

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

UNE Platform

May-2012

Performance Assurance Plan Report												
		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	2.95		2,164		2.9496	0	2	0.000	0.000	
PO-1-03-6020	Address Validation -EDI	NA	9.40		965		9.3959	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	2.78		319		2.7774	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	9.09		99		9.0909	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		241			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		5			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.57		4,176			-1	5	-0.021	-0.049	
OR-4-16-1000	% On Time PCN - 1 Business Day		97.53		1,986			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.33		4,020			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		95.83		96			0	5	0.000	5.000	
OR-6-03-3140	% Accuracy - LSRC - Platform		4.78		439			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		139			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		21			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		22			0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		5			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	56.19	75.00	493	32		9.05	1.9356	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	10.45	6.90	5,586	174		2.36	1.4275	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	13.32	6.06	593	33		6.08	0.9385	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	1.88	1.47	663	30	5.22	0.98	-0.0456	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.85	3.03	593	33		2.41	-1.1367	-1	5	-0.021	-0.036
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	593	33		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.59	5.61	1,304	214		2.07	1.3677	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	1.54	9.00		3,007			7.4592	-2	2	-0.017	-0.021
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	140.26		686			#####	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	11.75	5.26	502	76		3.96	1.5581	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	9.78	0.00	92	14		8.52	0.6294	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.25	12.71	502	76	15.51	1.91	-0.8064	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	17.76	4.42	92	14	57.16	16.40	0.7254	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	59.77	59.38	343	32		9.06	0.1348	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	32.36	37.50	343	32		8.65	-0.7957	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	3.21	6.25	343	32		3.26	-1.3430	-1	5	-0.021	-0.026
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	5.58	3.85	2,328	26		4.53	0.1780	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	0.61	0.00	165	1		7.78	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.14	16.34	2,328	26	16.43	3.24	0.8742	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	7.16	15.91	165	1	10.30	10.34	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	84.07	70.00	1,638	10		11.61	0.8187	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	65.08	60.00	1,638	10		15.12	0.0377	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	18.86	20.00	1,638	10		12.41	-0.5589	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	13.51	11.97	3,087	117		3.22	0.3136	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		#####				0	5	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 UNE LOOP May-2012

Performance Assurance Plan Report

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	2.95		2,164	2.9496	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	9.40		965	9.3959	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	2.78		319	2.7774	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	9.09		99	9.0909	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		1,438		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA		NA		NA	0	NA	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.57		4,176		-1	2	-0.014	-0.029		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.53		1,986		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.33		4,020		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.05		177		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		1.45		345		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		87.72		668		-2	5	-0.071	-0.143		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		1		0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		5		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	1.88	1.47	663	30	5.22	0.98	-0.0456	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	13.32	8.33	593	48		5.10	0.7461	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.85	0.00	593	49		2.01	0.2158	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	593	49		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	5.07	0.00	730	118		2.18	2.7035	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		42				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		NA		NA				NA	0	NA	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	1.54	9.00		3,007			7.4592	-2	2	-0.028	-0.054
								Stat. Score				
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	6.68	8.72	2,830	149		2.10	-1.1275	-1	10	-0.071	-0.135
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.53	6.38	2,830	149	16.54	1.39	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	59.85	25.00	1,923	44		7.47	4.4812	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.22	0.00	1,923	44		5.62	3.3159	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	13.51	17.42	3,087	155		2.81	-1.4740	-1	10	-0.071	-0.135
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.63	25.00	38	4		8.41	SS	NA	0	NA	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.21	-2.37	38	4	7.35	3.86	SS	NA	0	NA	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-7	141	-0.255	

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

May-2012

PO		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering		
		FP	CLEC	FP	CLEC					Review		
PO-1-01-6020	Customer Service Record - EDI	NA	2.95		2,164		2.9496	0	2	0.000	0.000	
PO-1-03-6020	Address Validation -EDI	NA	9.40		965		9.3959	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	2.78		319		2.7774	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	9.09		99		9.0909	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			881			0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			13			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.57			4,176			-1	5	-0.025	-0.042	
OR-4-16-1000	% On Time PCN - 1 Business Day	97.53			1,986			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day	98.33			4,020			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS	96.93			456			0	10	0.000	10.000	
OR-6-03-2000	% Accuracy - LSRC	2.00			1,400			0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			410			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			120			0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA			NA			NA	0	NA	0.000	
						FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	56.19	60.00	493	5		22.30	SS	NA	0	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	10.45	8.82	5,586	34		5.26	0.0472	0	20	0.000	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	13.32	11.76	593	17		8.36	0.2591	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	1.88	3.20	663	5	5.22	2.34	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.85	11.76	593	17		3.32	-2.6245	-2	5	-0.050	-0.071
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	593	17		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.59	3.95	1,304	76		3.31	1.2456	0	15	0.000	0.000
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	1.54	9.00		3,007			7.4592	-2	2	-0.020	-0.038
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	140.26		686			140.2551	NA	0	NA	0.000
								Stat Score				
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	11.75	6.25	502	16		8.18	0.1807	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	9.78	NA	92	NA			NA	NA	0	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.25	10.76	502	16	15.51	3.94	-0.1221	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	17.76	NA	92	NA	57.16		NA	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	59.77	57.14	343	7		18.72	0.2214	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	32.36	28.57	343	7		17.86	0.2404	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	3.21	0.00	343	7		6.73	0.8349	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.58	0.00	2,328	3		13.27	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	0.61	NA	165	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.14	13.64	2,328	3	16.43	9.49	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	7.16	NA	165	NA	10.30		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	84.07	NA	1,638	NA			NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	65.08	NA	1,638	NA			NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	18.86	NA	1,638	NA			NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	13.51	21.05	3,087	19		7.87	-1.2623	-1	10	-0.050	-0.096
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		127,555,766				0	5	0.000	
		"NA" - no activity	"UD" - under development	"SS" - Small Sample			Totals		-6	200	-0.145	

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

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

DSL

May-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	8.40		332		8.4036	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	8.55		83		8.5542	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		100.00		47			0	2	0.000	0.000	
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		100.00		1			0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		87.50		16			-1	5	-0.044	-0.147	
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		2			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		0.57		4,176			-1	2	-0.018	-0.059	
OR-4-16-1000	% On Time PCN - 1 Business Day		97.53		1,986			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.33		4,020			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	1	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	3	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	NA		NA			NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		94.12		34			-1	10	-0.088	-0.100	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	2.44	2	9	0.00	0.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		87.50		48			-2	10	-0.175	-0.200	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	5.07	0.00	730	75		2.66	1.9674	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	14.29	0.00	7	50		14.12	1.1611	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA			0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair												
		FP	CLEC	FP	CLEC		Diff.	Perf. Score	Wtg	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.54	9.00		3,007		7.4592	-2	2	-0.035	-0.053	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	2	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	NA	18.30	NA	1	0.00	1.00	SS	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	NA	100.00	NA	1		1.00	SS	0	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	6.68	17.14	2,830	35		4.25	-2.4109	-2	5	-0.088	-0.132
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.63	0.00	38	4		8.41	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.53	10.40	2,830	35	16.54	2.81	3.1947	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.21	4.50	38	4	7.35	3.86	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	24.43	87.18	131	39		7.84	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	59.85	100.00	1,923	1		49.03	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	13.51	19.05	3,087	42		5.31	-1.2453	-1	10	-0.088	-0.132
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	-10	114	-0.535	

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

May-2012

OR Ordering		Performance		Observations			Perf.					
		CLEC		FP	CLEC		Score	Wgt.	Wgtd. Score			
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)		100.00			4		0	5	0.000			
OR-1-13-5000 % On Time Design Layout Record		100.00			3		0	10	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			96.46		1,271				0	20	0.000	
PR-4-15-5000 % On Time Provisioning - Trunks			100.00		4				0	20	0.000	
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	3	5		0.00	SS	0	5	0.000	
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	3	5		0.00	SS	0	5	0.000	
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	1	1		0.00	SS	0	10	0.000	
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00	0.00	3	5		0.00	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	95	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						May-2012	
CRITICAL MEASURES		UNE- Platfor	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	-	-	-	47,106	\$0	\$0	\$47,106
	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				47,106			
	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	\$0	\$0	\$0	\$24,226	\$0	\$0	\$24,226
	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 - 2W xDSL Loop				-			
	PR-4-02	Average Delay Days -Total -Line Share/Split				-			
	PR-4-04	Missed Appointments -Dispatch	-	-	-				
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-			
	PR-4-04	Missed Appts - Disp - Line Share/Split				-			
	PR-4-05	Missed Appointments - No Dispatch	-		-				
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-			
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-			
	PR-4-14	% Completed On Time - 2W xDSL Loops				24,226			
	PR-4-15	% On Time Provisioning - Trunks					-		
	PR-6-01	Installation Troubles w/in 30 Days	-	-	-		-		
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-			
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-			
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-			
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale					-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale					-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale					-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale					-		
	PR-4-02	Average Delay Days - Total -UNE/Resale					-		
	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	\$ 6,962	\$41,775	\$6,115	\$34,190	\$0	\$0	\$89,042
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-				
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-				
	MR-3-01	Missed Repair Appointments - Loop		18,102					
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-			
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				13,676			
	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.	6,962		-				
	MR-4-08	Out of Service >24Hrs. - Res.	-		-				
	MR-4-08	Out of Service >24Hrs. - Total		-			-		
	MR-5-01	% Repeat Reports within 30 Days	-	23,672	6,115		-		
	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				20,514			
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-			
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale					-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale					-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale					-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale					-		
NETWORK PERFORMANCE									
7	NP-1-04	Final Trunk Groups Blocked					\$0		\$0
8		Collocation						\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total						-	
	NP-2-05/6	% On Time - Physical Collocation - Total						-	
	NP-2-07/8	Average Delay Days - Total						-	
RESOLUTION PROCESS									
9		Resolution Process						\$10,376	\$10,376
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days						-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days						-	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days						-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.						10,376	
Month Total			\$6,962	\$41,775	\$6,115	\$105,523	\$0	\$0	\$170,751

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 Days	100.00	3,113	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	85.79	1,351	-2	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	100.00	6	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	24	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	28.57	0.00	7	1	48.29	SS	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	22.41	26.92	58	26	9.84	-0.73	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	0.00	1	2	0.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	21.75	7.71	16	7	41.94	18.70	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.52	0.00	66	29	2.72	0.51	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	66	29	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	44	38	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	18.18	3.45	66	29	8.59	1.68	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	22.41	NA	58	NA	NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	13.54	NA	13	NA	16.67	NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	18.97	0.00	58	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	1	NA	NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	168.00	NA	1	NA	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA	NA	NA	0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	12.38	4.06	26	2	8.06	24.17	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.97	6.86	77	69	11.38	1.89	0.45
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	85.71	NA	7	NA	NA	NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	14.29	NA	7	NA	NA	NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	100.00	4	1	0.00	SS	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	100.00	4	1	48.41	SS	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	28.70	21.79	108	78	6.72	0.89	0
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								100

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

Special Provision - UNE Ordering

May-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	89.84	807	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	22	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	27	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ 68,333
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* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation	40.00%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAR-2012	82.37	624	514	MAR-2012	76.92	91	70
APR-2012	70.49	410	289	APR-2012	87.93	116	102
MAY-2012	70.52	363	256	MAY-2012	95.83	96	92
Overall	75.81	1,397	1,059	Overall	87.13	303	264

Market Adjustment *	\$ 255,984
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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
MAR-2012	93.85	309	290	MAR-2012	95.00	160	152
APR-2012	95.47	287	274	APR-2012	97.95	195	191
MAY-2012	94.35	230	217	MAY-2012	96.05	177	170
Overall	94.55	826	781	Overall	96.43	532	513

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
MAR-2012	93.56	2,592	2,425	MAR-2012	93.89	2,404	2,257
APR-2012	95.12	3,174	3,019	APR-2012	95.56	3,042	2,907
MAY-2012	94.87	2,651	2,515	MAY-2012	94.93	2,565	2,435
Overall	94.56	8,417	7,959	Overall	94.86	8,011	7,599

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	NA		100.00	10
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	42	0.00	52
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CL	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	14.63	312	11.25	205
		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, **NA** \$ -

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

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

% Test Deck Test Deck
Wgt. Failure Wgt.

PO-6-01-6000 % Software Validation **R3** **R3** \$ -

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

May-2012

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.080	\$ -	
Unbundled Network Elements - Loop	-0.255	\$ 75,313	
Resale	-0.145	\$ -	
Digital Subscriber Lines	-0.535	\$ 85,283	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 160,596
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 47,106	
3 Installation Performance		\$ 24,226	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 89,042	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 10,376	
Critical Measure Total			\$ 170,751
Individual Rule Payments:			\$ 68
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 324,317
CHANGE CONTROL			\$ -
Grand Total			\$ 655,732

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

May-2012

Performance											Perf.		Wgtd.		Domain Clustering	
PO		Pre-Ordering		FP		CLEC		CLEC		Diff.		Score	Wgt.	Score	Review	
PO-1-01-6020 Customer Service Record - EDI				NA	2.95			2,164		2.9496	0	2	0.000	0.000		
PO-1-03-6020 Address Validation -EDI				NA	9.40			965		9.3959	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	2.78			319		2.7774	0	2	0.000	0.000		
PO-1-03-6050 Address Validation - Web GUI				NA	9.09			99		9.0909	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			241			0	10	0.000	0.000		
OR-2-02-3140 % On Time LSR Reject - Flow Through - Platform					100.00			5			0	5	0.000	0.000		
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent					0.57			4,176			0	5	0.000	0.000		
OR-4-16-1000 % On Time PCN - 1 Business Day					97.53			1,986			0	5	0.000	0.000		
OR-4-17-1000 % On Time BCN - 2 Business Day					98.33			4,020			0	5	0.000	0.000		
OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform					95.83			96			0	5	0.000	5.000		
OR-6-03-3140 % Accuracy - LSRC - Platform					4.78			439			0	5	0.000	0.000		
OR-1-04-3140 % OT LSRC - No Facility Check - Platform					100.00			139			0	5	0.000	0.000		
OR-1-06-3140 % OT LSRC/ASRC - Facility Check - Platform					100.00			21			0	2	0.000	0.000		
OR-2-04-3140 % OT LSR Rej.- No Facility Check - Platform					100.00			22			0	2	0.000	0.000		
OR-2-06-3140 % OT LSR/ASR Rej. - Facility Check - Platform					100.00			5			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				56.19	75.00			493	32		9.05	1.9356	0	5	0.000	0.000
PR-4-05-3140 % Missed Appointment- FP - No Dispatch - Platform				10.45	6.90			5,586	174		2.36	1.4275	0	20	0.000	0.000
PR-4-04-3140 % Missed Appointment - FP - Dispatch - Platform				13.32	6.06			593	33		6.08	0.9385	0	10	0.000	0.000
PR-4-02-3100 Average Delay Days - Total - POTS				1.88	1.47			663	30	5.22	0.98	-0.0456	0	15	0.000	0.000
PR-5-01-3140 % Missed Appointment - Facilities - Platform				1.85	3.03			593	33		2.41	-1.1367	-1	5	-0.021	-0.036
PR-5-02-3140 % Orders Held for Facilities > 15 days - Platform				0.00	0.00			593	33		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140 % Installation Troubles within 30 days - Platform				8.59	5.61			1,304	214		2.07	1.3677	0	10	0.000	0.000
MR		Maintenance & Repair		Performance		Observations		FP Std		Sampling		Perf.		Wgtd.		
				FP		CLEC		FP		CLEC		Deviation		Error		
MR-1-01-6050 Average Response Time - Create Trouble				1.54	9.00			3,007				7.4592	-2	2	-0.017	-0.021
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)				NA	140.26			686				#####	NA	0	NA	0.000
											Stat. Score					
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus				11.75	5.26			502	76		3.96	1.5581	0	10	0.000	0.000
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus				9.78	0.00			92	14		8.52	0.6294	0	10	0.000	0.000
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus				11.25	12.71			502	76	15.51	1.91	-0.8064	0	5	0.000	0.000
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus				17.76	4.42			92	14	57.16	16.40	0.7254	0	5	0.000	0.000
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus				59.77	59.38			343	32		9.06	0.1348	0	5	0.000	0.000
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus				32.36	37.50			343	32		8.65	-0.7957	0	5	0.000	0.000
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus				3.21	6.25			343	32		3.26	-1.3430	0	5	0.000	0.000
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res				5.58	3.85			2,328	26		4.53	0.1780	0	10	0.000	0.000
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res				0.61	0.00			165	1		7.78	SS	0	10	0.000	0.000
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res				19.14	16.34			2,328	26	16.43	3.24	0.8742	0	5	0.000	0.000
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res				7.16	15.91			165	1	10.30	10.34	SS	NA	0	NA	0.000
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res				84.07	70.00			1,638	10		11.61	0.8187	0	5	0.000	0.000
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res				65.08	60.00			1,638	10		15.12	0.0377	0	5	0.000	0.000
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res				18.86	20.00			1,638	10		12.41	-0.5589	0	5	0.000	0.000
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform				13.51	11.97			3,087	117		3.22	0.3136	0	10	0.000	0.000
BI		Billing														
BI-1-02-1000 % DUF in 4 Business Days					99.99			#####				0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample																
Totals											-3	237	-0.038			

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

May-2012

PO		Performance		Observations		Perf.		Wgt.		Domain Clustering			
		FP	CLEC	CLEC	Diff.	Score	Wgt.	Score	Review				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0		NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.95		2,164		2.9496	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	9.40		965		9.3959	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	2.78		319		2.7774	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	9.09		99		9.0909	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		1,438			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA		NA			NA	0	NA	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.57		4,176			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.53		1,986			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.33		4,020			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.05		177			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		1.45		345			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		87.72		668			-2	5	-0.071	-0.143		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		1			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		5			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	1.88	1.47	663	30	5.22	0.98	-0.0456	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	13.32	8.33	593	48		5.10	0.7461	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.85	0.00	593	49		2.01	0.2158	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	593	49		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	5.07	0.00	730	118		2.18	2.7035	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		42				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		NA		NA				NA	0	NA	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	1.54	9.00		3,007			7.4592	-2	2	-0.028	-0.054	
		Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	6.68	8.72	2,830	149		2.10	-1.1275	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.53	6.38	2,830	149	16.54	1.39	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	59.85	25.00	1,923	44		7.47	4.4812	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.22	0.00	1,923	44		5.62	3.3159	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	13.51	17.42	3,087	155		2.81	-1.4740	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.63	25.00	38	4		8.41	SS	NA	0	NA	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.21	-2.37	38	4	7.35	3.86	SS	NA	0	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-4	141	-0.099	

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

May-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	2.95		2,164		2.9496	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	9.40		965		9.3959	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	2.78		319		2.7774	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	9.09		99		9.0909	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		881		0	10	0.000	0.000			
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00		13		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.57		4,176		0	5	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day	97.53		1,986		0	5	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day	98.33		4,020		0	5	0.000	0.000			
OR-5-03-2000	% Flow Through - Achieved - POTS	96.93		456		0	10	0.000	10.000			
OR-6-03-2000	% Accuracy - LSRC	2.00		1,400		0	10	0.000	0.000			
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00		410		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		120		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	56.19	60.00	493	5		22.30	SS	NA	0	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	10.45	8.82	5,586	34		5.26	0.0472	0	20	0.000	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	13.32	11.76	593	17		8.36	0.2591	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	1.88	3.20	663	5	5.22	2.34	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.85	11.76	593	17		3.32	-2.6245	-2	5	-0.050	-0.071
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	593	17		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.59	3.95	1,304	76		3.31	1.2456	0	15	0.000	0.000
MR Maintenance & Repair		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	1.54	9.00		3,007			7.4592	-2	2	-0.020	-0.038
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	140.26		686			140.2551	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	11.75	6.25	502	16		8.18	0.1807	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	9.78	NA	92	NA			NA	NA	0	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.25	10.76	502	16	15.51	3.94	-0.1221	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	17.76	NA	92	NA	57.16		NA	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	59.77	57.14	343	7		18.72	0.2214	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	32.36	28.57	343	7		17.86	0.2404	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	3.21	0.00	343	7		6.73	0.8349	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.58	0.00	2,328	3		13.27	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	0.61	NA	165	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.14	13.64	2,328	3	16.43	9.49	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	7.16	NA	165	NA	10.30		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	84.07	NA	1,638	NA			NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	65.08	NA	1,638	NA			NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	18.86	NA	1,638	NA			NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	13.51	21.05	3,087	19		7.87	-1.2623	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		127,555,766				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-4	200	-0.070

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

May-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	8.40		332		8.4036	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	8.55		83		8.5542	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		100.00		47			0	2	0.000	0.000	
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		100.00		1			0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		87.50		16			-1	5	-0.044	-0.147	
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		2			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		0.57		4,176			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		97.53		1,986			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.33		4,020			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	1	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	3	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	NA		NA			NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		94.12		34				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	2.44	2	9	0.00	0.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		87.50		48				-2	10	-0.175	-0.200
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	5.07	0.00	730	75		2.66	1.9674	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	14.29	0.00	7	50		14.12	1.1611	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA			0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	Perf. Score Wtg Wgtd Score						
MR-1-01-6050	Average Response Time - Create Trouble	1.54	9.00		3,007			7.4592	-2	2	-0.035	-0.053
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	2	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	NA	18.30	NA	1	0.00	1.00	SS	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	NA	100.00	NA	1		1.00	SS	0	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	6.68	17.14	2,830	35		4.25	-2.4109	-2	5	-0.088	-0.132
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.63	0.00	38	4		8.41	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.53	10.40	2,830	35	16.54	2.81	3.1947	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.21	4.50	38	4	7.35	3.86	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	24.43	87.18	131	39		7.84	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	59.85	100.00	1,923	1		49.03	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	13.51	19.05	3,087	42		5.31	-1.2453	-1	10	-0.088	-0.132
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	-8	114	-0.430	

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

May-2012

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC		Score	Wgt.	Wgtd. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			4		0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	100.00			3		0	10	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		96.46		1,271			0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		4			0	20	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	3	5		0.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	3	5		0.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	1	1		0.00	SS	0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	3	5		0.00	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	95	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					May-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	-	-	-	47,106	\$0	\$0		\$47,106
	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				47,106				
	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	\$0	\$0	\$0	\$24,226	\$0	\$0		\$24,226
	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 - 2W xDSL Loop				-				
	PR-4-02	Average Delay Days -Total -Line Share/Split				-				
	PR-4-04	Missed Appointments -Dispatch	-	-	-					
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-				
	PR-4-04	Missed Appts - Disp - Line Share/Split				-				
	PR-4-05	Missed Appointments - No Dispatch	-		-					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				24,226				
	PR-4-15	% On Time Provisioning - Trunks					-			
	PR-6-01	Installation Troubles w/in 30 Days	-	-	-		-			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						-		
	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	\$ -	\$0	\$0	\$34,190	\$0	\$0		\$34,190
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-					
	MR-3-01	Missed Repair Appointments - Loop		-						
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				13,676				
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-				
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-				
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-				
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-				
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-				
	MR-4-08	Out of Service >24Hrs. - Bus.	-		-					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	-	-	-		-			
	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				20,514				
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-				
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-		
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked					\$0			\$0
8		Collocation							\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total							-	
	NP-2-05/6	% On Time - Physical Collocation - Total							-	
	NP-2-07/8	Average Delay Days - Total							-	
RESOLUTION PROCESS										
9		Resolution Process							\$10,376	\$10,376
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							-	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days							-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							10,376	
Month Total			\$0	\$0	\$0	\$105,523	\$0	\$0	\$10,376	\$115,899

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.
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	3,113	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days afte	85.79	1,351	-2	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	6	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	100.00	24	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resa	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	28.57	0.00	7	1	48.29	SS	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	22.41	26.92	58	26	9.84	-0.73	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	0.00	1	2	0.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	21.75	7.71	16	7	41.94	18.70	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.52	0.00	66	29	2.72	0.51	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	66	29	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	44	38	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	18.18	3.45	66	29	8.59	1.68	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	22.41	NA	58	NA	NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	13.54	NA	13	NA	16.67	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	18.97	0.00	58	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	1	NA	NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	168.00	NA	1	NA	0.00	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA	NA	NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score		
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	12.38	4.06	26	2	8.06	24.17	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.97	6.86	77	69	11.38	1.89	0.45
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	85.71	NA	7	NA	NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	14.29	NA	7	NA	NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	100.00	4	1	0.00	SS	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	100.00	4	1	48.41	SS	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	28.70	21.79	108	78	6.72	0.89	0
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								100

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

Special Provision - UNE Ordering

May-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	89.84	807	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	22	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	27	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ 68,333
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* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation	40.00%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAR-2012	82.37	624	514	MAR-2012	76.92	91	70
APR-2012	70.49	410	289	APR-2012	87.93	116	102
MAY-2012	70.52	363	256	MAY-2012	95.83	96	92
Overall	75.81	1,397	1,059	Overall	87.13	303	264

Market Adjustment *	\$ 255,984
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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
MAR-2012	93.85	309	290	MAR-2012	95.00	160	152
APR-2012	95.47	287	274	APR-2012	97.95	195	191
MAY-2012	94.35	230	217	MAY-2012	96.05	177	170
Overall	94.55	826	781	Overall	96.43	532	513

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
MAR-2012	93.56	2,592	2,425	MAR-2012	93.89	2,404	2,257
APR-2012	95.12	3,174	3,019	APR-2012	95.56	3,042	2,907
MAY-2012	94.87	2,651	2,515	MAY-2012	94.93	2,565	2,435
Overall	94.56	8,417	7,959	Overall	94.86	8,011	7,599

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	NA		100.00	10
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	42	0.00	52
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	14.63	312	11.25	205
		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.

May-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

May-2012

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.038	\$ -	
Unbundled Network Elements - Loop	-0.099	\$ -	
Resale	-0.070	\$ -	
Digital Subscriber Lines	-0.430	\$ 61,260	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 61,260
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 47,106	
3 Installation Performance		\$ 24,226	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 34,190	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 10,376	
Critical Measure Total			\$ 115,899
Individual Rule Payments:			\$ 68
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 324,317
CHANGE CONTROL			\$ -
Grand Total			\$ 501,544

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