR-4-03	Mean Time To Repair -CO -2WxDSL Loops	-	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Spit	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	-	20,467	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - nonDSO & DSO -UNE/Resale	-	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	897	-	-
MR-4-06	% Out of Service > 4 Hrs - nonDSO & DSO -UNE/Resale	-	-	-	-	-	-	-	-	-
MR-4-08	% Out of Service >24 Hrs - nonDSO & DSO -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
Collocation										
8	NP-2-01/2 % OT Response to Request for Collocation - Total								\$0	\$0
NP-2-05/6	% On Time - Physical Collocation - Total									
NP-2-07/8	Average Delay Days - Total									
RESOLUTION PROCESS										
9	Resolution Process								\$0	\$0
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days								-	-
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days								-	-
BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days								-	-
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								-	-
Month Total		\$31,911	\$0	\$11,853	\$20,467	\$0	\$897	\$0	\$0	\$55,128

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-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 C	99.80	1,956	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,402	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	10	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	8	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	1	0	5
OR-2-06-1200	% OT LSR/ASRC Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	100.00	0.00	3	1	0.00	SS	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	25.93	0.00	27	46	10.62	3.27	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00		2	2.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA		NA		NA	NA
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	4.60	NA	10	NA	7.34		NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	3.33	0.00	30	49	4.16	0.31	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	30	49	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	22	54	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	16.67	2.04	30	49	8.64	1.92	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	25.93	NA	27	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	5.71	NA	7	NA	8.69		NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	11.11	0.00	27	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA		NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA		NA	0.00		NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	0	NA			NA

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.81	4.02	21	2	4.81	22.98	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.38	7.45	54	69	3.58	4.44	-0.94
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	3	NA			NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	33.33	NA	3	NA			NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	100.00	2	1	0.00	SS	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	2	1	0.00	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	12.00	12.50	75	72	5.36	-0.34	0

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

Total 105

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

Special Provision - UNE Ordering

Mar-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.10	718	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	98.70	154	\$ -
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
JAN-2012	72.28	404	292	JAN-2012	90.66	139	126
FEB-2012	96.88	384	372	FEB-2012	94.90	98	93
MAR-2012	82.37	624	514	MAR-2012	76.92	91	70
Overall	83.43	1,412	1,178	Overall	88.11	328	289

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
JAN-2012	93.38	302	282	JAN-2012	96.63	208	201
FEB-2012	99.38	322	320	FEB-2012	100.00	211	211
MAR-2012	93.85	309	290	MAR-2012	95.00	160	152
Overall	95.61	933	892	Overall	97.41	579	564

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
MAR-2012	93.56	2,592	2,425	MAR-2012	93.89	2,404	2,257
Overall	93.26	3,086	2,878	Overall	94.00	2,816	2,647

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	22	100.00	22
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	45	0.00	45
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC-FP	10.21	231	10.21	231
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtm 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.

Mar-2012

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

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

PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5)	NA		\$ -
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% Test Deck Wgt. Failure	Test Deck Wgt.
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PO-6-01-6000 % Software Validation	R3	R3	\$ -
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* 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

Mar-2012

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.356	\$ 92,490	
Unbundled Network Elements - Loop	-0.055	\$ -	
Resale	-0.359	\$ 23,423	
Digital Subscriber Lines	-0.108	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 115,913	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 43,764	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 21,364	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 65,128	
Individual Rule Payments:		\$ 2,844	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ -	
CHANGE CONTROL		\$ -	
Grand Total		\$ 183,885	

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

Mar-2012

PO		Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Vgtd. Score	Domain Clustering Review			
			FP	CLEC	FP	CLEC								
PO-1-01-6020		Customer Service Record - EDI	NA	2.56		2,308		2.5598	0	2	0.000	0.000		
PO-1-03-6020		Address Validation - EDI	NA	8.76		936		8.7618	NA	0	NA	0.000		
PO-2-02-6020		OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000		
PO-1-01-6030		Customer Service Record - CORBA	NA	NA		NA			NA	0	NA	0.000		
PO-1-03-6030		Address Validation - CORBA	NA	NA		NA			NA	0	NA	0.000		
PO-2-02-6030		OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	0.000		
PO-1-01-6050		Customer Service Record - Web GUI	NA	2.74		66		2.7424	0	2	0.000	0.000		
PO-1-03-6050		Address Validation - Web GUI	NA	13.00		9		13.0000	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		100.00		329			0	10	0.000	0.000		
OR-2-02-3140		% On Time LSR Reject - Flow Through - Platform		100.00		25			0	5	0.000	0.000		
OR-4-11-1000		% Completed Orders with Neither a PCN or BCN Sent		0.00		156			0	5	0.000	0.000		
OR-4-16-1000		% On Time PCN - 1 Business Day		99.35		153			0	5	0.000	0.000		
OR-4-17-1000		% On Time BCN - 2 Business Day		100.00		152			0	5	0.000	0.000		
OR-5-03-3140		% Flow-Through Achieved-UNE POTS Platform		76.92		91			-2	5	-0.045	-0.098		
OR-6-03-3140		% Accuracy - LSRC - Platform		0.94		637			0	5	0.000	0.000		
OR-1-04-3140		% OT LSRC - No Facility Check - Platform		100.00		202			0	5	0.000	0.000		
OR-1-06-3140		% OT LSRC/ASRC - Facility Check - Platform		100.00		13			0	2	0.000	0.000		
OR-2-04-3140		% OT LSR Rej. - No Facility Check - Platform		98.46		130			0	2	0.000	0.000		
OR-2-06-3140		% OT LSR/ASR Rej. - Facility Check - Platform		100.00		6			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	63.07	88.37	371	172	4.45	5.0000	0	5	0.000	0.000		
PR-4-05-3140		% Missed Appointment - FP - No Dispatch - Platform	3.15	8.83	3,616	453	0.87	-5.0000	-2	20	-0.180	-0.286		
PR-4-04-3140		% Missed Appointment - FP - Dispatch - Platform	6.74	11.54	534	26	5.04	-1.2900	-1	10	-0.045	-0.071		
PR-4-02-3100		Average Delay Days - Total - POTS	2.57	2.15	150	47	4.98	0.83	0.4413	0	15	0.000	0.000	
PR-5-01-3140		% Missed Appointment - Facilities - Platform	0.75	0.00	534	26	1.73	0.9400	0	5	0.000	0.000		
PR-5-02-3140		% Orders Held for Facilities > 15 days - Platform	0.00	0.00	534	26	0.00	5.0000	0	5	0.000	0.000		
PR-6-01-3140		% Installation Troubles within 30 days - Platform	13.35	4.42	1,086	634	1.70	5.0000	0	10	0.000	0.000		
MR Maintenance & Repair			Performance		Observations		FP Std Deviation		Sampling Error		Perf. Score	Wgt.	Vgtd. Score	
			FP	CLEC	FP	CLEC				Diff.				
MR-1-01-6050		Average Response Time - Create Trouble	1.41	7.60		2,453				6.1869	-2	2	-0.018	-0.024
MR-1-06-6050		Average Response Time - Test Trouble (POTS only)	NA	133.46		628				133.4602	NA	0	NA	0.000
			Stat Score											
MR-3-01-3144		% Missed Repair Appointments - Loop - Platform - Bus	9.28	8.18	291	110	3.25	0.1225	0	10	0.000	0.000		
MR-3-02-3144		% Missed Repair Appointments - CO - Platform - Bus	3.52	6.25	142	16	4.86	-1.2079	-1	10	-0.045	-0.061		
MR-4-02-3144		Mean Time to Repair - Loop Trouble - Platform - Bus	12.57	12.14	291	110	12.83	1.44	5.0000	0	5	0.000	0.000	
MR-4-03-3144		Mean Time to Repair - CO Trouble - Platform - Bus	4.43	5.85	142	16	11.13	2.93	-0.5701	0	5	0.000	0.000	
MR-4-06-3144		% Out of Service >4 Hours - Platform - Bus	48.10	57.78	237	45	8.12	-1.3540	-1	5	-0.023	-0.030		
MR-4-07-3144		% Out of Service >12 Hours - Platform - Bus	31.65	24.44	237	45	7.56	0.7787	0	5	0.000	0.000		
MR-4-08-3144		% Out of Service > 24 Hours - Platform - Bus	4.22	4.44	237	45	3.27	-0.5362	0	5	0.000	0.000		
MR-3-01-3145		% Missed Repair Appointments - Loop - Platform - Res	3.02	0.00	1,426	28	3.26	0.1814	0	10	0.000	0.000		
MR-3-02-3145		% Missed Repair Appointments - CO - Platform - Res	2.30	0.00	217	2	10.66	SS	0	10	0.000	0.000		
MR-4-02-3145		Mean Time to Repair - Loop Trouble - Platform - Res	18.53	17.53	1,426	28	13.09	2.50	-0.1431	0	5	0.000	0.000	
MR-4-03-3145		Mean Time to Repair - CO Trouble - Platform - Res	5.90	1.04	217	2	8.66	6.15	SS	NA	0	NA	0.000	
MR-4-06-3145		% Out of Service >4 Hours - Platform - Res	72.11	75.00	1,072	4	22.47	SS	NA	0	NA	0.000		
MR-4-07-3145		% Out of Service >12 Hours - Platform - Res	53.54	75.00	1,072	4	24.98	SS	NA	0	NA	0.000		
MR-4-08-3145		% Out of Service > 24 Hours - Platform - Res	8.77	25.00	1,072	4	14.17	SS	NA	0	NA	0.000		
MR-5-01-3140		% Repeat Reports w/in 30 days - Platform	10.21	6.41	2,076	156	2.51	1.4288	0	10	0.000	0.000		
BI Billing														
BI-1-02-1000		% DUF in 4 Business Days		100.00		100,220,636				0	5	0.000		
		"NA" - no activity "UD" - under development "SS" - Small Sample						Totals	-9	222	-0.356			

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

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

Fair Point New Hampshire FINAL Performance Assurance Plan Report

UNE LOOP

Mar-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Score	Domain Clustering Review		
		FP	CLEC	CLEC	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	2.66		2,308		2.5598	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.76		936		8.7618	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5		0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0		NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0		NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0		NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.74		66		2.7424	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	13.00		9		13.0000	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		100.00		1,428		0	10		0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		12		0	5		0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		156		0	2		0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.35		153		0	2		0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		152		0	2		0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		95.00		160		0	5		0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		1.14		440		0	5		0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.57		516		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		24		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	2.57	2.15	150	47	4.98	0.83	0.4413	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	6.74	6.52	534	46		3.85	0.3202	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.75	0.00	534	47		1.31	0.5620	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	534	47		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.80	0.00	602	94		3.14	3.4058	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		45				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		22				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	7.60		2,453			6.1869	-2	2	-0.024	-0.043	
		Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	4.08	3.33	1,717	90		2.14	0.0039	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.09	6.92	1,717	90	12.40	1.34	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	53.99	16.67	1,154	42		7.83	4.7432	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	8.49	0.00	1,154	42		4.38	1.9461	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.21	9.28	2,076	97		3.15	0.0837	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.04	0.00	49	3		8.41	SS	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	5.40	5.55	49	3	7.34	4.37	SS	NA	0	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-2	164	-0.024

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

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

FINAL

RESALE

Mar-2012

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	2.56		2,308	2.5598	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.76		936	8.7618	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00			0	0	5	0.000	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.74		66	2.7424	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	13.00		9	13.0000	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00			0	0	5	0.000	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2hrs		100.00		603	0	0	10	0.000	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		40	0	0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.00		156	0	0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.35		153	0	0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		152	0	0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achleved - POTS		81.12		233	-2	10	-0.091	-0.169	
OR-6-03-2000	% Accuracy - LSRC		1.12		892	0	0	10	0.000	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		232	0	0	5	0.000	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6	0	0	2	0.000	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		98	0	0	2	0.000	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA	NA	NA	0	NA	0.000
PR Provisioning										
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	63.07	57.14	371	7	18.41	-0.7294	0	5	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	3.15	6.25	3,616	32	3.10	-1.4070	-1	20	-0.091
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	6.74	25.00	534	8	8.93	-2.1984	-2	10	-0.091
PR-4-02-2100	Average Delay Days - Total - POTS	2.57	1.00	150	4	4.98	2.52	SS	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.75	0.00	534	8	3.07	1.5726	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	534	8	0.00	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	13.44	7.14	1,086	28	6.53	0.6492	0	15	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.60		2,453	6.1869	-2	2	-0.018	-0.030
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.46		628	133.4602	NA	0	NA	0.000
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	9.28	0.00	291	19	6.87	0.9638	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	3.52	20.00	142	5	8.39	SS	NA	0	NA
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.57	12.71	291	19	12.83	3.04	-0.3845	0	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	4.43	5.53	142	5	11.13	5.06	SS	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	48.10	70.00	237	10	16.13	-1.6997	-2	5	-0.045
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	31.65	40.00	237	10	15.01	-0.9083	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.22	0.00	237	10	6.49	0.4023	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	3.02	0.00	1,426	1	17.11	SS	0	10	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	2.30	0.00	217	1	15.04	SS	0	10	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	18.53	2.11	1,426	1	13.09	13.10	SS	NA	0.000
MR-4-03-2120	Mean Time To Repair - CO Trouble - Res.	5.90	23.05	217	1	8.66	8.68	SS	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	72.11	100.00	1,072	1	44.87	SS	NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	53.54	100.00	1,072	1	49.90	SS	NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	8.77	0.00	1,072	1	28.30	SS	0	5	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.21	0.00	2,076	26	5.98	1.5387	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		100,220,636		0	5	0.000	
							Totals	-9	220	-0.336

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**

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DSL

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PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	8.40		472		8.4025	NA	0	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA			NA	0	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	7.58		26		7.5769	NA	0	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	2	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		34			0	2	0.000
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1			0	2	0.000
OR Ordering										
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		6			0	2	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		37			0	5	0.000
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		12			0	2	0.000
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		156			0	2	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.35		153			0	2	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		152			0	2	0.000
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	10.00	NA	1	NA	0.00	NA	NA	2	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	2	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	0.00	NA	3	3.00	SS	0	2	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	200.00	0.00	1	1	0.00	SS	0	2	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		41			0	10	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	NA	3	NA	1.00	NA	NA	10	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		46			0	10	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.80	0.00	602	68	3.63	2.7833	0	15	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	33.33	0.00	3	51	28.01	SS	0	5	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000
PR-4-02-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000
PR-4-04-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
PR-4-05-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-4-06-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.41	7.60		2,453		6.1889	-2	2	-0.031
Stat Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	1	2	0.00	SS	0	2	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	0	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	3.75	48.59	1	2	0.00	SS	NA	0	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	5.53	NA	1	0.00	SS	NA	0	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	66.67	1	3	0.00	SS	NA	0	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	1	3	0.00	SS	0	2	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	4.08	0.00	1,717	25	3.98	0.3690	0	5	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.04	0.00	49	1	14.28	SS	0	5	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.09	8.35	1,717	25	12.40	2.50	5.0000	0	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5.40	2.45	49	1	7.34	7.42	SS	NA	0
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	23.30	96.15	103	26	9.28	5.0000	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	53.99	0.00	1,154	2	35.27	SS	0	10	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.21	15.38	2,076	26	5.98	-1.1715	-1	10	-0.077
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
Totals							-3	130	-0.108	

"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

Mar-2012

OR		Ordering		Performance		Observations		Perf.	Wgt.	Wgtd. Score			
				CLEC	FP	CLEC		Score					
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)				NA		NA		NA	0	0.000			
OR-1-13-5000 % On Time Design Layout Record				NA		NA		NA	0	0.000			
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=192)				NA		NA		NA	0	0.000			
OR-2-12-5020 % On TimeTrunk ASR Reject				NA		NA		NA	0	0.000			
PR		Provisioning		FP									
PR-4-07-3540 % On Time Performance - LNP only					95.61		1,161		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				0.00	0.00	2	6	0.00	SS	0	5	0.000	
PR-5-02-5000 % Orders Held for Facilities >15 Days				0.00	0.00	2	6	0.00	SS	0	5	0.000	
PR-6-01-5000 % Installation Troubles w/in 30 Days				0.00	0.00	6	43	0.00	5.0000	0	10	0.000	
PR-8-01-5000 % Open Orders in a Hold Status >30 Days				50.00	0.00	2	6	40.82	SS	0	5	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	60	0.000	

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

Fair Point New Hampshire			FINAL					Mar-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 - 2WxDSL Loops		-	-	-	-	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Spilt		-	-	-	-	-	-	-	
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 - 2WxDSL Loops		-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Spilt		-	-	-	-	-	-	-	
OR-4-16	% On Time PCN - 1 Bus. Day		-	-	-	-	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - All Spds-UNE/Rsl		-	-	-	-	-	-	-	
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spds-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	\$31,911	\$0	\$11,853	\$0	\$0	\$0			\$43,764
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days -Total -Line Share/Spilt	-	-	-	-	-	-	-	-	
PR-4-04	Missed Appointments -Dispatch	8,703	-	4,390	-	-	-	-	-	
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-	
PR-4-04	Missed Appts - Disp - Line Share/Spilt	-	-	-	-	-	-	-	-	
PR-4-05	Missed Appointments - No Dispatch	23,208	-	7,463	-	-	-	-	-	
PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	-	
PR-4-05	% Missed Appt -No Disp -Line Share/Spilt	-	-	-	-	-	-	-	-	
PR-4-14	% Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-	-	
PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-	
PR-6-01	Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	-	
PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-	-	
PR-6-01	% Install Trbls w/in 30 Days -2WxDSL Loops	-	-	-	-	-	-	-	-	
PR-6-01	% Install Trbls w/in 30 Days -Line Share/Spilt	-	-	-	-	-	-	-	-	
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-6-01	% 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-6-01	% 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-6-01	% 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	% Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-	
PR-6-02	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-	
PR-6-02	% Installn 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	\$0	\$20,467	\$0	\$0			\$20,467
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appt -Loop-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appt -Loop -2WxDSL Loops	-	-	-	-	-	-	-	-	
MR-3-01	% Missed Repair Appt -Loop -Line Share/Spilt	-	-	-	-	-	-	-	-	
MR-3-02	% Missed Repair Appointment -CO -2WxDSL Loops	-	-	-	-	-	-	-	-	
MR-4-03	Mean Time To Repair -CO -2WxDSL Loops	-	-	-	-	-	-	-	-	
MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale	-	-	-	-	-	-	-	-	
MR-4-04	% Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	-	
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Spilt	-	-	-	-	-	-	-	-	
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	-	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	20,467	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Spilt	-	-	-	-	-	-	-	-	
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 Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-	
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-	
Month Total		\$31,911	\$0	\$11,853	\$20,467	\$0	\$0	\$0	\$0	\$64,231

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-100t % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-100t % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	99.80	1,956	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,402	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	10	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	8	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	1	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	100.00	0.00	3	1	0.00	SS	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	25.93	0.00	27	46	10.62	3.27	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00		2	2.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA			NA	NA
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	4.60	NA	10	NA	7.34	NA	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	3.33	0.00	30	49	4.16	0.31	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	30	49	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	22	54	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	16.67	2.04	30	49	8.64	1.92	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	25.93	NA	27	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	5.71	NA	7	NA	8.69	NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	11.11	0.00	27	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA		NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA		NA	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	0	NA		NA	NA

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.81	4.02	21	2	4.81	22.98	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.38	7.45	54	69	3.58	4.44	-0.94
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	3	NA		NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	33.33	NA	3	NA		NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	100.00	2	1		0.00	SS
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	2	1		0.00	SS
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	12.00	12.50	75	72		5.36	-0.34

"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.

Fair Point New Hampshire Performance Assurance Plan Report FINAL Special Provisions Report

Special Provision - UNE Ordering

Mar-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.10	718	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej. - No Facility Check - POTS	98.70	154	\$ -
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
JAN-2012	72.28	404	292	JAN-2012	90.65	139	126
FEB-2012	96.88	384	372	FEB-2012	94.90	98	93
MAR-2012	82.37	624	514	MAR-2012	76.92	91	70
Overall	83.43	1,412	1,178	Overall	88.11	328	289

Market Adjustment * \$ -

OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JAN-2012	93.38	302	282	JAN-2012	96.63	208	201
FEB-2012	99.38	322	320	FEB-2012	100.00	211	211
MAR-2012	93.85	309	290	MAR-2012	95.00	160	152
Overall	96.61	933	892	Overall	97.41	579	564

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
DEC-2011	91.94	248	228	DEC-2011	96.63	208	201
JAN-2012	91.46	246	225	JAN-2012	92.65	204	189
MAR-2012	93.56	2,592	2,425	MAR-2012	93.89	2,404	2,267
Overall	93.26	3,086	2,878	Overall	94.00	2,816	2,647

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	22	100.00	22
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	45	0.00	45
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC-FP	10.21	231	10.21	231
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtm 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.

Mar-2012

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

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

PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5)	NA		\$ -
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	% Test Deck Wgt. Failure	Test Deck Wgt.		
PO-6-01-6000 % Software Validation	R3	R3	\$	-

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

PO-7-04-6000 Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$	-
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Total Market Adjustment		\$	-
UNE Platform allocation	31.43%	\$	-
UNE Loop allocation	47.14%	\$	-
Resale allocation	7.14%	\$	-
DSL allocation	14.29%	\$	-

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Mar-2012

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.356	\$ 92,490	
Unbundled Network Elements - Loop	-0.024	\$ -	
Resale	-0.336	\$ 21,020	
Digital Subscriber Lines	-0.108	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 113,511
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 43,764	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 20,467	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 64,231
Individual Rule Payments:			\$ 2,844
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 180,586

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