

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

PRELIM

UNE Platform

Oct-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.81		1,685	2.8148	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	9.33		674	9.3294	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	3.32		2,656	3.3166	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	9.23		548	9.2338	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		95.03		181		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		4		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.70		1,761		-2	5	-0.041	-0.098
OR-4-16-1000	% On Time PCN - 1 Business Day		93.81		582		-1	5	-0.021	-0.049
OR-4-17-1000	% On Time BCN - 2 Business Day		98.75		1,758		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		83.05		118		-2	5	-0.041	-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		100		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		90		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		9		0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		33		0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		4		0	2	0.000	0.000
PR Provisioning										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	77.95	35.29	1,229	17	10.12	-4.0116	-2	5	-0.041
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	1.13	0.73	4,773	137	0.92	0.1076	0	20	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.12	9.09	548	22	6.26	0.4549	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	4.32	1.22	104	9	11.84	4.12	2.0600	0	15
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.46	0.00	548	22	2.61	0.6080	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.55	0.00	548	22	1.60	1.2182	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.56	19.27	2,682	109	2.42	-4.4728	-2	10	-0.083
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.35	19.85		2,313		18.5001	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.42		539		44.4156	NA	0	NA
Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	20.27	14.77	370	88	4.77	1.0275	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.77	7.14	130	14	11.41	0.8502	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.53	10.04	366	88	13.96	1.66	0.9131	0	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	8.64	10.22	130	14	11.15	3.14	-0.5467	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	50.21	73.33	243	45	8.11	-3.0828	-2	5	-0.041
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	31.28	44.44	243	45	7.52	-1.8679	-2	5	-0.041
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.35	4.44	243	45	3.65	0.1906	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	8.42	0.00	1,900	27	5.38	1.3124	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.11	0.00	176	2	15.66	SS	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.93	12.97	1,899	27	23.33	4.52	2.3263	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	9.78	14.37	176	2	14.12	10.04	SS	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	81.59	100.00	1,385	23	8.15	-5.0000	-2	5	-0.041
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	58.92	43.48	1,385	23	10.34	1.2732	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	23.32	8.70	1,385	23	8.89	1.4629	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	16.10	10.69	2,571	131	3.29	1.5747	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.98		225,130			0	5	0.000
								Totals	-17	242
									-0.368	

"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

UNE LOOP

Oct-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	2.81		1,685			2.8148	0	2	0.000	0.000	
PO-1-03-6020 Address Validation - EDI		NA	9.33		674			9.3294	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	3.32		2,656			3.3166	0	2	0.000	0.000	
PO-1-03-6050 Address Validation - Web GUI		NA	9.23		548			9.2336	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			90.85		765				-1	10	-0.058	-0.119	
OR-2-02-3331 % On Time LSR Reject - Flow Thru - Loop/Pre-Qual			83.33		12				-1	5	-0.029	-0.080	
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			1.70		1,761				-2	2	-0.023	-0.048	
OR-4-16-1000 % On Time PCN - 1 Business Day			93.81		582				-1	2	-0.012	-0.024	
OR-4-17-1000 % On Time BCN - 2 Business Day			98.75		1,758				0	2	0.000	0.000	
OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			91.58		95				-1	5	-0.029	-0.060	
OR-6-03-3331 % Accuracy - LSRC - Loop			2.33		601				0	5	0.000	0.000	
OR-1-04-3331 % OT LSRC - No Facility Check - Loop/LNP			95.09		509				0	5	0.000	0.000	
OR-1-06-3331 % OT LSRC/ASRC - Facility Check - Loop/LNP			100.00		4				0	2	0.000	0.000	
OR-2-04-3331 % OT LSR Rej - No Facility Check - Loop/LNP			100.00		51				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		4.32	1.22	104	9	11.84	4.12	2.0600	0	5	0.000	0.000	
PR-4-04-3113 % Missed Appointment - FP - Dispatch - Loop-New		9.12	10.81	548	37		4.89	-0.6785	0	20	0.000	0.000	
PR-5-01-3112 % Missed Appointment - Facilities - Loop		1.46	0.00	548	37		2.04	0.2301	0	5	0.000	0.000	
PR-5-02-3112 % Orders Held for Facilities > 15 days - Loop		0.55	0.00	548	37		1.25	0.9219	0	5	0.000	0.000	
PR-6-01-3113 % Installation Troubles within 30 days - Loop New		9.75	12.12	851	66		3.79	-0.8499	-1	10	-0.058	-0.077	
PR-6-02-3520 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			0.00		36				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		1.35	19.85		2,313			18.5001	-2	2	-0.023	-0.038	
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop		10.35	35.59	2,270	59		4.02	-5.0000	-2	10	-0.116	-0.192	
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop		18.50	17.30	2,265	59	22.15	2.92	0.3948	0	5	0.000	0.000	
MR-4-07-3112 % Out of Service > 12 Hours - Loop		56.45	39.53	1,527	43		7.67	2.0412	0	5	0.000	0.000	
MR-4-08-3112 % Out of Service > 24 Hours - Loop		21.15	6.98	1,527	43		6.31	2.2432	0	5	0.000	0.000	
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop		16.10	15.58	2,571	77		4.25	0.0692	0	10	0.000	0.000	
MR-3-02-3112 % Missed Repair Appointments - CO - Loop		2.60	11.11	77	18		4.16	-2.0395	-2	10	-0.116	-0.192	
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop		10.05	6.44	77	18	11.50	3.01	1.3177	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals -13 173 -0.462			

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

Oct-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	2.81		1,685		2.8148	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	9.33		674		9.3294	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	3.32		2,656		3.3166	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	9.23		548		9.2336	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 LSR - Flow Thru - POTS/Pre-Qualified Complex -2h	94.12			34			-1	10	-0.048
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	NA			NA			NA	0	NA
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	1.70			1,761			-2	5	-0.048
OR-4-16-1000	% On Time PCN - 1 Business Day	93.81			582			-1	5	-0.024
OR-4-17-1000	% On Time BCN - 2 Business Day	98.75			1,758			0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	74.07			27			-2	10	-0.097
OR-6-03-2000	% Accuracy - LSR	0.00			32			0	10	0.000
OR-1-04-2320	% OT LSR - No Facility Check - POTS/Pre-Qual Cmplx	100.00			24			0	5	0.000
OR-1-06-2320	% OT LSR/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			8			0	2	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			10			0	2	0.000
OR-2-06-2320	% OT LSR/ASRC Rej - Facility Check - POTS/Pre-Qual Cmplx	100.00			1			0	2	0.000
PR Provisioning										
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat Score		
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	77.95	50.00	1,229	2	29.34		SS	NA	5
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.13	0.00	4,773	29	1.97	0.5819	0	20	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.12	0.00	548	5	12.94		SS	0	10
PR-4-02-2100	Average Delay Days - Total - POTS	4.32	NA	104	NA	11.84		NA	NA	15
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.46	0.00	548	5	5.39		SS	0	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.55	0.00	548	5	3.31		SS	0	5
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.56	5.71	2,682	35	4.21	0.2402	0	15	0.000
MR Maintenance & Repair										
								Diff.		
MR-1-01-6050	Average Response Time - Create Trouble	1.35	19.85		2,313			18.5001	-2	2
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.42		539			44.4156	NA	0
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	20.27	8.33	370	24	6.47	1.1882	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.45	16.67	132	6	16.84	0.3803	0	10	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.53	10.73	366	22	13.96	3.07	0.1510	0	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.64	8.00	130	6	11.15	4.65	0.0813	0	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	50.21	62.50	243	16	12.90	-1.2139	-1	5	-0.024
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	31.28	43.75	243	16	11.97	-1.2979	-1	5	-0.024
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.35	0.00	243	16	5.81	0.1824	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.42	NA	1,900	NA		NA	NA	0	NA
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.11	NA	176	NA		NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.93	NA	1,899	NA	23.33	NA	NA	0	NA
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	9.78	NA	176	NA	14.12	NA	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	81.59	NA	1,385	NA		NA	NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	58.92	NA	1,385	NA		NA	NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	23.32	NA	1,385	NA		NA	NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	16.10	10.71	2,571	28	6.98	0.4674	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.98	225,130				0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-10	207
										-0.285

"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

Oct-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	3.38		13		3.3848	5	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	6.06	346			6.0578	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		4		0	2	0.000	0.000
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2		0	2	0.000	0.000
OR Ordering										
OR-1-04-1341	% On Time LSR - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000
OR-1-06-1341	% OT LSR/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA	NA			NA	0	0.000	0.000
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA	NA			NA	0	0.000	0.000
OR-1-04-3342	% On Time LSR - No Facility Check - 2W xDSL Loops		100.00		7		0	5	0.000	0.000
OR-1-06-3342	% On Time LSR/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/ASRC Rej - Facility Check - 2W xDSL Loops		NA	NA			NA	0	0.000	0.000
OR-1-04-3340	% OT LSR - No Facility Check - Line Share/Spit		NA	NA			NA	0	0.000	0.000
OR-1-06-3340	% On Time LSR/ASRC - Facility Check - Line Share/Spit		NA	NA			NA	0	0.000	0.000
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Spit		NA	NA			NA	0	0.000	0.000
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Spit		NA	NA			NA	0	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.70		1,761		-2	2	-0.030	-0.133
OR-4-16-1000	% On Time PCN - 1 Business Day		93.81		582		-1	2	-0.015	-0.067
OR-4-17-1000	% On Time BCN - 2 Business Day		98.75		1,758		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	NA	NA	NA	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	NA	0	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	NA	NA	NA		NA	NA	0	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		90.32		31		-1	10	-0.075	-0.100
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	15.00	1.00	1	2	0.00	SS	NA	10	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		39		0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	10.46	17.33	851	75	3.69	-1.9183	-2	15	-0.226
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	0.00	2	40	0.00	SS	0	5	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spit		NA		NA		NA	NA	0	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spit		NA		NA		NA	NA	0	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Spit	NA	NA	NA	NA	0.00	NA	NA	0	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.35	19.85		2,313		18.5001	-2	2	-0.030
Stat Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	4.16	NA	1	NA	0.00	NA	NA	0	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	10.36	15.79	2,269	38	4.98	-1.3159	-1	5	-0.038
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.60	0.00	77	1	16.01	SS	0	5	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	18.50	13.47	2,264	38	22.15	3.62	1.7660	0	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	10.05	0.84	77	1	11.50	11.58	SS	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	42.12	92.31	1,059	39	8.05	5.0000	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	56.45	100.00	1,527	2	35.08	SS	NA	10	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	16.11	15.38	2,570	39	5.93	0.1456	0	10	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Spit	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Spit	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000
							Totals	-9	133	-0.414

"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

Oct-2013

OR Ordering		Performance CLEC		Observations FP CLEC		Perf. Score Wgt. Wgt'd. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk)	100.00			1	0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	0.00			1	NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	NA	0	0.000
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA	NA	0	0.000
PR Provisioning		FP						
PR-4-07-3540	% On Time Performance - LNP only	96.36		741		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	6	2	0.00	SS 0	5 0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	6	2	0.00	SS 0	5 0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	8	3	0.00	SS 0	10 0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	50.00	6	2	0.00	SS NA	5 0.000
MR Maintenance & Repair								
MR-4-01-5000	Mean Time to Repair - Total	NA	24.03	NA	1	0.00	1.00	SS NA 5 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	0.00	NA	1	1.00	SS 0	10 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	0 100 0.000

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

Fair Point New Hampshire			PRELIM				Oct-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		13,925	59,181	16,170	-	\$0	\$0		\$89,276
OR-1-02	% On Time LSRG -Flow Through		-	52,218	10,463	-	-	-	-	
OR-1-04	%OT LSRG - No Facility Check - 2Wdg-UNE/Res		-	-	-	-	-	-	-	
OR-1-04	%OT LSRG - No Facility Check - 2WxDSL Loops		-	-	-	-	-	-	-	
OR-1-04	%OT LSRG - 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/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		13,925	6,962	5,707	-	-	-	-	
OR-1-04	%OT LSRG - No Facility Check - All Spots-UNE/Res		-	-	-	-	-	-	-	
OR-1-06	%OT LSRG/ASRC - Facility Check - All Spots-UNE/Res		-	-	-	-	-	-	-	
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		\$17,406	\$9,946	\$0	\$36,339	\$0	\$6,498		\$70,190
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		-	-	-	-	-	-	-	
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-5-01	Installation Troubles w/in 30 Days		11,604	9,946	-	-	-	-	-	
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		-	-	-	36,339	-	-	-	
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		-	-	-	-	-	3,999	-	
PR-5-01	% Installation Troubles within 30 days -UNE/Resale		-	-	-	-	-	2,499	-	
PR-5-01	% 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-5-01	% 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-5-01	% Open Orders in a Hold Status >30 Days -IOF		-	-	-	-	-	-	-	
4	PR-4-07 % On Time Performance - LNP						\$0			\$0
5	Hot Cut Performance			-						\$0
PR-5-02	% Installn Trbls w/in 7 days-Loop-Basic Hot Cut		-	-	-	-	-	-	-	
PR-5-02	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-	-	-	-	-	-	-	
PR-5-02	% Installn Trbls w/in 7 days-Loop-Batch Hot Cut		-	-	-	-	-	-	-	
PR-5-01	% On Time Performance-Loop-Basic Hot Cut		-	-	-	-	-	-	-	
PR-5-01	% On Time Performance-Loop-Lg Job Hot Cut		-	-	-	-	-	-	-	
PR-5-01	% On Time Performance-Loop-Batch Hot Cut		-	-	-	-	-	-	-	
MAINTENANCE										
6	Maintenance Performance		\$	\$27,850	\$0	\$10,599	\$0	\$1,250		\$39,698
MR-3-01	Missed Repair Appointments - Loop - Bus.		-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop - Res.		-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop		-	27,850	-	-	-	-	-	
MR-3-01	% Missed Repr Appt -Loop-2W Digt-UNE/Resale		-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appt -Loop -2WxDSL Loops		-	-	-	10,599	-	-	-	
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-4-03	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 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		-	-	-	-	-	1,250	-	
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
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								\$472	\$472
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		-	-	-	-	-	-	472	
BI-3-05	%CLEC Billing Claims Ratvd w/in 28 Cal. Days after Ack.		-	-	-	-	-	-	-	
Month Total			\$31,331	\$96,977	\$16,170	\$46,938	\$0	\$7,748	\$472	\$199,638

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	0.00	0	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	0	NA	0
NP-2-07/8	Average Delay Days - Total	0.00	0	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	0.00	0	NA	5
DR-10-02-100 % PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	93.74	559	-1	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	95.24	2,333	0	20
				29

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	18	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	16	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	50.00	0.00	2	2	50.00	SS	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	13.68	8.33	117	24	7.70	0.33	0
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	0.00	NA	1	NA		NA	NA
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	9.53	16.50	17	2	13.53	21.95	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	6.67	3.57	120	28	5.24	0.09	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	1.67	3.57	120	28	2.69	-1.33	-1
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	3.91	10.71	128	28	4.04	-1.81	-2
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	21.67	3.57	120	28	8.65	2.13	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	13.68	0.00	117	1	34.51	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	9.19	NA	16	NA	13.90	NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	20.51	100.00	117	1	40.55	SS	NA
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.45	NA	18	NA	16.54		NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.00	6.12	120	47	3.88	3.37	-2.22
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	23.91	25.53	138	47	7.20	-0.43	0
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								137

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 Special Provisions Report

Special Provision - UNE Ordering

Oct-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.83	599	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	13	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	84	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	6	\$ -

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
AUG-2013	69.50	259	180	AUG-2013	92.66	109	101
SEP-2013	63.04	322	203	SEP-2013	76.98	139	107
OCT-2013	62.14	280	174	OCT-2013	83.05	118	98
Overall	64.69	861	557	Overall	83.61	366	306

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
AUG-2013	92.24	246	226	AUG-2013	94.96	119	113
SEP-2013	93.33	240	224	SEP-2013	99.19	124	123
OCT-2013	86.45	214	185	OCT-2013	91.58	95	87
Overall	90.84	699	635	Overall	96.66	338	323

Market Adjustment * \$ -

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
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
OCT-2013	91.07	1,131	1,030	OCT-2013	80.29	350	281
Overall	93.26	3,382	3,154	Overall	88.68	1,422	1,261

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	3
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	36	0.00	9
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 Durn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durn HC Install Trbl-UNE POTS Loop Ttl HC-FP	12.59	186	33.88	136
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)	Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	

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

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

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

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

	% 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		\$	-
---	----	--	----	---

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

Oct-2013

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.368	\$ 103,060	
Unbundled Network Elements - Loop	-0.462	\$ 218,012	
Resale	-0.285	\$ 13,813	
Digital Subscriber Lines	-0.414	\$ 56,455	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 391,341
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 89,275	
3 Installation Performance		\$ 70,190	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 39,698	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 472	
Critical Measure Total			\$ 199,636
Individual Rule Payments:			\$ 96
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 591,074

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

Oct-2013

		Performance		Observations		Perf.		Wgt'd.		Domain Clustering	
PO	Pre-Ordering	FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review	
PO-1-01-6020	Customer Service Record - EDI	NA	2.81		1,685	2.8148	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	9.33		674	9.3294	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	3.32		2,656	3.3166	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	9.23		548	9.2336	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		95.03		181		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		4		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.70		1,761		-2	5	-0.041	-0.098	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.81		582		-1	5	-0.021	-0.049	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.75		1,758		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		83.05		118		-2	5	-0.041	-0.098	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		100		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		90		0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		9		0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		33		0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		4		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	77.95	35.29	1,229	17	10.12	-4.0116	-2	5	-0.041	-0.071
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.13	0.73	4,773	137	0.92	0.1078	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.12	9.09	548	22	6.26	0.4549	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	4.32	1.22	104	9	11.84	4.12	2.0600	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.46	0.00	548	22	2.61	0.6080	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.55	0.00	548	22	1.60	1.2182	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.56	19.27	2,682	109	2.42	-4.4728	-2	10	-0.083	-0.143
MR Maintenance & Repair		Performance		Observations	FP Std	Sampling	Perf.	Wgt.	Wgt'd.		
		FP	CLEC	FP	Deviation	Error	Score		Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.35	19.85		2,313		18.5001	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.42		539		44.4156	NA	0	NA	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	20.27	14.77	370	88	4.77	1.0275	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.77	7.14	130	14	11.41	0.8502	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.53	10.04	366	88	13.98	1.66	0.9131	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	8.64	10.22	130	14	11.15	3.14	-0.5467	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	50.21	73.33	243	45		8.11	-3.0826	-2	5	-0.041
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	31.28	44.44	243	45		7.52	-1.8679	-2	5	-0.041
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.35	4.44	243	45		3.65	0.1906	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	8.42	0.00	1,900	27		5.38	1.3124	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.11	0.00	176	2		15.66	SS	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.93	12.97	1,899	27	23.33	4.52	2.3263	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	9.78	14.37	176	2	14.12	10.04	SS	NA	5	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	81.59	100.00	1,385	23		8.15	-5.0000	-2	5	-0.041
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	58.92	43.48	1,385	23		10.34	1.2732	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	23.32	8.70	1,385	23		8.89	1.4629	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	16.10	10.69	2,571	131		3.29	1.5747	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.98		225,130			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-17	242	-0.368	

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

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

Fair Point New Hampshire FINAL
Performance Assurance Plan Report

UNE LOOP

Oct-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	CLEC								
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.81	1,685		2.8148	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	9.33	674		9.3294	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	3.32	2,656		3.3166	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	9.23	548		9.2336	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		90.85	765			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		83.33	12			-1	5	-0.029	-0.060		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.70	1,761			-2	2	-0.023	-0.048		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.81	582			-1	2	-0.012	-0.024		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.75	1,758			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		91.58	95			-1	5	-0.029	-0.060		
OR-6-03-3331	% Accuracy - LSRC - Loop		2.33	601			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		95.09	509			0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	4			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	51			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	4.32	1.22	104	9	11.84	4.12	2.0600	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.12	10.81	548	37		4.89	-0.6785	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.46	0.00	548	37		2.04	0.2301	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.55	0.00	548	37		1.25	0.9219	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	9.75	12.12	851	66		3.79	-0.8499	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		36				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	1.35	19.85	2,313			18.5001	-2	2	-0.023	-0.038	
		Stat. Score										
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.35	35.59	2,270	59		4.02	-5.0000	-2	10	-0.116	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	18.50	17.30	2,265	59	22.15	2.92	0.3948	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	56.45	39.53	1,527	43		7.67	2.0412	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	21.15	6.98	1,527	43		6.31	2.2432	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	16.10	15.58	2,571	77		4.25	0.0692	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.60	11.11	77	18		4.16	-2.0395	-2	10	-0.116	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	10.05	6.44	77	18	11.50	3.01	1.3177	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-11	173	-0.347	

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

Oct-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	2.81		1,685		2.8148	0	2	0.000	
PO-1-03-6020	Address Validation - EDI	NA	9.33		674		9.3294	NA	0	0.000	
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	3.32		2,656		3.3166	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	9.23		548		9.2336	NA	0	0.000	
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		94.12		34			0	10	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA		NA			NA	0	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		1.70		1,761			-2	5	-0.048	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.81		582			-1	5	-0.024	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.75		1,758			0	5	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		74.07		27			-2	10	-0.097	
OR-6-03-2000	% Accuracy - LSRC		0.00		32			0	10	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		24			0	5	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		8			0	2	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		10			0	2	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		1			0	2	0.000	
PR Provisioning											
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	77.95	50.00	1,229	2	29.34	SS	NA	5	NA	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.13	0.00	4,773	29	1.97	0.5819	0	20	0.000	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.12	0.00	548	5	12.94	SS	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	4.32	NA	104	NA	11.84	NA	NA	15	NA	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.46	0.00	548	5	5.39	SS	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.55	0.00	548	5	3.31	SS	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.56	5.71	2,682	35	4.21	0.2402	0	15	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.35	19.85		2,313		18.5001	-2	2	-0.019	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.42		539		44.4156	NA	0	0.000	
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	20.27	8.33	370	24	8.47	1.1882	0	10	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.45	16.67	132	6	16.84	0.3803	0	10	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.53	10.73	366	22	13.96	3.07	0.1510	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.64	8.00	130	6	11.15	4.65	0.0813	0	5	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	50.21	62.50	243	16	12.90	-1.2139	-1	5	-0.024	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	31.28	43.75	243	16	11.97	-1.2979	-1	5	-0.024	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.35	0.00	243	16	5.81	0.1824	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.42	NA	1,900	NA		NA	NA	0	NA	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.11	NA	176	NA		NA	NA	0	NA	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.93	NA	1,899	NA	23.33	NA	NA	0	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	9.78	NA	176	NA	14.12	NA	NA	0	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	81.59	NA	1,385	NA		NA	NA	0	NA	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	58.92	NA	1,385	NA		NA	NA	0	NA	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	23.32	NA	1,385	NA		NA	NA	0	NA	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	16.10	10.71	2,571	28	6.98	0.4674	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.98	225,130				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-9	207	
										-0.237	

"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

Oct-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	3.38		13		3.3846	0	5	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA			NA	0	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	6.06		346		6.0578	0	5	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	2	0.000
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		4			0	2	0.000
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2			0	2	0.000
OR Ordering										
OR-1-04-1341	% On Time LSR - No Facility Check - 2W Digital -UNE/Resale		100.00		2			0	2	0.000
OR-1-06-1341	% OT LSR/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2			0	2	0.000
OR-2-04-1341	% On Time LSR Ref - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000
OR-2-06-1341	% OT LSR/ASRC Ref - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000
OR-1-04-3342	% On Time LSR - No Facility Check - 2W xDSL Loops		100.00		7			0	5	0.000
OR-1-06-3342	% On Time LSR/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-2-04-3342	% OT LSR Ref - No Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-2-06-3342	% On Time LSR/ASRC Ref - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000
OR-1-04-3340	% OT LSR - No Facility Check - Line Share/Spit		NA		NA			NA	0	0.000
OR-1-06-3340	% On Time LSR/ASRC - Facility Check - Line Share/Spit		NA		NA			NA	0	0.000
OR-2-04-3340	% OT LSR Ref - No Facility Check - Line Share/Spit		NA		NA			NA	0	0.000
OR-2-06-3340	% OT LSR/ASRC Ref - Facility Check - Line Share/Spit		NA		NA			NA	0	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.70		1,761			-2	2	-0.030
OR-4-16-1000	% On Time PCN - 1 Business Day		93.81		582			-1	2	-0.015
OR-4-17-1000	% On Time BCN - 2 Business Day		88.75		1,758			0	2	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
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	NA	NA	NA			NA	NA	0
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		90.32		31			-1	10	-0.075
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	15.00	1.00	1	2	0.00		SS	NA	10
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		39			0	10	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	10.46	17.33	851	75	3.69	-1,9183	-2	15	-0.226
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	0.00	2	40	0.00		SS	0	5
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spit		NA		NA			NA	NA	0
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spit		NA		NA			NA	NA	0
PR-4-02-3340	Average Delay Days -Total -Line Share/Spit	NA	NA	NA	NA	0.00		NA	NA	0
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Spit	NA	NA	NA	NA			NA	NA	0
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Spit	NA	NA	NA	NA			NA	NA	0
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Spit	NA	NA	NA	NA			NA	NA	0
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Spit	NA	NA	NA	NA			NA	NA	0
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.35	19.85		2,313		18.5001	-2	2	-0.030
Stat Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	4.16	NA	1	NA	0.00		NA	NA	0
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	NA	1	NA			NA	NA	0
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	10.36	15.79	2,269	38	4.98	-1,3159	0	5	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.60	0.00	77	1	16.01		SS	0	5
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	18.50	13.47	2,264	38	22.15	3.62	1,7660	0	5
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	10.05	0.84	77	1	11.50	11.58		SS	NA
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	42.12	92.31	1,059	39	8.05	5,0000	0	5	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	56.45	100.00	1,527	2	35.08		SS	NA	10
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	16.11	15.38	2,570	39	5.93	0,1456	0	10	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Spit	NA	NA	NA	NA			NA	NA	0
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Spit	NA	NA	NA	NA			NA	NA	0
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Spit	NA	NA	NA	NA	0.00		NA	NA	0
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Spit	NA	NA	NA	NA	0.00		NA	NA	0
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Spit	NA	NA	NA	NA			NA	NA	0
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Spit	NA	NA	NA	NA			NA	NA	0
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Spit	NA	NA	NA	NA			NA	NA	0
Totals								-8	133	-0.376

"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

Oct-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		1			0	5	0.000		
OR-1-13-5000 % On Time Design Layout Record			0.00		1			NA	0	0.000		
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=			0.00		0			NA	0	0.000		
OR-2-12-5020 % On TimeTrunk ASR Reject			NA		NA			NA	0	0.000		
PR		Provisioning		FP								
PR-4-07-3540 % On Time Performance - LNP only			96.36		741			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	6	2	0.00	SS	0	5	0.000	
PR-5-02-5000 % Orders Held for Facilities >15 Days			0.00	0.00	6	2	0.00	SS	0	5	0.000	
PR-6-01-5000 % Installation Troubles w/in 30 Days			0.00	0.00	8	3	0.00	SS	0	10	0.000	
PR-8-01-5000 % Open Orders in a Hold Status >30 Days			0.00	50.00	6	2	0.00	SS	NA	5	0.000	
MR		Maintenance & Repair										
MR-4-01-5000 Mean Time to Repair - Total			NA	24.03	NA	1	0.00	1.00	SS	NA	5	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	0.00	NA	1	1.00	SS	0	10	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	100	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						Oct-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 - VPTS	-	-	-	-	-	-	-	
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	13,925	6,962	6,707	-	\$0	\$0	-	\$26,594
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 FOG	-	-	-	-	-	-	-	
OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-	
OR-1-19	% OT Resp. - Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
OR-4-16	% On Time PCN - 1 Bus. Day	13,925	6,962	6,707	-	-	-	-	
OR-1-04	%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	\$17,406	\$0	\$0	\$36,339	\$0	\$2,499	-	\$56,245
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	-	-	-	-	-	-	-	
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	11,604	-	-	-	-	-	-	
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	-	-	-	36,339	-	-	-	
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	-	-	-	-	-	2,499	-	
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
MAINTENANCE									
6	Maintenance Performance	\$	\$27,850	\$0	\$0	\$0	\$1,260	-	\$29,100
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop	-	27,850	-	-	-	-	-	
MR-3-01	% Missed Repr Appt - Loop - 2W Dig-UNE/Resale	-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appt - Loop - 2WxDSL Loops	-	-	-	-	-	-	-	
MR-3-01	% Missed Repair Appointment - 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 > 24 Hrs. - Bus.	-	-	-	-	-	-	-	
MR-4-08	Out of Service > 24 Hrs. - Res.	-	-	-	-	-	-	-	
MR-4-08	Out of Service > 24 Hrs. - Total	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports within 30 Days	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days - 2W Digital-UNE/Resale	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	
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	-	-	-	-	-	1,250	-	
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-4-08	% 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	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 Ackn'd w/ 2 Bus Days	-	-	-	-	-	-	-	
BI-3-05	% CLEC Billing Claims Rsk'd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$31,331	\$34,812	\$5,707	\$36,339	\$0	\$3,749	\$0	\$111,939

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	0.00	0	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	0	NA	0
NP-2-07/8	Average Delay Days - Total	0.00	0	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	0.00	0	NA	5
DR-10-02-100 % PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	93.74	559	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	95.24	2,333	0	20
				29

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	18	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	16	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	50.00	0.00	2	2	50.00	SS	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	13.68	8.33	117	24	7.70	0.33	0
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	0.00	NA	1	NA		NA	NA
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	9.53	16.50	17	2	13.53	21.95	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	6.67	3.57	120	28	5.24	0.09	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	1.67	3.57	120	28	2.69	-1.33	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	3.91	10.71	128	28	4.04	-1.81	-2
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	21.67	3.57	120	28	8.65	2.13	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	13.68	0.00	117	1	34.51	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	9.19	NA	16	NA	13.90		NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	20.51	100.00	117	1	40.55	SS	NA
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA			NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA			NA

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.45	NA	18	NA	16.54		NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.00	6.12	120	47	3.88	3.37	-2.22
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	23.91	25.53	138	47	7.20	-0.43	0
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								137

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

Special Provision - UNE Ordering

Oct-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.83	599	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	13	\$ -
OR-2-04-3320	% OT LSR Rej. - No Facility Check - POTS	100.00	84	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	6	\$ -

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
AUG-2013	69.50	259	180	AUG-2013	92.66	109	101
SEP-2013	63.04	322	203	SEP-2013	76.98	139	107
OCT-2013	62.14	280	174	OCT-2013	83.05	118	98
Overall	64.69	861	557	Overall	83.61	366	306

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
AUG-2013	92.24	245	226	AUG-2013	94.96	119	113
SEP-2013	93.33	240	224	SEP-2013	99.19	124	123
OCT-2013	86.45	214	185	OCT-2013	91.68	95	87
Overall	90.84	699	635	Overall	95.66	338	323

Market Adjustment * \$ -

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
AUG-2013	95.87	1,137	1,090	AUG-2013	94.87	682	647
SEP-2013	92.82	1,114	1,034	SEP-2013	85.38	390	333
OCT-2013	91.07	1,131	1,030	OCT-2013	80.29	350	281
Overall	93.26	3,382	3,154	Overall	88.68	1,422	1,261

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	3
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	36	0.00	9
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 Durtm HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC-FP	12.59	186	33.88	136
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)	Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	

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

Oct-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		\$ -
--	----	--	------

	% 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		\$	-
---	----	--	----	---

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

Oct-2013

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.368	\$ 103,060	
Unbundled Network Elements - Loop	-0.347	\$ 138,735	
Resale	-0.237	\$ -	
Digital Subscriber Lines	-0.376	\$ 51,650	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 293,446
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 26,594	
3 Installation Performance		\$ 56,245	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 29,100	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 111,939
Individual Rule Payments:			\$ 8,135
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 413,520

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