

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

PRELIM

UNE Platform

Aug-2013

Performance Assurance Plan Report		Performance		Observations		Perf. Score		Wgt.		Domain Clustering	
PO	Pre-Ordering	FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review	
PO-1-01-6020	Customer Service Record - EDI	NA	2.88	2,058		2.8805	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	9.84	534		9.8352	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA	NA			NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA	NA			NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.48	1,617		3.4768	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.25	592		8.2517	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		95.65	161			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00	6			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.17	1,782			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.80	667			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.09	1,779			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		92.66	109			-1	5	-0.021	-0.049	
OR-6-03-3140	% Accuracy - LSRC - Platform		1.90	105			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00	82			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00	14			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00	36			0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00	1			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	86.51	50.00	1,386	24	7.03	-4.4846	-2	5	-0.041	-0.071
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.38	5.93	3,481	118	1.09	-2.8986	-2	20	-0.165	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	17.96	9.52	501	21	8.55	1.3461	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	3.04	1.05	138	20	5.89	1.41	5.0000	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.00	0.00	501	21	2.21	5.0000	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	501	21	0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	5.79	3.76	2,557	133	2.08	1.2057	0	10	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgt. Score
MR-1-01-6050	Average Response Time - Create Trouble	1.13	11.01		2,463			9.8836	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.02		628			47.0191	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	24.07	26.15	403	65	5.71	-0.2259	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	23.96	0.00	96	12	13.07	5.0000	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	14.94	15.88	402	65	22.33	2.98	-0.4037	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	9.00	9.86	96	12	11.45	3.50	-0.3142	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	69.77	88.24	258	34	8.38	-2.1564	-2	5	-0.041	-0.049
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	41.47	58.82	258	34	8.99	-1.7287	-2	5	-0.041	-0.049
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	6.20	2.94	258	34	4.40	1.2037	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	17.89	0.00	2,163	26	7.56	5.0000	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	13.13	0.00	198	2	24.00	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	35.46	25.91	2,163	26	38.12	7.52	1.5946	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	20.49	1.12	198	2	24.34	17.30	SS	NA	5	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	91.44	75.00	1,496	16	7.03	2.3520	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	79.41	75.00	1,496	16	10.16	0.7714	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	50.33	50.00	1,496	16	12.57	0.2770	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	17.94	18.10	2,859	105	3.81	-0.0638	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99	288,920				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample						Totals		-11	242	-0.326	

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

Aug-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	2.88	2,058				2.8805	0	2	0.000	0.000	
PO-1-03-6020 Address Validation - EDI		NA	9.84	534				9.8352	NA	0	NA	0.000	
PO-2-02-6020 OSS Interface Availability - Prime - EDI			100.00						0	5	0.000	0.000	
PO-1-01-6030 Customer Service Record - CORBA		NA	NA	NA					NA	0	NA	0.000	
PO-1-03-6030 Address Validation - CORBA		NA	NA	NA					NA	0	NA	0.000	
PO-2-02-6030 OSS Interface Availability - Prime - CORBA			NA						NA	0	NA	0.000	
PO-1-01-6050 Customer Service Record - Web GUI		NA	3.48	1,617				3.4768	0	2	0.000	0.000	
PO-1-03-6050 Address Validation - Web GUI		NA	8.25	592				8.2517	NA	0	NA	0.000	
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			100.00						0	5	0.000	0.000	
OR Ordering										Wgt.			
OR-1-02-3331 % On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs			96.12	1,004					0	10	0.000	0.000	
OR-2-02-3331 % On Time LSR Reject - Flow Thru - Loop/Pre-Qual			81.82	11					-1	5	-0.029	-0.060	
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			0.17	1,782					0	2	0.000	0.000	
OR-4-16-1000 % On Time PCN - 1 Business Day			95.80	667					0	2	0.000	0.000	
OR-4-17-1000 % On Time BCN - 2 Business Day			98.09	1,779					0	2	0.000	0.000	
OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			94.96	119					-1	5	-0.029	-0.060	
OR-6-03-3331 % Accuracy - LSRC - Loop			2.05	536					0	5	0.000	0.000	
OR-1-04-3331 % OT LSRC - No Facility Check - Loop/LNP			95.00	440					0	5	0.000	0.000	
OR-1-06-3331 % OT LSRC/ASRC - Facility Check - Loop/LNP			100.00	11					0	2	0.000	0.000	
OR-2-04-3331 % OT LSR Rej - No Facility Check - Loop/LNP			100.00	79					0	2	0.000	0.000	
OR-2-06-3331 % OT LSR/ASR Rej - Facility Check - Loop/LNP			100.00	2					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		3.04	1.05	138	20	5.89	1.41	5.0000	0	5	0.000	0.000	
PR-4-04-3113 % Missed Appointment - FP - Dispatch - Loop-New		18.00	16.67	500	42		6.17	0.3930	0	20	0.000	0.000	
PR-5-01-3112 % Missed Appointment - Facilities - Loop		1.00	0.00	501	42		1.60	5.0000	0	5	0.000	0.000	
PR-5-02-3112 % Orders Held for Facilities > 15 days - Loop		0.00	0.00	501	42		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113 % Installation Troubles within 30 days - Loop New		10.43	10.85	681	129		2.93	-0.0168	0	10	0.000	0.000	
PR-6-02-3520 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		57				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		9				0	10	0.000	0.000	
PR-9-01-3523 % On Time Performance-Loop-Lg Job Hot Cut			NA		NA				NA	0	NA	0.000	
PR-9-01-3525 % On Time Performance-Loop-Batch Hot Cut			NA		NA				NA	0	NA	0.000	
PR-9-04-3525 % On Time Batch Due Date-Loop-Batch Hot Cut			NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair		Diff.											
MR-1-01-6050 Average Response Time - Create Trouble		1.13	11.01	2,463				9.8836	-2	2	-0.023	-0.038	
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop		18.86	21.65	2,566	97		4.05	-0.5728	0	10	0.000	0.000	
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop		32.21	15.48	2,565	97	36.85	3.81	5.0000	0	5	0.000	0.000	
MR-4-07-3112 % Out of Service > 12 Hours - Loop		75.28	49.28	1,667	69		5.30	4.6705	0	5	0.000	0.000	
MR-4-08-3112 % Out of Service > 24 Hours - Loop		44.93	17.39	1,667	69		6.11	4.8866	0	5	0.000	0.000	
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop		17.94	13.39	2,859	112		3.70	1.3877	0	10	0.000	0.000	
MR-3-02-3112 % Missed Repair Appointments - CO - Loop		18.06	46.67	72	15		10.92	-1.9760	-2	10	-0.116	-0.192	
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop		20.59	34.88	72	15	26.82	7.61	-1.6767	-2	5	-0.058	-0.096	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals			
										-8	173	-0.254	

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

Aug-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		2,058		2.8805	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	9.84		534		9.8352	NA	0	NA
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.48		1,617		3.4768	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.25		592		8.2517	NA	0	NA
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2h		97.56		41			0	10	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		4			0	5	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.17		1,782			0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		95.80		667			0	5	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.09		1,779			0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		95.45		22			0	10	0.000
OR-6-03-2000	% Accuracy - LSRC		0.00		23			0	10	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		15			0	5	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6			0	2	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		3			0	2	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA			NA	0	NA
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	86.51	50.00	1,386	4		17.11	SS	NA	5
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.38	0.00	3,481	23		2.44	5.0000	0	20
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	17.96	28.57	501	7		14.61	-0.3292	0	10
PR-4-02-2100	Average Delay Days - Total - POTS	3.04	2.00	136	2	5.89	4.20	SS	NA	15
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.00	14.29	501	7		3.78	-2.6225	-2	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	501	7		0.00	5.0000	0	5
PR-6-01-2100	% Installation Troubles within 30 days - POTS	5.79	8.51	2,557	47		3.44	-0.5445	0	15
MR Maintenance & Repair										
							Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	1.13	11.01		2,463		9.8836	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.02		628		47.0191	NA	0	NA
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	24.07	22.22	403	27		8.50	0.4199	0	10
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	24.74	60.00	97	5		19.79	SS	NA	10
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	14.94	13.60	402	26	22.33	4.52	0.1479	0	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	9.00	14.05	96	5	11.45	5.25	SS	NA	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	69.77	88.89	258	18		11.20	-1.5148	-1	5
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	41.47	61.11	258	18		12.01	-1.3775	-1	5
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	6.20	0.00	258	18		5.88	5.0000	0	5
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	17.89	0.00	2,163	3		22.14	SS	0	10
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	13.13	NA	198	NA			NA	NA	0
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	35.46	24.28	2,163	3	38.12	22.02	SS	NA	5
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	20.49	NA	198	NA	24.34		NA	NA	0
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	91.44	100.00	1,496	1		27.98	SS	NA	5
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	79.41	100.00	1,496	1		40.45	SS	NA	5
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	50.33	100.00	1,496	1		50.02	SS	NA	5
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	17.94	17.65	2,859	34		6.62	0.2237	0	10
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.99		288,920			0	5	0.000
								Totals	-6	240
										-0.100

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

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

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

PRELIM

DSL

Aug-2013

PO		Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review	
Pre-Ordering		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	8.05		20		8.0500	NA	0	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	6.77		376		6.7686	0	5	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		18		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		1		0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		1		0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		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		66.67		9		-2	5	-0.070	-0.294	
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		1		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		0.17		1,782		0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.80		667		0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.09		1,779		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	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	
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	400.00	NA	1	NA		NA	NA	0	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		95.00		20		0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	4.50	1.00	2	2	2.12	2.12	SS	NA	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		92.59		27		-1	10	-0.070	-0.100	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	10.87	9.09	681	33	5.55	0.5603	0	15	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	66.67	0.00	3	28	28.64	SS	0	5	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	NA	0	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	NA	0	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.13	11.01		2,463		9.8836	-2	2	-0.028	
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	50.00	NA	2	2.00	SS	NA	2	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	0.00	1	2	0.00	SS	0	2	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	23.18	NA	2	0.00	2.00	SS	NA	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	59.68	NA	2	0.00	2.00	SS	NA	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	NA	25.00	NA	4	4.00	SS	NA	2	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	NA	50.00	NA	4	4.00	SS	NA	2	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	18.83	14.29	2,565	21	8.57	0.7894	0	5	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	18.06	20.00	72	5	17.79	SS	NA	5	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	32.21	13.86	2,564	21	36.85	8.08	3,7190	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	20.59	6.04	72	5	26.82	12.40	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	15.56	92.31	347	26	7.37	5.0000	0	5	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	75.28	20.00	1,667	5	19.32	SS	NA	10	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	17.95	23.08	2,858	26	7.56	-0.4648	0	10	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-5	142	-0.169

"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

Aug-2013

OR Ordering		Performance CLEC	Observations FP	CLEC	Perf. Score	Wgt.	Wgtd. Score
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)		NA		NA	NA	0	0.000
OR-1-13-5000 % On Time Design Layout Record		NA		NA	NA	0	0.000
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=		NA		NA	NA	0	0.000
OR-2-12-5020 % On Time Trunk ASR Reject		100.00		4	0	5	0.000

PR Provisioning		FP		Perf. Score	Wgt.	Wgtd. Score
PR-4-07-3540 % On Time Performance - LNP only		95.45	813	0	20	0.000
PR-4-15-5000 % On Time Provisioning - Trunks		100.00	2	0	20	0.000
PR-5-01-5000 % Missed Appointment - Facilities	0.00	0.00	9	2	5	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days	0.00	0.00	9	2	5	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days	0.00	0.00	32	2	10	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days	0.00	50.00	9	2	5	0.000

MR Maintenance & Repair		Perf. Score	Wgt.	Wgtd. Score
MR-4-01-5000 Mean Time to Repair - Total	NA	NA	0	0.000
MR-4-05-5000 % Out of Service >2 Hours	NA	NA	0	0.000
MR-4-06-5000 % Out of Service >4 Hours	NA	NA	0	0.000
MR-4-07-5000 % Out of Service >12 Hours	NA	NA	0	0.000
MR-4-08-5000 % Out of Service >24 Hours	NA	NA	0	0.000
MR-5-01-5000 % Repeat Reports w/in 30 Days	NA	NA	0	0.000

NP Network Performance		Perf. Score	Wgt.	Wgtd. Score
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months	0.00	0	5	0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months	0.00	0	10	0.000
Totals				0 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		PRELIM					Aug-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	-	-	-	47,106	\$0	\$0	-	\$47,106
	OR-1-02 % On Time LSRG - Flow Through	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRG - No Facility Check - 2Wdg-UNE/Resale	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRG - No Facility Check - 2WxDSL Loops	-	-	-	47,106	-	-	-	
	OR-1-04 %OT LSRG - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-1-12 % On Time FOG	-	-	-	-	-	-	-	
	OR-1-19 % On Time Design Layout Record	-	-	-	-	-	-	-	
	OR-1-19 % OT Resp. - Res. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdg-UNE/Resale	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRG - No Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	
	OR-1-06 %OT LSRG/ASRC - Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	
	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	\$29,010	\$0	\$0	\$18,958	\$0	\$0	-	\$45,969
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-	
	PR-4-04 Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	
	PR-4-04 Missed Appts - Disp - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-05 Missed Appointments - No Dispatch	23,208	-	-	-	-	-	-	
	PR-4-05 % Missed Appt - No Disp - 2W Digital - UNE/Resale	-	-	-	-	-	-	-	
	PR-4-05 % Missed Appt - No Disp - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	16,958	-	-	-	
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-	
	PR-5-01 Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	
	PR-5-01 % Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale	-	-	-	-	-	-	-	
	PR-5-01 % Install Trbls w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	
	PR-5-01 % Install Trbls w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	
	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	-	-	-	-	-	-	-	
	PR-5-02 % Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-	-	-	-	
	PR-6-01 % Installation Troubles within 30 days - UNE/Resale	-	-	-	-	-	-	-	
	PR-9-01 % Open Orders in Hold Status > 30 Days - UNE/Resale	-	-	-	-	-	-	-	
	PR-4-02 % Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - EEL	-	-	-	-	-	-	-	
	PR-9-01 % 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
MAINTENANCE									
5	Hot Cut Performance	-	-	-	-	-	-	-	\$0
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
MAINTENANCE									
6	Maintenance Performance	\$	\$0	\$0	\$0	\$0	\$1,297	-	\$1,297
	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 Digtal-UNE/Resale	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt - Loop-2WxDSL Loops	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repair Appt - Loop - Line Share/Spit	-	-	-	-	-	-	-	
	MR-3-02 % Missed Repair Appointment - CO - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-03 Mean Time To Repair - CO - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Digtal-UNE/Resale	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24 Hours - Line Share/Spit	-	-	-	-	-	-	-	
	MR-4-03 Out of Service > 24Hrs. - Bus.	-	-	-	-	-	-	-	
	MR-4-03 Out of Service > 24Hrs. - Res.	-	-	-	-	-	-	-	
	MR-4-03 Out of Service > 24Hrs. - Total	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports within 30 Days	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digtal-UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	
	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-4-03 % Out of Service > 24 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	
	MR-4-06 % Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 days - Specials - UNE/Resale	-	-	-	-	-	-	-	
NETWORK PERFORMANCE									
7	NP-1-04 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
COLLOCATION									
8	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 Acknmddg w/ 2 Bus Days	-	-	-	-	-	-	-	
	BI-3-05 % CLEC Billing Claims Rctd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$29,010	\$0	\$0	\$64,065	\$0	\$1,297	\$0	\$94,372

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
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 D	100.00	2,626	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	4,587	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200 % OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale		100.00	2	0	10
OR-1-06-1200 % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale		100.00	21	0	10
OR-2-04-1200 % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale		100.00	20	0	5
OR-2-06-1200 % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale		100.00	7	0	5

PR	Provisioning	FP	FP	Std Dev	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210 % Missed Appointment -FP -DSO -UNE/Resale		66.67	NA	3	NA		NA	0
PR-4-01-1211 % Missed Appointment -FP -DS1 -UNE/Resale		12.41	11.11	137	18	8.27	0.48	5
PR-4-01-1213 % Missed Appointment -FP -DS3 -UNE/Resale		NA	0.00	NA	1	1.00	SS	5
PR-4-01-1214 % Missed Appointment -FP -Other -UNE/Resale		NA	NA	NA	NA		NA	0
PR-4-02-1200 Average Delay Days - Total -UNE/Resale		12.79	2.50	19	2	21.99	24.83	5
PR-5-01-1200 % Missed Appointment - Facilities -UNE/Resale		5.00	0.00	140	19	5.33	5.00	20
PR-5-02-1200 % Orders Held for Facilities > 15 days -UNE/Resale		2.14	0.00	140	19	3.54	5.00	20
PR-6-01-1200 % Installation Troubles within 30 days -UNE/Resale		1.47	0.00	136	23	2.71	5.00	10
PR-8-01-1200 % Open Orders in a Hold Status > 30 Days -UNE/Resale		21.43	5.26	140	19	10.03	2.25	5
PR-4-01-3510 % Missed Appointment - FP - Total - EEL		12.41	NA	137	NA		NA	0
PR-4-02-3510 Average Delay Days - Total - EEL		13.76	NA	17	NA	23.12	NA	0
PR-8-01-3510 % Open Orders in a Hold Status >30 Days -EEL		20.44	0.00	137	0	0.00	SS	2
PR-4-01-3530 % Missed Appointment - FP - Total - IOF		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		NA	NA	NA	NA		NA	0

MR	Maintenance & Repair	FP	FP	Std Dev	Sample Error	Stat. Score	Perf. Score	Wgt.
MR-4-01-1216 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale		19.41	7.04	21	3	38.17	24.41	5
MR-4-01-1217 Mean Time to Repair - DS1 & DS3 -UNE/Resale		5.65	9.64	116	41	6.76	4.20	5
MR-4-06-1216 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale		NA	NA	NA	NA		NA	0
MR-4-08-1216 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale		NA	NA	NA	NA		NA	0
MR-4-06-1217 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale		NA	100.00	NA	1	1.00	SS	5
MR-4-08-1217 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale		NA	0.00	NA	1	1.00	SS	5
MR-5-01-1200 % Repeat Reports w/in 30 days -UNE/Resale		24.82	26.09	137	46	7.36	-0.01	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								132

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

Special Provision - UNE Ordering

Aug-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.79	522	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	25	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	115	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	3	\$ -

Total Market Adj* \$ -

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

UNE Platform allocation 40.00% \$ -

UNE Loop allocation 60.00% \$ -

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2013	63.71	259	165	JUN-2013	76.87	134	103
JUL-2013	71.64	260	186	JUL-2013	89.04	146	130
AUG-2013	69.60	259	180	AUG-2013	92.66	109	101
Overall	68.25	778	531	Overall	85.86	389	334

Market Adjustment * Calculated Quarterly

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
JUN-2013	86.43	221	191	JUN-2013	92.59	162	150
JUL-2013	94.39	214	202	JUL-2013	97.69	166	162
AUG-2013	92.24	245	226	AUG-2013	94.96	119	113
Overall	91.03	680	619	Overall	95.08	447	425

Market Adjustment * \$ -

OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2013	84.03	1,077	905	JUN-2013	83.51	922	770
JUL-2013	93.47	1,287	1,203	JUL-2013	94.81	1,080	1,024
AUG-2013	95.87	1,137	1,090	AUG-2013	94.87	682	647
Overall	91.35	3,501	3,198	Overall	90.95	2,684	2,441

Market Adjustment * \$ -

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	9	100.00	6
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	57	0.00	74
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	23.57	150	36.18	150
		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.

Aug-2013

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

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

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

	% 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

Aug-2013

	Weighted <u>Score</u>	Market <u>Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.326	\$ 81,920	
Unbundled Network Elements - Loop	-0.254	\$ 75,313	
Resale	-0.100	\$ -	
Digital Subscriber Lines	-0.169	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 157,233
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 47,106	
3 Installation Performance		\$ 45,969	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 1,297	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 94,372
Individual Rule Payments:			\$ 3,876
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 255,481

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

Aug-2013

PO	Pre-Ordering	Performance		Observations		Pen.		Wgt.	vgr.		Domain Clustering Review
		FP	CLEC	CLEC		Diff.	Score		Score		
PO-1-01-6020	Customer Service Record - EDI	NA	2.88	2,058		2.8805	0	2	0.000		0.000
PO-1-03-6020	Address Validation - EDI	NA	9.84	534		9.8352	NA	0	NA		0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000		0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA	NA			NA	0	NA		0.000
PO-1-03-6030	Address Validation - CORBA	NA	NA	NA			NA	0	NA		0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA		0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.48	1,617		3.4768	0	2	0.000		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.25	592		8.2517	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-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		95.65	161			0	10	0.000		0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00	6			0	5	0.000		0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.17	1,782			0	5	0.000		0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		95.80	667			0	5	0.000		0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.09	1,779			0	5	0.000		0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		92.66	109			-1	5	-0.021		-0.049
OR-6-03-3140	% Accuracy - LSRC - Platform		1.90	105			0	5	0.000		0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00	82			0	5	0.000		0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00	14			0	2	0.000		0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00	36			0	2	0.000		0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00	1			0	2	0.000		0.000
PR Provisioning											
PR-3-01-3140	% Completed In 1 Day (1-5 Lines - No Disp) - Platform	86.51	50.00	1,386	24	7.03	-4.4848	-2	5	-0.041	-0.071
PR-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.38	6.93	3,481	118	1.09	-2.8986	-2	20	-0.165	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	17.96	9.52	501	21	8.55	1.3461	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	3.04	1.05	138	20	5.89	1.41	5.0000	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.00	0.00	501	21	2.21	5.0000	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	501	21	0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	5.79	3.76	2,557	133	2.08	1.2057	0	10	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.13	11.01	2,463			9.8836	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.02	628			47.0191	NA	0	NA	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99	268,920				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample Totals											-11 242 -0.326

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

Aug-2013

PO		Pre-Ordering	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	2.88		2,058		2.8805	0	2	0.000	0.000		
PO-1-03-6020		Address Validation - EDI	NA	9.84		534		9.8352	NA	0	NA	0.000		
PO-2-02-6020		OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000		
PO-1-01-6030		Customer Service Record - CORBA	NA	NA		NA			NA	0	NA	0.000		
PO-1-03-6030		Address Validation - CORBA	NA	NA		NA			NA	0	NA	0.000		
PO-2-02-6030		OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	0.000		
PO-1-01-6050		Customer Service Record - Web GUI	NA	3.48		1,617		3.4768	0	2	0.000	0.000		
PO-1-03-6050		Address Validation - Web GUI	NA	8.25		592		8.2517	NA	0	NA	0.000		
PO-2-02-6080		OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
OR Ordering									Wgt.					
OR-1-02-3331		% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		96.12		1,004			0	10	0.000	0.000		
OR-2-02-3331		% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		81.82		11			-1	5	-0.029	-0.060		
OR-4-11-1000		% Completed Orders with Neither a PCN or BCN Sent		0.17		1,782			0	2	0.000	0.000		
OR-4-16-1000		% On Time PCN - 1 Business Day		95.80		667			0	2	0.000	0.000		
OR-4-17-1000		% On Time BCN - 2 Business Day		98.09		1,779			0	2	0.000	0.000		
OR-5-03-3112		% Flow-Through Achieved-UNE POTS Loop		94.96		119			-1	5	-0.029	-0.060		
OR-6-03-3331		% Accuracy - LSRC - Loop		2.05		536			0	5	0.000	0.000		
OR-1-04-3331		% OT LSRC - No Facility Check - Loop/LNP		95.00		440			0	5	0.000	0.000		
OR-1-06-3331		% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		11			0	2	0.000	0.000		
OR-2-04-3331		% OT LSR Rej - No Facility Check - Loop/LNP		100.00		79			0	2	0.000	0.000		
OR-2-06-3331		% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		2			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	3.04	1.05	138	20	5.89	1.41	5.0000	0	5	0.000	0.000	
PR-4-04-3113		% Missed Appointment - FP - Dispatch - Loop-New	18.00	16.67	500	42		6.17	0.3930	0	20	0.000	0.000	
PR-5-01-3112		% Missed Appointment - Facilities - Loop	1.00	0.00	501	42		1.60	5.0000	0	5	0.000	0.000	
PR-5-02-3112		% Orders Held for Facilities > 15 days - Loop	0.00	0.00	501	42		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113		% Installation Troubles within 30 days - Loop New	10.43	10.85	681	129		2.93	-0.0168	0	10	0.000	0.000	
PR-6-02-3520		% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		57				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		9				0	10	0.000	0.000	
PR-9-01-3523		% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525		% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525		% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair									Diff.					
MR-1-01-6050		Average Response Time - Create Trouble	1.13	11.01		2,463			9.8836	-2	2	-0.023	-0.038	
MR-3-01-3112		% Missed Repair Appointments - Loop - Loop	18.86	21.65	2,566	97		4.05	-0.5728	0	10	0.000	0.000	
MR-4-02-3112		Mean Time to Repair - Loop Trouble - Loop	32.21	15.48	2,565	97	36.85	3.81	5.0000	0	5	0.000	0.000	
MR-4-07-3112		% Out of Service > 12 Hours - Loop	75.28	49.28	1,667	69		5.30	4.6705	0	5	0.000	0.000	
MR-4-08-3112		% Out of Service > 24 Hours - Loop	44.93	17.39	1,667	69		6.11	4.8866	0	5	0.000	0.000	
MR-5-01-3112		% Repeat Reports w/in 30 days - Loop	17.94	13.39	2,859	112		3.70	1.3877	0	10	0.000	0.000	
MR-3-02-3112		% Missed Repair Appointments - CO - Loop	18.06	46.67	72	15		10.92	-1.9760	-2	10	-0.116	-0.192	
MR-4-03-3112		Mean Time to Repair - CO Trouble - Loop	20.59	34.88	72	15	26.82	7.61	-1.6767	-2	5	-0.058	-0.096	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals		-8	173	-0.254	

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

Aug-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		2,058		2.8805	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	9.84		534		9.8352	NA	0	NA
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.48		1,617		3.4768	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.25		592		8.2517	NA	0	NA
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2h		97.56		41			0	10	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		4			0	5	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.17		1,782			0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		95.80		667			0	5	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.09		1,779			0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		95.45		22			0	10	0.000
OR-6-03-2000	% Accuracy - LSRC		0.00		23			0	10	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		15			0	5	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6			0	2	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		3			0	2	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA			NA	0	NA
PR Provisioning										
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	86.51	50.00	1,386	4		17.11	SS	NA	5
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.38	0.00	3,481	23		2.44	5.0000	0	20
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	17.96	28.57	501	7		14.61	-0.3292	0	10
PR-4-02-2100	Average Delay Days - Total - POTS	3.04	2.00	138	2	5.89	4.20	SS	NA	15
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.00	14.29	501	7		3.78	-2.8225	-2	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	501	7		0.00	5.0000	0	5
PR-6-01-2100	% Installation Troubles within 30 days - POTS	5.79	8.51	2,557	47		3.44	-0.5445	0	15
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.13	11.01		2,463		9.8836	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.02		628		47.0191	NA	0	NA
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	24.07	22.22	403	27		8.50	0.4199	0	10
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	24.74	60.00	97	5		19.79	SS	NA	10
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	14.94	13.60	402	26	22.33	4.52	0.1479	0	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	9.00	14.05	96	5	11.45	5.25	SS	NA	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	69.77	88.89	258	18		11.20	-1.5148	-1	5
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	41.47	61.11	258	18		12.01	-1.3775	-1	5
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	6.20	0.00	258	18		5.88	5.0000	0	5
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	17.89	0.00	2,163	3		22.14	SS	0	10
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	13.13	NA	198	NA		NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	35.46	24.28	2,163	3	38.12	22.02	SS	NA	5
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	20.49	NA	198	NA	24.34	NA	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	91.44	100.00	1,496	1		27.98	SS	NA	5
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	79.41	100.00	1,496	1		40.45	SS	NA	5
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	50.33	100.00	1,496	1		50.02	SS	NA	5
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	17.94	17.65	2,859	34		6.62	0.2237	0	10
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.99		268,920				0	5
								Totals	-6	240
										-0.100

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

Aug-2013

PO		Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review				
			FP	CLEC	FP	CLEC									
PO-1-06-6020	Mechanized Loop Qualification - EDI		NA	8.05		20		8.0500	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	6.77		376		6.7686	0	5	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		18			0	2	0.000	0.000			
PO-8-02-6000	% On Time - Engineering Record Request			100.00		1			0	2	0.000	0.000			
OR Ordering															
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale			100.00		1			0	2	0.000	0.000			
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale			100.00		1			0	2	0.000	0.000			
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale			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			66.67		9			-2	5	-0.070	-0.294			
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		1			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			0.17		1,782			0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day			95.80		667			0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day			98.09		1,779			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	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			0.00		NA	1	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			400.00		NA	1	NA		NA	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops					95.00		20		0	10	0.000	0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops			4.50		1.00	2	2.12	2.12	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops					92.59		27		0	10	0.000	0.000		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops			10.87		9.09	681	33	5.55	0.5603	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops			66.67		0.00	3	28	28.64	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	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	Wgt	Wgt'd Score			
MR-1-01-6050	Average Response Time - Create Trouble		1.13	11.01			2,463			9.8836	-2	2	-0.028	-0.034	
Stat Score															
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale		NA	50.00		NA	2		2.00	SS	NA	2	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale			0.00		0.00	1	2	0.00	SS	0	2	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale			NA		23.18	NA	2	0.00	2.00	SS	NA	2	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale			NA		59.68	NA	2	0.00	2.00	SS	NA	2	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale			NA		25.00	NA	4	4.00	SS	NA	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		50.00	NA	4	4.00	SS	NA	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops			18.83	14.29	2,565	21		8.57	0.7894	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops			18.06	20.00	72	5		17.79	SS	NA	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops			32.21	13.86	2,564	21	36.85	8.08	3.7190	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops			20.59	6.04	72	5	26.62	12.40	SS	NA	5	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops			15.56	92.31	347	26		7.37	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops			75.28	20.00	1,667	5		19.32	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops			17.95	23.08	2,858	26		7.56	-0.4648	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split			NA	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	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split			NA	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	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	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split			NA	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	NA	0	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-4	142	-0.099		

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

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

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

FINAL

TRUNKS

Aug-2013

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP		CLEC		Score	Wgt	Wgtd. Score	
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunk:		NA				NA		NA	0	0.000	
OR-1-13-5000 % On Time Design Layout Record		NA				NA		NA	0	0.000	
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=		NA				NA		NA	0	0.000	
OR-2-12-5020 % On TimeTrunk ASR Reject		100.00				4		0	5	0.000	
PR		Provisioning		FP							
PR-4-07-3540 % On Time Performance - LNP only			95.45		813			0	20	0.000	
PR-4-15-5000 % On Time Provisioning - Trunks			100.00		2			0	20	0.000	
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	9	2		0.00	SS	0	5	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	9	2		0.00	SS	0	5	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	32	2		0.00	SS	0	10	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00	50.00	9	2		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		FINAL						Aug-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-1-08 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 - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	47,106	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-	
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-	
	OR-1-19 % OT Resp. - Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-4-16 % On Time PCH - 1 Bus Day	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - All Spds-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spds-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
PROVISIONING									
3	Installation Performance	\$29,010	\$0	\$0	\$0	\$0	\$0	\$0	\$29,010
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-	
	PR-4-04 Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	
	PR-4-04 Missed Appts - Disp - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-05 Missed Appointments - No Dispatch	23,208	-	-	-	-	-	-	
	PR-4-05 % Missed Appt - No Disp - 2W Digital - UNE/Resale	-	-	-	-	-	-	-	
	PR-4-05 % Missed Appt - No Disp - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-	
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-	
	PR-6-01 Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - 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	-	-	-	-	-	-	-	
	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
Hot Cut Performance									
5	PR-6-02 % Installm Trbls w/in 7 days - Loop-Basic Hot Cut	-	-	-	-	-	-	-	\$0
	PR-6-02 % Installm Trbls w/in 7 days - Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installm 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	\$1,297	-	\$1,297
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt - Loop - 2W Digt-UNE/Resale	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt - Loop - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repair Appt - Loop - Line Share/Spit	-	-	-	-	-	-	-	
	MR-3-02 % Missed Repair Appointment - CO - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-03 Mean Time To Repair - CO - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs - 2W Digt-UNE/Resale	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all troubles) w/in 24 Hours - Line Share/Spit	-	-	-	-	-	-	-	
	MR-4-08 Out of Service > 24Hrs. - Bus.	-	-	-	-	-	-	-	
	MR-4-08 Out of Service > 24Hrs. - Res.	-	-	-	-	-	-	-	
	MR-4-08 Out of Service > 24Hrs. - Total	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports within 30 Days	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days - 2W Digt-UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	
	MR-4-01 Mean Time to Repair - DS1 & DS3 - UNE/Resale	-	-	-	-	-	1,297	-	
	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
Collocation									
8	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	\$0	\$0
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-	
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-	
RESOLUTION PROCESS									
9	Resolution Process	-	-	-	-	-	-	\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	
	BI-3-04 % CLEC Billing Claims Acknldgd w/in 2 Bus Days	-	-	-	-	-	-	-	
	BI-3-05 % CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$29,010	\$0	\$0	\$47,106	\$0	\$1,297	\$0	\$77,414

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	100.00	2,626	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	4,587	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E-No FT) -All Specials -UNE/R	100.00	21	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	20	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	7	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	66.67	NA	3	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	12.41	11.11	137	18	8.27	0.48	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	12.79	2.50	19	2	21.99	24.83	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	5.00	0.00	140	19	5.33	5.00	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	2.14	0.00	140	19	3.54	5.00	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	1.47	0.00	136	23	2.71	5.00	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	21.43	5.26	140	19	10.03	2.25	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	12.41	NA	137	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	13.76	NA	17	NA	23.12	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	20.44	0.00	137	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	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	NA	NA	NA	NA		NA	0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	19.41	7.04	21	3	38.17	24.41	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.65	9.64	116	41	6.76	4.20	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	100.00	NA	1	1.00	SS	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	24.82	26.09	137	46	7.36	-0.01	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								132

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

Special Provision - UNE Ordering

Aug-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.79	522	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	25	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	115	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	3	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2013	63.71	259	165	JUN-2013	76.87	134	103
JUL-2013	71.54	260	186	JUL-2013	89.04	146	130
AUG-2013	69.50	259	180	AUG-2013	92.66	109	101
Overall	68.26	778	531	Overall	85.86	389	334

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
JUN-2013	86.43	221	191	JUN-2013	92.59	162	150
JUL-2013	94.39	214	202	JUL-2013	97.59	166	162
AUG-2013	92.24	245	226	AUG-2013	94.96	119	113
Overall	91.03	680	619	Overall	95.08	447	425

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
JUN-2013	84.03	1,077	905	JUN-2013	83.51	922	770
JUL-2013	93.47	1,287	1,203	JUL-2013	94.81	1,080	1,024
AUG-2013	95.87	1,137	1,090	AUG-2013	94.87	682	647
Overall	91.35	3,501	3,198	Overall	90.95	2,684	2,441

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	9	100.00	6
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	57	0.00	74
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	23.57	150	36.18	150
		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.

Aug-2013

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Aug-2013

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.326	\$ 81,920	
Unbundled Network Elements - Loop	-0.254	\$ 75,313	
Resale	-0.100	\$ -	
Digital Subscriber Lines	-0.099	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 157,233
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 47,106	
3 Installation Performance		\$ 29,010	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 1,297	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 77,414
Individual Rule Payments:			\$ 3,876
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 238,523

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