

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

UNE Platform

Feb-2013

Performance Assurance Plan Report												
PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC		CLEC	Diff.	Score	Wgt.	Score			
PO-1-01-6020	Customer Service Record - EDI	NA	3.22		872		3.2156	0	2	0.000	0.000	
PO-1-03-6020	Address Validation -EDI	NA	11.90		347		11.9049	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.90					0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA			NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.03		1,997		3.0315	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.82		504		8.8155	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.90					0	5	0.000	0.000	
OR Ordering		Wgt.										
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		95.83		168			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		2			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.37		1,635			-1	5	-0.021	-0.049	
OR-4-16-1000	% On Time PCN - 1 Business Day		94.55		679			-1	5	-0.021	-0.049	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.98		1,631			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		70.00		240			-2	5	-0.041	-0.098	
OR-6-03-3140	% Accuracy - LSRC - Platform		5.66		106			-1	5	-0.021	-0.049	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		80			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		83.33		12			-1	2	-0.008	-0.020	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		25			0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		2			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	69.67	61.11	422	18		11.06	-1.0317	-1	5	-0.021	-0.036
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.90	10.69	3,037	131		1.50	-4.2088	-2	20	-0.165	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	13.96	11.76	394	17		8.58	0.1831	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.23	2.33	143	24	5.05	1.11	-0.2817	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.76	0.00	394	17		2.15	1.1785	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.25	0.00	394	17		1.25	1.7351	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	5.75	0.00	1,079	114		2.29	2.9364	0	10	0.000	0.000
MR Maintenance & Repair		Performance FP	CLEC	Observations FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score	
MR-1-01-6050	Average Response Time - Create Trouble	2.93	20.95		2,223			18.0185	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	63.67		574			63.6725	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	17.43	16.39	304	61		5.32	0.0167	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	21.57	12.50	102	16		11.06	0.4620	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	10.92	13.71	304	61	12.79	1.79	-1.4901	-1	5	-0.021	-0.025
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	11.00	4.39	102	16	22.58	6.07	1.3845	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	53.98	45.00	226	20		11.63	0.5395	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	33.63	30.00	226	20		11.02	0.0586	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.75	10.00	226	20		5.43	-1.2205	-1	5	-0.021	-0.025
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	10.84	4.55	1,430	22		6.68	0.5328	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	4.09	0.00	171	1		19.87	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	25.12	17.06	1,430	22	24.30	5.22	2.1754	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	9.87	3.26	171	1	15.17	15.22	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	86.51	81.82	1,090	11		10.35	0.1234	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	71.28	54.55	1,090	11		13.71	0.8953	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	33.49	27.27	1,090	11		14.30	0.0765	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	0.00	0.00	2,007	100		0.00	5.0000	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.79		80,616,965				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-13	242	-0.355	

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

Feb-2013

PO		Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering			
			FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS			NA				NA	0		NA	0.000		
PO-1-01-6020	Customer Service Record - EDI		NA	3.22		872		3.2156	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI		NA	11.90		347		11.9049	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI			99.90					0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA		NA	NA		NA			NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA		NA	NA		NA			NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA			NA					NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI		NA	3.03		1,997		3.0315	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI		NA	8.82		504		8.8155	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI			99.90					0	5	0.000	0.000		
OR Ordering										Wgt.				
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs			96.80		875			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual			100.00		19			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent			0.37		1,635			-1	2	-0.012	-0.024		
OR-4-16-1000	% On Time PCN - 1 Business Day			94.55		679			-1	2	-0.012	-0.024		
OR-4-17-1000	% On Time BCN - 2 Business Day			97.98		1,631			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop			99.51		206			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop			3.70		622			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP			94.08		507			-1	5	-0.029	-0.060		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP			100.00		2			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP			100.00		92			0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP			100.00		1			0	2	0.000	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		2.23	2.33	143	24	5.05	1.11	-0.2817	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New		13.96	6.45	394	31		6.46	0.8976	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop		0.76	0.00	394	31		1.62	0.8285	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop		0.25	0.00	394	31		0.94	1.4542	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New		3.26	10.00	491	60		2.43	-2.5194	-2	10	-0.116	-0.154	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		49				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		14				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		2.93	20.95		2,223			18.0185	-2	2	-0.023	-0.038	
										Stat. Score				
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop		12.00	6.94	1,734	72		3.91	1.1314	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop		22.35	8.83	1,734	72	23.25	2.80	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop		66.83	11.11	1,224	18		11.18	4.6231	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop		29.82	0.00	1,224	18		10.86	2.9098	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop		0.00	0.00	2,007	75		0.00	5.0000	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop		5.77	0.00	52	3		13.84	SS	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop		12.10	14.83	52	3	16.35	9.71	SS	NA	5	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-7	173	-0.191	

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

RESALE

Feb-2013

PO		Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering		
				FP	CLEC	FP	CLEC					Review		
PO-1-01-6020 Customer Service Record - EDI				NA	3.22		872	3.2156	0	2	0.000	0.000		
PO-1-03-6020 Address Validation -EDI				NA	11.90		347	11.9049	NA	0	NA	0.000		
PO-2-02-6020 OSS Interface Availability - Prime - EDI					99.90				0	5	0.000	0.000		
PO-1-01-6050 Customer Service Record - Web GUI				NA	3.03		1,997	3.0315	0	2	0.000	0.000		
PO-1-03-6050 Address Validation - Web GUI				NA	8.82		504	8.8155	NA	0	NA	0.000		
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI					99.90				0	5	0.000	0.000		
OR Ordering														
OR-1-02-2320 % On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2				100.00		37			0	10	0.000	0.000		
OR-2-02-2320 % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex				100.00		1			0	5	0.000	0.000		
OR-4-11-1000 % Completed Orders with neither a PCN or BCN Sent				0.37		1,635			-1	5	-0.024	-0.041		
OR-4-16-1000 % On Time PCN - 1 Business Day				94.55		679			-1	5	-0.024	-0.041		
OR-4-17-1000 % On Time BCN - 2 Business Day				97.98		1,631			0	5	0.000	0.000		
OR-5-03-2000 % Flow Through - Achieved - POTS				66.67		57			-2	10	-0.094	-0.164		
OR-6-03-2000 % Accuracy - LSRC				10.81		37			-2	10	-0.094	-0.164		
OR-1-04-2320 % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx				100.00		27			0	5	0.000	0.000		
OR-1-06-2320 % OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx				100.00		3			0	2	0.000	0.000		
OR-2-04-2320 % OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx				100.00		8			0	2	0.000	0.000		
OR-2-06-2320 % OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx				100.00		1			0	2	0.000	0.000		
PR		Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100 % Completed in 1 Day (1-5 lines - No Disp) - POTS Total				69.67	20.00	422	5		20.68	SS	NA	5	NA	0.000
PR-4-05-2100 % Missed Appointment- FP - No Dispatch - POTS				2.90	10.53	3,037	38		2.74	-2.5799	-2	20	-0.189	-0.267
PR-4-04-2100 % Missed Appointment - FP - Dispatch - POTS				13.96	14.29	394	7		13.21	-0.6618	0	10	0.000	0.000
PR-4-02-2100 Average Delay Days - Total - POTS				2.23	1.67	143	6	5.05	2.10	-0.0170	0	15	0.000	0.000
PR-5-01-2100 % Missed Appointment - Facilities - POTS				0.76	0.00	394	7		3.31	1.6297	0	5	0.000	0.000
PR-5-02-2100 % Orders Held for Facilities > 15 days - POTS				0.25	0.00	394	7		1.92	2.1094	0	5	0.000	0.000
PR-6-01-2100 % Installation Troubles within 30 days - POTS				5.75	3.57	1,079	28		4.45	0.0479	0	15	0.000	0.000
MR		Maintenance & Repair		Diff.										
MR-1-01-6050 Average Response Time - Create Trouble				2.93	20.95		2,223			18.0185	-2	2	-0.019	-0.035
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)				NA	63.67		574			63.6725	NA	0	NA	0.000
Stat Score														
MR-3-01-2110 % Missed Repair Appointments - Loop - Bus.				17.43	8.33	304	12		11.17	0.3541	0	10	0.000	0.000
MR-3-02-2110 % Missed Repair Appointments - CO - Bus.				21.57	75.00	102	8		15.10	-3.4866	-2	10	-0.094	-0.175
MR-4-02-2110 Mean Time To Repair - Loop Trouble - Bus.				10.92	7.85	304	12	12.79	3.76	0.8542	0	5	0.000	0.000
MR-4-03-2110 Mean Time To Repair - CO Trouble - Bus.				11.00	15.89	102	8	22.58	8.29	-0.7248	0	5	0.000	0.000
MR-4-06-2110 % Out of Service > 4 Hours - POTS - Bus				53.98	66.67	226	6		20.62	-1.0285	-1	5	-0.024	-0.044
MR-4-07-2110 % Out of Service > 12 Hours - POTS - Bus.				33.63	33.33	226	6		19.54	0.4568	0	5	0.000	0.000
MR-4-08-2110 % Out of Service > 24 Hours - POTS - Bus.				5.75	0.00	226	6		9.63	0.5381	0	5	0.000	0.000
MR-3-01-2120 % Missed Repair Appointments - Loop - Res.				10.84	NA	1,430	NA			NA	NA	0	NA	0.000
MR-3-02-2120 % Missed Repair Appointments - CO - Res.				4.09	NA	171	NA			NA	NA	0	NA	0.000
MR-4-02-2120 Mean Time To Repair - Loop Trouble - Res.				25.12	NA	1,430	NA	24.30		NA	NA	0	NA	0.000
MR-4-03-2120 Mean Time to Repair - CO Trouble - Res.				9.87	NA	171	NA	15.17		NA	NA	0	NA	0.000
MR-4-06-2120 % Out of Service > 4 Hours - POTS - Res.				86.51	NA	1,090	NA			NA	NA	0	NA	0.000
MR-4-07-2120 % Out of Service > 12 Hours - POTS - Res.				71.28	NA	1,090	NA			NA	NA	0	NA	0.000
MR-4-08-2120 % Out of Service > 24 Hours - POTS - Res.				33.49	NA	1,090	NA			NA	NA	0	NA	0.000
MR-5-01-2100 % Repeat Reports w/in 30 days - POTS				0.00	0.00	2,007	20		0.00	5.0000	0	10	0.000	0.000
BI		Billing												
BI-1-02-1000 % DUF in 4 Business Days					99.79		80,616,965				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-13	212	-0.561			

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

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

DSL

Feb-2013

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	5.20		5		5.2000	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.90					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	6.23		433		6.2309	0	5	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.90					0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		16			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	NA		NA				NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale	NA		NA				NA	0	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	NA		NA				NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale	NA		NA				NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops	100.00		25				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		3				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	0.37		1,635				-1	2	-0.016	-0.077	
OR-4-16-1000	% On Time PCN - 1 Business Day	94.55		679				-1	2	-0.016	-0.077	
OR-4-17-1000	% On Time BCN - 2 Business Day	97.98		1,631				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	NA	NA		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	NA	NA		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		100.00		23			0		10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	1.00	1.00	2	2	0.00	0.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		96.55		29			0		10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.26	5.26	491	38		2.99	-1.1177	-1	15	-0.123	-0.150
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	2	30		36.51	SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA							0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA				0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC			Diff.	Perf. Score	Wtg	Wgtd Score	
MR-1-01-6050	Average Response Time - Create Trouble	2.93	20.95		2,223			18.0185	-2	2	-0.033	-0.044
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	0.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	0.12	NA	1	0.00	1.00	SS	NA	2	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	91.37	NA	1	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	100.00	1	1		0.00	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	0.00	0.00	1	1		0.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	12.00	22.22	1,734	18		7.70	-1.5841	-1	5	-0.041	-0.056
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.77	33.33	52	3		13.84	SS	NA	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.35	11.58	1,734	18	23.25	5.51	2.9290	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	12.10	10.80	52	3	16.35	9.71	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	20.78	90.48	154	21		9.44	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	66.83	NA	1,224	NA			NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	0.00	0.00	2,007	21		0.00	5.0000	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-6	122	-0.230	

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

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

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

TRUNKS

Feb-2013

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC	Score			Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			2			0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record	100.00			2			0	10	0.000	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			NA			NA	0	0.000	
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA			NA	0	0.000	
PR		Provisioning		FP							
PR-4-07-3540	% On Time Performance - LNP only		95.92		833			0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		1			0	20	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	1	1		0.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	1	1		0.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	NA	1	NA			NA	NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	100.00	1	1		0.00	SS	NA	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	85	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					Feb-2013		
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	11,604	5,802	4,756	-	\$0	\$0		\$22,162
	OR-1-02	% On Time LSRC -Flow Through	-	-	-					
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-				
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-				
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-				
	OR-1-12	% On Time FOC					-			
	OR-1-13	% On Time Design Layout Record					-			
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-			
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-				
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-				
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-				
	OR-4-16	% On Time PCN - 1 Bus. Day	11,604	5,802	4,756					
	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	\$26,689	\$19,893	\$8,780	\$23,621	\$0	\$6,714		\$85,697
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	3,481		-					
	PR-4-02	Average Delay Days - Total	-	-	-					
	PR-4-02	Average Delay Days - Total - 2W Digital				-				
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-				
	PR-4-02	Average Delay Days -Total -Line Share/Split				-				
	PR-4-04	Missed Appointments -Dispatch	-	-	-					
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-				
	PR-4-04	Missed Appts - Disp - Line Share/Split				-				
	PR-4-05	Missed Appointments - No Dispatch	23,208		8,780					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				-				
	PR-4-15	% On Time Provisioning - Trunks					-			
	PR-6-01	Installation Troubles w/in 30 Days	-	19,893	-		-			
	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				23,621				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DS0 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						-		
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale						6,714		
	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	\$ 6,092	\$0	\$0	\$11,188	\$0	\$0		\$17,280
	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				11,188				
	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.	6,092		-					
	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				-				
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-				
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-		
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked					\$0			\$0
8		Collocation							\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total							-	
	NP-2-05/6	% On Time - Physical Collocation - Total							-	
	NP-2-07/8	Average Delay Days - Total							-	
RESOLUTION PROCESS										
9		Resolution Process							\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							-	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days							-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
Month Total			\$44,386	\$25,695	\$13,536	\$34,808	\$0	\$6,714	\$0	\$125,138

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	NA	NA	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	99.16	836	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,158	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	100.00	19	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	100.00	NA	2	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	14.71	11.11	34	27	9.13	0.02	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	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	1.57	4.00	7	3	0.79	8.58	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	7.41	36	27	0.00	-5.00	-2	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	36	27	0.00	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	16	28	0.00	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	33.33	3.70	36	27	12.00	2.70	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	14.71	NA	34	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	1.80	NA	5	NA	0.84	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	29.41	0.00	34	0	0.00	SS	0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	0	NA		NA	NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	9.33	NA	11	NA	7.07		NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.08	5.26	27	42	6.12	5.42	0.02	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA			NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA			NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	0.00	1	1	0.00	SS	0	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	1	1	0.00	SS	0	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	26.32	20.93	38	43	9.80	0.31	0	10

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

Total 102

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

Special Provision - UNE Ordering

Feb-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	94.89	587	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	85.71	14	\$ 68,333
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	117	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	3	\$ -

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
DEC-2012	67.24	232	156	DEC-2012	75.86	203	154
JAN-2013	70.68	324	229	JAN-2013	70.59	323	228
FEB-2013	65.76	257	169	FEB-2013	70.00	240	168
Overall	68.14	813	554	Overall	71.80	766	550

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
DEC-2012	90.20	153	138	DEC-2012	95.17	145	138
JAN-2013	93.28	268	250	JAN-2013	93.94	264	248
FEB-2013	99.52	209	208	FEB-2013	99.51	206	205
Overall	94.60	630	596	Overall	96.10	615	591

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-2012	85.91	1,377	1,183	DEC-2012	86.35	1,370	1,183
JAN-2013	86.60	1,254	1,086	JAN-2013	86.60	1,254	1,086
FEB-2013	82.36	1,032	850	FEB-2013	82.36	1,032	850
Overall	85.15	3,663	3,119	Overall	85.31	3,656	3,119

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	14	100.00	14
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	49	0.00	71
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	16.94	178	18.41	195
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Feb-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.355	\$ 92,490	
Unbundled Network Elements - Loop	-0.191	\$ -	
Resale	-0.561	\$ 45,044	
Digital Subscriber Lines	-0.230	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 137,534
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 22,162	
3 Installation Performance		\$ 85,697	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 17,280	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 125,138
Individual Rule Payments:			\$ 899
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			\$ 331,905

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

Fair Point New Hampshire
Performance Assurance Plan Report

FINAL

UNE Platform

Feb-2013

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC	Diff.	Score	Wgt.	Score				
PO-1-01-6020	Customer Service Record - EDI	NA	3.22		872		3.2156	0	2	0.000	0.000	
PO-1-03-6020	Address Validation -EDI	NA	11.90		347		11.9049	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.90					0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA			NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.03		1,997		3.0315	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.82		504		8.8155	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.90					0	5	0.000	0.000	
OR Ordering												
Wgt.												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		95.83		168			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		2			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.37		1,635			-1	5	-0.021	-0.049	
OR-4-16-1000	% On Time PCN - 1 Business Day		94.55		679			-1	5	-0.021	-0.049	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.98		1,631			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		70.00		240			-2	5	-0.041	-0.098	
OR-6-03-3140	% Accuracy - LSRC - Platform		5.66		106			-1	5	-0.021	-0.049	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		80			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		83.33		12			-1	2	-0.008	-0.020	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		25			0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		2			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	69.67	61.11	422	18		11.06	-1.0317	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.90	10.69	3,037	131		1.50	-4.2088	-2	20	-0.165	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	13.96	11.76	394	17		8.58	0.1831	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.23	2.33	143	24	5.05	1.11	-0.2817	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.76	0.00	394	17		2.15	1.1785	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.25	0.00	394	17		1.25	1.7351	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	5.75	0.00	1,079	114		2.29	2.9364	0	10	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Perf. Score	Wgt.	Wgtd. Score		
MR-1-01-6050	Average Response Time - Create Trouble	2.93	20.95		2,223			18.0185	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	63.67		574			63.6725	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	17.43	16.39	304	61		5.32	0.0167	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	21.57	12.50	102	16		11.06	0.4620	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	10.92	13.71	304	61	12.79	1.79	-1.4901	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	11.00	4.39	102	16	22.58	6.07	1.3845	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	53.98	45.00	226	20		11.63	0.5395	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	33.63	30.00	226	20		11.02	0.0586	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.75	10.00	226	20		5.43	-1.2205	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	10.84	4.55	1,430	22		6.68	0.5328	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	4.09	0.00	171	1		19.87	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	25.12	17.06	1,430	22	24.30	5.22	2.1754	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	9.87	3.26	171	1	15.17	15.22	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	86.51	81.82	1,090	11		10.35	0.1234	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	71.28	54.55	1,090	11		13.71	0.8953	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	33.49	27.27	1,090	11		14.30	0.0765	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	0.00	0.00	2,007	100		0.00	5.0000	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.79		80,616,965				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-10	242	-0.293	

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 LOOP

Feb-2013

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	3.22		872		3.2156	0	2	0.000		
PO-1-03-6020	Address Validation -EDI	NA	11.90		347		11.9049	NA	0	NA		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.90					0	5	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA			NA	0	NA		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.03		1,997		3.0315	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.82		504		8.8155	NA	0	NA		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.90					0	5	0.000		
OR Ordering								Wgt.				
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		96.80		875			0	10	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		19			0	5	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.37		1,635			-1	2	-0.012		
OR-4-16-1000	% On Time PCN - 1 Business Day		94.55		679			-1	2	-0.012		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.98		1,631			0	2	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.51		206			0	5	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		3.70		622			0	5	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.08		507			-1	5	-0.029		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		2			0	2	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		92			0	2	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		1			0	2	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	2.23	2.33	143	24	5.05	1.11	-0.2817	0	5	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	13.96	6.45	394	31		6.46	0.8976	0	20	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.76	0.00	394	31		1.62	0.8285	0	5	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.25	0.00	394	31		0.94	1.4542	0	5	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	3.26	10.00	491	60		2.43	-2.5194	-2	10	-0.116	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		49				0	10	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		14				0	10	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	
MR Maintenance & Repair								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	2.93	20.95		2,223			18.0185	-2	2	-0.023	
								Stat. Score				
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	12.00	6.94	1,734	72		3.91	1.1314	0	10	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.35	8.83	1,734	72	23.25	2.80	5.0000	0	5	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	66.83	11.11	1,224	18		11.18	4.6231	0	5	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	29.82	0.00	1,224	18		10.86	2.9098	0	5	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	0.00	0.00	2,007	75		0.00	5.0000	0	10	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	5.77	0.00	52	3		13.84	SS	0	10	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	12.10	14.83	52	3	16.35	9.71	SS	NA	5	NA	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-7	173	-0.191

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

Feb-2013

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

Fair Point New Hampshire Performance Assurance Plan Report

FINAL

DSL

Feb-2013

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	5.20		5			5.2000	NA	0	0.000	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.90						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	6.23		433			6.2309	0	5	0.000	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.90						0	2	0.000	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		16				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		NA		NA				NA	0	0.000	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA				NA	0	0.000	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA				NA	0	0.000	0.000
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA				NA	0	0.000	0.000
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		25				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		3				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		0.37		1,635				-1	2	-0.016	-0.077
OR-4-16-1000	% On Time PCN - 1 Business Day		94.55		679				-1	2	-0.016	-0.077
OR-4-17-1000	% On Time BCN - 2 Business Day		97.98		1,631				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	NA	NA		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	NA	NA		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		100.00		23				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	1.00	1.00	2	2	0.00	0.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		96.55		29				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.26	5.26	491	38		2.99	-1.1177	-1	15	-0.123	-0.150
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	2	30		36.51	SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA				0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	Diff.		Perf. Score	Wtg	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	2.93	20.95		2,223			18.0185	-2	2	-0.033	-0.044
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	0.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	0.12	NA	1	0.00	1.00	SS	NA	2	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	91.37	NA	1	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	100.00	1	1		0.00	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	0.00	0.00	1	1		0.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	12.00	22.22	1,734	18		7.70	-1.5841	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.77	33.33	52	3		13.84	SS	NA	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.35	11.58	1,734	18	23.25	5.51	2.9290	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	12.10	10.80	52	3	16.35	9.71	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	20.78	90.48	154	21		9.44	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	66.83	NA	1,224	NA			NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	0.00	0.00	2,007	21		0.00	5.0000	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-5	122	-0.189	

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

Fair Point New Hampshire Performance Assurance Plan Report

FINAL

TRUNKS

Feb-2013

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC		Score	Wgt.	Wgtd. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			2		0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	100.00			2		0	10	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			NA		NA	0	0.000		
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA		NA	0	0.000		
PR		Provisioning		FP							
PR-4-07-3540	% On Time Performance - LNP only		95.92		833			0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		1			0	20	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	1	1		0.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	1	1		0.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	NA	1	NA			NA	NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	100.00	1	1		0.00	SS	NA	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	85	0.000

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

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

Fair Point New Hampshire			FINAL					Feb-2013		
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	11,604	5,802	4,756	-	\$0	\$0		\$22,162
	OR-1-02	% On Time LSRC -Flow Through	-	-	-					
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-				
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-				
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-				
	OR-1-12	% On Time FOC					-			
	OR-1-13	% On Time Design Layout Record					-			
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-			
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-				
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-				
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-				
	OR-4-16	% On Time PCN - 1 Bus. Day	11,604	5,802	4,756					
	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	\$23,208	\$19,893	\$8,780	\$23,621	\$0	\$6,714		\$82,215
	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	23,208		8,780					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				-				
	PR-4-15	% On Time Provisioning - Trunks					-			
	PR-6-01	Installation Troubles w/in 30 Days	-	19,893	-		-			
	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				23,621				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DS0 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						-		
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale						6,714		
	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	\$0	\$0	\$0		\$0
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-					
	MR-3-01	Missed Repair Appointments - Loop		-						
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-				
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-				
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-				
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-				
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-				
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-				
	MR-4-08	Out of Service >24Hrs. - Bus.	-		-					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	-	-	-		-			
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-				
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				-				
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-				
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-		
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked					\$0			\$0
8		Collocation							\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total							-	
	NP-2-05/6	% On Time - Physical Collocation - Total							-	
	NP-2-07/8	Average Delay Days - Total							-	
RESOLUTION PROCESS										
9		Resolution Process							\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							-	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days							-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
Month Total			\$34,812	\$25,695	\$13,536	\$23,621	\$0	\$6,714	\$0	\$104,377

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	NA	NA	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business D	99.16	836	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,158	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	19	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/Resal	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	NA	2	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	14.71	11.11	34	27	9.13	0.02	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	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	1.57	4.00	7	3	0.79	8.58	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	7.41	36	27		0.00	-5.00	-2
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	36	27		0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	16	28		0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	33.33	3.70	36	27		12.00	2.70	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	14.71	NA	34	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	1.80	NA	5	NA	0.84		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	29.41	0.00	34	0		0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	0	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	9.33	NA	11	NA	7.07		NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.08	5.26	27	42	6.12	5.42	0.02	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA			NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA			NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	0.00	1	1		0.00	SS	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	1	1		0.00	SS	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	26.32	20.93	38	43		9.80	0.31	0
Total									102

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

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

Special Provision - UNE Ordering

Feb-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	94.89	587	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	85.71	14	\$ 68,333
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	117	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	3	\$ -

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
DEC-2012	67.24	232	156	DEC-2012	75.86	203	154
JAN-2013	70.68	324	229	JAN-2013	70.59	323	228
FEB-2013	65.76	257	169	FEB-2013	70.00	240	168
Overall	68.14	813	554	Overall	71.80	766	550

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
DEC-2012	90.20	153	138	DEC-2012	95.17	145	138
JAN-2013	93.28	268	250	JAN-2013	93.94	264	248
FEB-2013	99.52	209	208	FEB-2013	99.51	206	205
Overall	94.60	630	596	Overall	96.10	615	591

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-2012	85.91	1,377	1,183	DEC-2012	86.35	1,370	1,183
JAN-2013	86.60	1,254	1,086	JAN-2013	86.60	1,254	1,086
FEB-2013	82.36	1,032	850	FEB-2013	82.36	1,032	850
Overall	85.15	3,663	3,119	Overall	85.31	3,656	3,119

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	14	100.00	14
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	49	0.00	71
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-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	16.94	178	18.41	195
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Feb-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.293	\$ 60,779	
Unbundled Network Elements - Loop	-0.191	\$ -	
Resale	-0.561	\$ 45,044	
Digital Subscriber Lines	-0.189	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 105,823
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 22,162	
3 Installation Performance		\$ 82,215	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ -	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 104,377
Individual Rule Payments:			\$ 899
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			\$ 279,433

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