

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

PRELIM

UNE Platform

Sep-2013

		Performance		Observations		Perf.		Wgt.		Vgrn.		Domain Clustering	
PO	Pre-Ordering	FP	CLEC		CLEC	Diff.	Score		Score		Score		Review
PO-1-01-6020	Customer Service Record - EDI	NA	3.16		1,522		3.1629	0	2		0.000		0.000
PO-1-03-6020	Address Validation - EDI	NA	10.43		512		10.4297	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	3.22		2,043		3.2217	0	2		0.000		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.40		426		8.3967	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		95.59		204			0	10		0.000		0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		3			0	5		0.000		0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.80		1,608			-2	5		-0.041		-0.098
OR-4-16-1000	% On Time PCN - 1 Business Day		93.40		606			-1	5		-0.021		-0.049
OR-4-17-1000	% On Time BCN - 2 Business Day		98.94		1,606			0	5		0.000		0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		76.98		139			-2	5		-0.041		-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		3.08		130			0	5		0.000		0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		87			0	5		0.000		0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		92.00		25			-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		9			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	61.01	76.92	513	13	13.70	0.8680	0	5		0.000		0.000
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	1.40	4.76	3,634	210	0.83	-3.3738	-2	20		-0.165		-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	21.79	21.43	468	28	8.03	0.2281	0	10		0.000		0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.24	1.57	153	21	3.65	0.85	1.1147	0	15	0.000		0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.85	0.00	468	28	1.79	0.8135	0	5		0.000		0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.21	0.00	468	28	0.90	1.5853	0	5		0.000		0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	7.51	1.32	1,505	303	1.66	4.4549	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	1.16	10.72		2,780			9.5619	-2	2	-0.017		-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.36		607			47.3575	NA	0	NA		0.000
Stat. Score													
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	27.66	22.97	423	74	5.64	0.6878	0	10		0.000		0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	22.47	18.18	89	22	9.94	0.1142	0	10		0.000		0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	13.08	15.14	422	74	16.25	2.05	-0.9786	-1	5	-0.021		-0.025
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	11.83	13.88	89	22	21.75	5.18	-0.4868	0	5	0.000		0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.09	63.49	289	63	6.58	0.2560	0	5		0.000		0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	38.75	50.79	289	63	6.77	-1.8928	-2	5		-0.041		-0.049
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.07	7.94	289	63	4.36	0.4780	0	5		0.000		0.000
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	24.17	4.35	2,760	23	8.96	2.1784	0	10		0.000		0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	11.27	0.00	204	2	22.47	SS	0	10		0.000		0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	45.68	28.35	2,759	23	35.82	7.50	2.7164	0	5	0.000		0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	40.78	4.82	204	2	202.81	144.11	SS	NA	5	NA		0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	93.14	76.47	2,056	17	6.16	1.9317	0	5		0.000		0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	84.05	64.71	2,056	17	8.92	1.7179	0	5		0.000		0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	66.20	47.06	2,056	17	11.52	1.3847	0	5		0.000		0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	16.52	11.57	3,474	121	3.43	1.3467	0	10		0.000		0.000
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		99.98		267,528			0	5		0.000		
		Totals											
		-13 242 -0.355											

"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
Performance Assurance Plan Report

UNE LOOP

Sep-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgtd.		Domain Clustering Review	
		FP	CLEC	CLEC	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	3.16	1,522		3.1629	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	10.43	512		10.4297	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	3.22	2,043		3.2217	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.40	426		8.3967	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		95.37	929			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	10			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.80	1,608			-2	2	-0.024	-0.053		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.40	606			-1	2	-0.012	-0.026		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.94	1,606			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.19	124			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		3.43	467			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.64	373			-1	5	-0.030	-0.068		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		75.00	4			NA	0	NA	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	39			0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA	NA			NA	0	NA	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	2.24	1.57	153	21	3.65	0.85	1.1147	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	21.79	7.50	436	40	6.82	2.0693	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.85	0.00	468	46	1.42	0.4859	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.21	0.00	468	46	0.71	1.3439	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.99	4.21	626	95	2.98	1.1070	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00	9				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	3				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	1.16	10.72	2,780			9.5619	-2	2	-0.024	-0.038	
		Stat. Score										
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	24.63	21.85	3,183	119	4.02	0.5724	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	41.29	16.97	3,181	119	35.66	3.33	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	79.80	56.78	2,252	81	4.54	4.4822	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	61.01	16.05	2,252	81	5.52	5.0000	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	16.52	9.45	3,474	127	3.36	2.0959	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	20.62	62.50	97	8	14.88	-2.8554	-2	10	-0.118	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	64.80	28.47	97	8	291.95	107.39	-0.3271	0	5	0.000	0.000
Totals								-8	169	-0.207		
"NA" - no activity "UD" - under development "SS" - Small Sample												

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

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

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

PRELIM

RESALE

Sep-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	3.16		1,522		3.1629	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	10.43		512		10.4297	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	3.22		2,043		3.2217	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.40		426		8.3967	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	96.72			61			0	10	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			1			0	5	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	1.80			1,608			-2	5	-0.042
OR-4-16-1000	% On Time PCN - 1 Business Day	93.40			606			-1	5	-0.021
OR-4-17-1000	% On Time BCN - 2 Business Day	98.94			1,606			0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	58.70			46			-2	10	-0.083
OR-6-03-2000	% Accuracy - LSRC	0.00			40			0	10	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			32			0	5	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			10			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	61.01	0.00	513	4		24.48	SS	NA	5
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.40	0.00	3,634	57		1.57	0.1265	0	20
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	21.79	0.00	468	11		12.59	1.4791	0	10
PR-4-02-2100	Average Delay Days - Total - POTS	2.24	NA	163	NA	3.65		NA	NA	15
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.85	0.00	488	11		2.81	1.3469	0	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.21	0.00	468	11		1.41	1.9960	0	5
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.51	3.23	1,505	31		4.78	0.4784	0	15
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.16	10.72		2,780			9.5619	-2	2
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.36		607			47.3575	NA	0
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	27.66	46.15	423	13		12.60	-1.7138	-2	10
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	22.22	0.00	90	2		29.72	SS	0	10
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.08	17.53	422	12	16.25	4.76	-1.0015	-1	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	11.83	16.83	89	2	21.75	15.55	SS	NA	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	66.09	85.71	289	7		18.11	-1.5913	-1	5
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	38.75	28.57	289	7		18.64	0.1220	0	5
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.07	28.57	289	7		12.00	-1.8090	-2	5
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	24.17	0.00	2,760	7		16.20	1.0595	0	10
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	11.27	NA	204	NA			NA	NA	0
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	45.68	34.04	2,759	7	35.82	13.55	0.8757	0	5
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	40.78	NA	204	NA	202.61		NA	NA	0
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	93.14	100.00	2,056	4		12.65	SS	NA	5
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	84.05	75.00	2,056	4		18.33	SS	NA	5
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	66.20	25.00	2,056	4		23.68	SS	NA	5
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	16.52	0.00	3,474	21		8.13	1.9984	0	10
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.98		267,528				0	5
								Totals	-13	240
										-0.329

"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

Sep-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	5.65		13		5.8462	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
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	6.19		425		6.1929	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		13		0	2	0.000	0.000
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000
OR Ordering										
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		3		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		100.00		8		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		NA		NA		NA	0	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		1.80		1,608		-2	2	-0.029	-0.133
OR-4-16-1000	% On Time PCN - 1 Business Day		93.40		606		-1	2	-0.014	-0.067
OR-4-17-1000	% On Time BCN - 2 Business Day		98.94		1,606		0	2	0.000	0.000
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	FP	CLEC	Stat Score	NA	NA	0	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA		NA		NA	NA	0	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	5	NA		NA	NA	0	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA		NA		NA	NA	0	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	80.00	NA	5	NA		NA	NA	0	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		95.55		29		0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	4.00	1.00	3	1.73	2.00	SS	NA	10	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.14		35		0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.31	7.46	626	67	3.55	0.0488	0	15	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	28.57	0.00	7	35	18.70	1.9705	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	1.16	10.72	FP	CLEC	2,780	9.5619	-2	2	-0.029
Stat Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	2	1	0.00	SS	0	2	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	2	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	41.93	23.59	2	1	0.07	0.09	SS	NA	2
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	5.21	NA	1	0.00	1.00	SS	NA	2
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	100.00	2	2	0.00	SS	0	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	0.00	50.00	2	2	0.00	SS	NA	2	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	24.63	15.38	3,183	26	8.48	0.8516	0	5	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	20.62	0.00	97	3	23.72	SS	0	5	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	41.29	19.74	3,181	26	35.66	7.02	3,7190	0	5
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	64.60	2.93	97	3	291.95	171.15	SS	NA	5
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	13.16	86.21	1,239	29	6.35	5.0000	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	79.80	0.00	2,252	2	28.40	SS	0	10	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	16.53	20.69	3,473	29	6.93	-0.8683	-1	10	-0.072
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
Totals								-6	138	-0.145

"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

Sep-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			4			0	5	0.000
OR-1-13-5000 % On Time Design Layout Record		100.00			3			0	10	0.000
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=		NA			NA			NA	0	0.000
OR-2-12-5020 % On TimeTrunk ASR Reject		100.00			9			0	5	0.000
PR		Provisioning		FP						
PR-4-07-3540 % On Time Performance - LNP only			97.16		739			0	20	0.000
PR-4-15-5000 % On Time Provisioning - Trunks			100.00		3			0	20	0.000
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	4	3		0.00	SS	0	5
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	4	3		0.00	SS	0	5
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	13	5		0.00	SS	0	10
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00	33.33	4	3		0.00	SS	NA	5
MR		Maintenance & Repair								
MR-4-01-5000 Mean Time to Repair - Total		NA	NA	NA	NA	0.00		NA	NA	0
MR-4-05-5000 % Out of Service >2 Hours		NA	NA	NA	NA			NA	NA	0
MR-4-06-5000 % Out of Service >4 Hours		NA	NA	NA	NA			NA	NA	0
MR-4-07-5000 % Out of Service >12 Hours		NA	NA	NA	NA			NA	NA	0
MR-4-08-5000 % Out of Service >24 Hours		NA	NA	NA	NA			NA	NA	0
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA	NA	NA	NA			NA	NA	0
NP		Network Performance								
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months			1.00					-1	5	-0.050
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	-1	100
										-0.050

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

Fair Point New Hampshire		PRELIM						Sep-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	15,685	7,543	6,183	-	\$0	\$0	-	\$28,810
OR-1-02	% On Time LSRC - Flow Through	-	-	-	-	-	-	-	-
OR-1-04	%OT LSR - No Facility Check - 2Wdg-UNE/Res	-	-	-	-	-	-	-	-
OR-1-04	%OT LSR - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-1-04	%OT LSR - 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. (<=162)	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - 2Wdg-UNE/Res	-	-	-	-	-	-	-	-
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	15,055	7,543	6,183	-	-	-	-	-
OR-1-04	%OT LSR - No Facility Check - All Spds-UNE/Res	-	-	-	-	-	-	-	-
OR-1-06	%OT LSR/ASRC - Facility Check - All Spds-UNE/Res	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
OR-2-06	%OT LSR/ASRC Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
PROVISIONING									
3	Installation Performance	\$23,208	\$0	\$0	\$0	\$0	\$4,800	-	\$28,008
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/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 - 2W xDSL 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	-	-	-	-	-	4,800	-	-
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	% On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
MAINTENANCE									
5	Hot Cut Performance	-	-	-	-	-	-	-	\$0
PR-6-02	% Install'n Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
PR-6-02	% Install'n Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
PR-6-02	% Install'n 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	\$10,700	\$11,777	\$0	\$0	-	\$22,477
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	7,134	-	-	-	-	-
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 - 2W xDSL 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 Dig-UNE/Resale	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all troubles) w/in 24 Hours - Line Share/Spit	-	-	-	-	-	-	-	-
MR-4-08	Out of Service > 24Hrs. - Bus.	-	-	3,597	-	-	-	-	-
MR-4-08	Out of Service > 24Hrs. - Res.	-	-	-	-	-	-	-	-
MR-4-08	Out of Service > 24Hrs. - Total	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 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	-	-	-	11,777	-	-	-	-
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-4-08	% 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
RESOLUTION PROCESS									
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	-	-	-	-	-	-	\$6,745	\$6,745
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-
BI-3-04	% CLEC Billing Claims Acknwdgd w/in 2 Bus Days	-	-	-	-	-	-	-	-
BI-3-05	% CLEC Billing Claims Reslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	6,745	-
Month Total		\$38,293	\$7,543	\$16,883	\$11,777	\$0	\$4,800	\$6,745	\$86,041

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 D	100.00	1,457	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	93.44	2,395	-1	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	15	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	8	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	10	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	42.86	NA	7	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	17.48	20.00	103	15	10.50	-0.64	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	NA	2	NA		NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	6.76	1.33	21	3	8.11	15.50	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	3.57	6.67	112	15	5.10	-1.25	-1
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	1.79	0.00	112	15	3.64	0.76	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.98	0.00	102	15	2.72	1.13	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	23.21	6.67	112	15	11.61	1.16	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	17.48	NA	103	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	7.22	NA	18	NA	8.69		NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	23.30	0.00	103	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	2	NA		NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	2	NA		NA	0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	16.18	23.69	23	1	20.35	37.62	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.85	7.32	197	60	20.93	3.97	0.14
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	18.64	19.35	220	62	5.60	-0.33	0
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								107

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

Special Provision - UNE Ordering

Sep-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.65	460	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	89.66	29	\$ 68,333
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	64	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JUL-2013	71.54	260	186	JUL-2013	89.04	146	130
AUG-2013	69.50	259	180	AUG-2013	92.66	109	101
SEP-2013	63.04	322	203	SEP-2013	76.98	139	107
Overall	67.66	841	569	Overall	85.79	394	338

Market Adjustment *	\$ 255,984
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JUL-2013	94.39	214	202	JUL-2013	97.59	166	162
AUG-2013	92.24	245	226	AUG-2013	94.96	119	113
SEP-2013	93.33	240	224	SEP-2013	99.19	124	123
Overall	93.28	699	652	Overall	97.31	409	398

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
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
SEP-2013	92.82	1,114	1,034	SEP-2013	86.38	390	333
Overall	94.04	3,538	3,327	Overall	93.12	2,152	2,004

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	3	100.00	9
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	9	0.00	57
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	33.88	136	23.57	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.

Sep-2013

	% 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

Sep-2013

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.355	\$ 92,490	
Unbundled Network Elements - Loop	-0.207	\$ -	
Resale	-0.329	\$ 18,618	
Digital Subscriber Lines	-0.145	\$ -	
Trunks	-0.050	\$ -	
Mode of Entry Total		\$ 111,108	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 28,810	
3 Installation Performance		\$ 28,008	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 22,477	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 6,745	
Critical Measure Total		\$ 86,041	
Individual Rule Payments:		\$ 253	
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ 324,317	
CHANGE CONTROL		\$ -	
Grand Total		\$ 521,719	

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

Sep-2013

		Performance		Observations		Perf.		Wgt.		Domain Clustering	
PO	Pre-Ordering	FP	CLEC		CLEC	Diff.	Score		Score		Review
PO-1-01-6020	Customer Service Record - EDI	NA	3.16		1,522	3.1629	0	2	0.000		0.000
PO-1-03-6020	Address Validation - EDI	NA	10.43		512	10.4297	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	3.22		2,043	3.2217	0	2	0.000		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.40		426	8.3967	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		95.59		204		0	10	0.000		0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		3		0	5	0.000		0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.80		1,608		-2	5	-0.041		-0.098
OR-4-16-1000	% On Time PCN - 1 Business Day		93.40		606		0	5	0.000		0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.94		1,606		0	5	0.000		0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		76.98		139		-2	5	-0.041		-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		3.08		130		0	5	0.000		0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		87		0	5	0.000		0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		92.00		25		0	2	0.000		0.000
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		9		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	61.01	76.92	513	13	13.70	0.8680	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.40	4.76	3,634	210	0.83	-3.3738	-2	20	-0.165	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	21.79	21.43	468	28	8.03	0.2281	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.24	1.57	153	21	3.65	0.85	1.1147	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.85	0.00	468	28	1.79	0.8135	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.21	0.00	468	28	0.90	1.5853	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	7.51	1.32	1,505	303	1.66	4.4549	0	10	0.000	0.000
MR maintenance & repair		Performance		Observations		FP Std	Sampling	Perf.	Wgt.	Wgt.	
		FP	CLEC	FP	CLEC	Deviation	Error	Score		Score	
MR-1-01-6050	Average Response Time - Create Trouble	1.16	10.72		2,780			9.5619	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.36		607			47.3575	NA	0	-0.020
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	27.66	22.97	423	74	5.64	0.6878	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	22.47	18.18	89	22	9.94	0.1142	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	13.08	15.14	422	74	16.25	2.05	-0.9786	-1	5	-0.021
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	11.83	13.88	89	22	21.75	5.18	-0.4868	0	5	-0.025
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.09	63.49	289	63	6.58	0.2560	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	38.75	50.79	289	63	6.77	-1.8928	-2	5	-0.041	-0.049
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.07	7.94	289	63	4.38	0.4780	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	24.17	4.35	2,760	23	8.96	2.1784	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	11.27	0.00	204	2	22.47	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	45.68	28.35	2,759	23	35.82	7.50	2.7164	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	40.78	4.82	204	2	202.81	144.11	SS	NA	5	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	93.14	76.47	2,056	17	6.16	1.9317	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	84.05	64.71	2,056	17	8.92	1.7179	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	66.20	47.06	2,056	17	11.52	1.3847	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	16.52	11.57	3,474	121	3.43	1.3467	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.98		267,528			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 FINAL
Performance Assurance Plan Report

UNE LOOP

Sep-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	3.16		1,522		3.1629	0	2	0.000	0.000		
PO-1-03-6020		Address Validation -EDI	NA	10.43		512		10.4297	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	3.22		2,043		3.2217	0	2	0.000	0.000		
PO-1-03-6050		Address Validation - Web GUI	NA	8.40		426		8.3967	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		95.37		929			0	10	0.000	0.000		
OR-2-02-3331		% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		10			0	5	0.000	0.000		
OR-4-11-1000		% Completed Orders with Neither a PCN or BCN Sent		1.80		1,608			-2	2	-0.024	-0.053		
OR-4-16-1000		% On Time PCN - 1 Business Day		93.40		606			0	2	0.000	0.000		
OR-4-17-1000		% On Time BCN - 2 Business Day		98.94		1,606			0	2	0.000	0.000		
OR-5-03-3112		% Flow-Through Achieved-UNE POTS Loop		99.19		124			0	5	0.000	0.000		
OR-6-03-3331		% Accuracy - LSRC - Loop		3.43		467			0	5	0.000	0.000		
OR-1-04-3331		% OT LSRC - No Facility Check - Loop/LNP		94.64		373			-1	5	-0.030	-0.066		
OR-1-06-3331		% OT LSRC/ASRC - Facility Check - Loop/LNP		75.00		4			NA	0	NA	0.000		
OR-2-04-3331		% OT LSR Rej - No Facility Check - Loop/LNP		100.00		39			0	2	0.000	0.000		
OR-2-06-3331		% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA			NA	0	NA	0.000		
PR		Provisioning	FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score		Wgt.			
PR-4-02-3100		Average Delay Days - Total - POTS	2.24	1.57	153	21	3.65	0.85	1.1147	0	5	0.000	0.000	
PR-4-04-3113		% Missed Appointment - FP - Dispatch - Loop-New	21.79	7.50	436	40		6.82	2.0693	0	20	0.000	0.000	
PR-5-01-3112		% Missed Appointment - Facilities - Loop	0.85	0.00	468	46		1.42	0.4859	0	5	0.000	0.000	
PR-5-02-3112		% Orders Held for Facilities > 15 days - Loop	0.21	0.00	468	46		0.71	1.3439	0	5	0.000	0.000	
PR-6-01-3113		% Installation Troubles within 30 days - Loop New	7.99	4.21	626	95		2.98	1.1070	0	10	0.000	0.000	
PR-6-02-3520		% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		9				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		3				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	1.16	10.72		2,780			9.5619	-2	2	-0.024	-0.038	
										Stat. Score				
MR-3-01-3112		% Missed Repair Appointments - Loop - Loop	24.63	21.85	3,183	119		4.02	0.5724	0	10	0.000	0.000	
MR-4-02-3112		Mean Time to Repair - Loop Trouble - Loop	41.29	16.97	3,181	119	35.66	3.33	5.0000	0	5	0.000	0.000	
MR-4-07-3112		% Out of Service > 12 Hours - Loop	79.80	56.79	2,252	81		4.54	4.4822	0	5	0.000	0.000	
MR-4-08-3112		% Out of Service > 24 Hours - Loop	61.01	16.05	2,252	81		5.52	5.0000	0	5	0.000	0.000	
MR-5-01-3112		% Repeat Reports w/in 30 days - Loop	16.52	9.45	3,474	127		3.36	2.0959	0	10	0.000	0.000	
MR-3-02-3112		% Missed Repair Appointments - CO - Loop	20.62	62.50	97	8		14.88	-2.8554	-2	10	-0.118	-0.192	
MR-4-03-3112		Mean Time to Repair - CO Trouble - Loop	64.80	28.47	97	8	291.95	107.39	-0.3271	0	5	0.000	0.000	
										Totals				
										-7			169	-0.195

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

RESALE

Sep-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.16		1,522		3.1629	0	2	0.000	0.000	
PO-1-03-6020	Address Validation -EDI	NA	10.43		512		10.4297	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.22		2,043		3.2217	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.40		426		8.3967	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000	
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		96.72		61			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		1.80		1,608		-2	5	-0.042	-0.085		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.40		606			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.94		1,606			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		58.70		46		-2	10	-0.083	-0.169		
OR-6-03-2000	% Accuracy - LSRC		0.00		40			0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		32			0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		10			0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		3			0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA			NA	0	NA	0.000	
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lnes - No Disp) - POTS Total	61.01	0.00	513	4		24.48	SS	NA	5	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.40	0.00	3,634	57		1.57	0.1265	0	20	0.000	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	21.79	0.00	468	11		12.59	1.4791	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.24	NA	153	NA	3.65		NA	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.85	0.00	468	11		2.81	1.3469	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.21	0.00	468	11		1.41	1.9960	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.51	3.23	1,505	31		4.78	0.4784	0	15	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.16	10.72		2,780			9.5619	-2	2	-0.017	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.36		607			47.3575	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	27.66	46.15	423	13	12.60	-1.7138	-2	10	-0.083	-0.115	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	22.22	0.00	90	2	29.72	SS	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.08	17.53	422	12	16.25	4.76	-1.0015	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	11.83	16.83	89	2	21.75	15.55	SS	NA	5	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	66.09	85.71	289	7	18.11	-1.5913	-1	5	-0.021	-0.029	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	38.75	28.57	289	7	18.64	0.1220	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.07	28.57	289	7	12.00	-1.8090	-2	5	-0.042	-0.057	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	24.17	0.00	2,760	7	16.20	1.0595	0	10	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	11.27	NA	204	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	45.68	34.04	2,759	7	35.82	13.55	0.8757	0	5	0.000	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	40.78	NA	204	NA	202.81		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	93.14	100.00	2,056	4	12.65	SS	NA	5	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	84.05	75.00	2,056	4	18.33	SS	NA	5	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	66.20	25.00	2,056	4	23.68	SS	NA	5	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	16.52	0.00	3,474	21	8.13	1.9984	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.98		267,528				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-11	240	-0.288	

"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

DSL

Sep-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	5.85		13		5.8462	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	6.19		425		6.1929	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		13		0	2	0.000	0.000
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000
OR Ordering										
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		3		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		100.00		8		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		NA		NA		NA	0	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		1.80		1,608		-2	2	-0.029	-0.133
OR-4-16-1000	% On Time PCN - 1 Business Day		93.40		605		0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.94		1,606		0	2	0.000	0.000
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	FP	CLEC	Stat Score	NA	NA	0	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA		NA		NA	NA	0	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	5	NA		NA	NA	0	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA		NA		NA	NA	0	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	80.00	NA	5	NA		NA	NA	0	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.55		29		0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	4.00	1.00	3	1	1.73	2.00	SS	NA	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.14		35		0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.31	7.46	626	67		3.55	0.0488	0	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	28.57	0.00	7	35		18.70	1.9705	0	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.16	10.72		2,780		9.5619	-2	2	-0.029
Stat Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	2	1	0.00	SS	0	2	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	2	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	41.93	23.59	2	1	0.07	0.09	SS	NA	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	5.21	NA	1	0.00	1.00	SS	NA	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	100.00	2	2	0.00	0.00	SS	0	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	50.00	2	2	0.00	SS	NA	2	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	24.63	15.38	3,183	26	8.48	0.8516	0	5	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	20.62	0.00	97	3	23.72	SS	0	5	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	41.29	19.74	3,181	26	35.66	7.02	3.7190	0	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	64.80	2.93	97	3	171.15	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	13.16	86.21	1,239	29	6.35	5.0000	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	79.80	0.00	2,252	2	28.40	SS	0	10	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	16.53	20.69	3,473	29	6.93	-0.8683	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
							Totals	-4	138	-0.058

"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

Sep-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			4	0			5	0.000	
OR-1-13-5000 % On Time Design Layout Record		100.00			3	0			10	0.000	
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=		NA			NA	NA			0	0.000	
OR-2-12-5020 % On TimeTrunk ASR Reject		100.00			9	0			5	0.000	
PR		Provisioning		FP							
PR-4-07-3540 % On Time Performance - LNP only			97.16		739			0	20	0.000	
PR-4-15-5000 % On Time Provisioning - Trunks			100.00		3			0	20	0.000	
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	4	3		0.00	SS	0	5	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	4	3		0.00	SS	0	5	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	13	5		0.00	SS	0	10	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00	33.33	4	3		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			1.00					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	100	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				Sep-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 - EOI	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	
ORDERING									
2	% On Time Ordering Notification	-	-	-	-	\$0	\$0	-	\$0
	OR-1-02 % On Time LSRC - Flow Through	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-	
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-	
	OR-1-19 % OT Resp. -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-4-16 % On Time PON - 1 Bus Day	-	-	-	-	-	-	-	
	OR-4-16 %OT LSRC - No Facility Check - All Spots-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spots-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	\$0	\$0	\$0	\$0	\$0	\$0	\$23,208
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	
	PR-4-04 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	% On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
Hot Cut Performance									
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	\$10,700	\$0	\$0	\$0	\$0	\$10,700
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	7,134	-	-	-	-	
	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.	-	-	3,567	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	-	-	-	-	
	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-4-08 % 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	Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
8	Collocation	-	-	-	-	-	-	-	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-	
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-	
RESOLUTION PROCESS									
9	Resolution Process	-	-	-	-	-	-	\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	
	BI-3-05 %CLEC Billing Claims Reslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$23,208	\$0	\$10,700	\$0	\$0	\$0	\$0	\$33,909

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	1,457	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	93.44	2,395	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	0
OR-1-06-1200 % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	15	0	10	10
OR-2-04-1200 % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	8	0	5	5
OR-2-06-1200 % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	10	0	5	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210 % Missed Appointment -FP -DSO -UNE/Resale	42.86	NA	7	NA		NA	NA	0
PR-4-01-1211 % Missed Appointment -FP -DS1 -UNE/Resale	17.48	20.00	103	15	10.50	-0.64	0	5
PR-4-01-1213 % Missed Appointment -FP -DS3 -UNE/Resale	0.00	NA	2	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	6.76	1.33	21	3	8.11	15.50	SS	5
PR-5-01-1200 % Missed Appointment - Facilities -UNE/Resale	3.57	6.67	112	15	5.10	-1.25	0	20
PR-5-02-1200 % Orders Held for Facilities > 15 days -UNE/Resale	1.79	0.00	112	15	3.64	0.76	0	20
PR-6-01-1200 % Installation Troubles within 30 days -UNE/Resale	0.98	0.00	102	15	2.72	1.13	0	10
PR-8-01-1200 % Open Orders in a Hold Status > 30 Days -UNE/Resale	23.21	6.67	112	15	11.61	1.16	0	5
PR-4-01-3510 % Missed Appointment - FP - Total - EEL	17.48	NA	103	NA		NA	NA	0
PR-4-02-3510 Average Delay Days - Total - EEL	7.22	NA	18	NA	8.69	NA	NA	0
PR-8-01-3510 % Open Orders in a Hold Status >30 Days -EEL	23.30	0.00	103	0	0.00	SS	0	2
PR-4-01-3530 % Missed Appointment - FP - Total - IOF	0.00	NA	2	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	2	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	16.18	23.69	23	1	20.35	37.62	SS	5
MR-4-01-1217 Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.85	7.32	197	60	20.93	3.97	0.14	0
MR-4-06-1216 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
MR-4-08-1216 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
MR-4-06-1217 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
MR-4-08-1217 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
MR-5-01-1200 % Repeat Reports w/in 30 days -UNE/Resale	18.64	19.35	220	62	5.60	-0.33	0	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								107

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

Special Provision - UNE Ordering

Sep-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.65	460	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	89.66	29	\$ 68,333
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	64	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -
Total Market Adj*				\$ 68,333

* 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	
JUL-2013	71.54	260	186		JUL-2013	89.04	146	130	
AUG-2013	69.50	259	180		AUG-2013	92.66	109	101	
SEP-2013	63.04	322	203		SEP-2013	76.98	139	107	
Overall	67.66	841	569		Overall	86.79	394	338	
Market Adjustment *					\$ 255,984				

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	
JUL-2013	94.39	214	202		JUL-2013	97.59	166	162	
AUG-2013	92.24	245	226		AUG-2013	94.96	119	113	
SEP-2013	93.33	240	224		SEP-2013	99.19	124	123	
Overall	93.28	699	652		Overall	97.31	409	398	
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	
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	
SEP-2013	92.82	1,114	1,034		SEP-2013	86.38	390	333	
Overall	94.04	3,538	3,327		Overall	93.12	2,152	2,004	
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	3	100.00	9
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	% Installn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	9	0.00	57
PR-6-02-3523	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installn 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	33.88	136	23.67	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.

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	% 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

Sep-2013

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.326	\$ 81,920	
Unbundled Network Elements - Loop	-0.195	\$ -	
Resale	-0.288	\$ 13,813	
Digital Subscriber Lines	-0.058	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 95,733
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 23,208	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 10,700	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 33,909
Individual Rule Payments:			\$ 4,663
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 324,317
CHANGE CONTROL			\$ -
Grand Total			\$ 458,622

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