

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

PRELIM

UNE Platform

Apr-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	vgtg. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	3.06	767		3.0613	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	3.01	165		3.0121	0	2	0.000	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	3.21	2,118		3.2134	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.63	325		3.6308	0	2	0.000	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		99.12	113			0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00	1			0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.72	1,255			-1	5	-0.020	-0.049
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24	568			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.64	1,253			0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		78.62	145			-2	5	-0.041	-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		4.46	112			0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		95.31	128			0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00	25			0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		97.87	47			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	84.23	75.00	1,985	12	10.55	-1.2414	-1	5	-0.020
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.39	0.86	4,186	116	1.10	0.0601	0	20	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	12.83	5.88	421	17	8.27	0.3955	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	1.44	1.00	112	3	1.43	0.83	NA	15	NA
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.66	0.00	421	17	3.16	0.6951	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.24	0.00	421	17	1.20	1.7646	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	2.87	1.68	3,244	119	1.56	0.4162	0	10	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	20.09	2.26	1,879			-17.8271	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	42.63	418			42.6268	NA	0	NA
Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	23.14	4.29	363	70	5.51	3.8559	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	17.65	7.14	119	14	10.77	0.5693	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.95	9.90	363	70	12.47	1.63	1.3346	0	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	25.55	13.33	119	14	165.22	46.68	-0.4513	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	61.90	61.36	231	44		7.99	0.0923	0	5
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	36.36	34.09	231	44		7.91	0.1055	0	5
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	6.93	4.55	231	44		4.18	0.1855	0	5
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	10.72	0.00	1,605	13	8.61	0.7367	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.90	0.00	232	1	25.39	SS	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	27.14	20.36	1,605	13	22.49	6.26	1.2725	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	14.50	19.84	232	1	14.03	14.06	SS	NA	5
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	89.95	71.43	1,204	7		11.40	1.0228	0	5
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	75.91	57.14	1,204	7		16.21	0.7501	0	5
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	38.29	14.29	1,204	7		18.43	0.9027	0	5
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	15.09	15.31	2,319	98	3.69	-0.2313	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00	237,521				0	5	0.000
Totals										
								-4	246	-0.081

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

Apr-2014

PO		Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Wgtid.		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	3.06		767		3.0613	0	2	0.000	0.000		
PO-1-03-6020		Address Validation -EDI	NA	3.01		165		3.0121	0	2	0.000	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	3.21		2,118		3.2134	0	2	0.000	0.000		
PO-1-03-6050		Address Validation - Web GUI	NA	3.63		325		3.6308	0	2	0.000	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		99.21		254			0	10	0.000	0.000		
OR-2-02-3331		% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA		NA			NA	0	NA	0.000		
OR-4-11-1000		% Completed Orders with Neither a PCN or BCN Sent		0.72		1,255			-1	2	-0.012	-0.029		
OR-4-16-1000		% On Time PCN - 1 Business Day		98.24		568			0	2	0.000	0.000		
OR-4-17-1000		% On Time BCN - 2 Business Day		98.64		1,253			0	2	0.000	0.000		
OR-5-03-3112		% Flow-Through Achieved-UNE POTS Loop		91.74		109			-1	5	-0.029	-0.071		
OR-6-03-3331		% Accuracy - LSRC - Loop		4.48		290			0	5	0.000	0.000		
OR-1-04-3331		% OT LSRC - No Facility Check - Loop/LNP		98.58		916			0	5	0.000	0.000		
OR-1-06-3331		% OT LSRC/ASRC - Facility Check - Loop/LNP		93.75		16			NA	0	NA	0.000		
OR-2-04-3331		% OT LSR Rej - No Facility Check - Loop/LNP		100.00		47			0	2	0.000	0.000		
OR-2-06-3331		% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		1			0	2	0.000	0.000		
PR		Provisioning	FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score		Wgt.			
PR-4-02-3100		Average Delay Days - Total - POTS	1.44	1.00	112	3	1.43	0.83	SS	NA	5	NA	0.000	
PR-4-04-3113		% Missed Appointment - FP - Dispatch - Loop-New	12.83	4.35	421	23		7.16	0.8584	0	20	0.000	0.000	
PR-5-01-3112		% Missed Appointment - Facilities - Loop	1.66	4.35	421	23		2.74	-1.5594	-1	5	-0.029	-0.038	
PR-5-02-3112		% Orders Held for Facilities > 15 days - Loop	0.24	0.00	421	23		1.04	1.6276	0	5	0.000	0.000	
PR-6-01-3113		% Installation Troubles within 30 days - Loop New	9.94	4.65	664	43		4.71	0.8581	0	10	0.000	0.000	
PR-6-02-3520		% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		44				0	10	0.000	0.000	
PR-6-02-3523		% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-6-02-3525		% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3520		% On Time Performance-Loop-Basic Hot Cut		100.00		14				0	10	0.000	0.000	
PR-9-01-3523		% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525		% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525		% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR		Maintenance & Repair	Diff.											
MR-1-01-6050		Average Response Time - Create Trouble	20.09	2.26		1,879			-17.8271	0	2	0.000	0.000	
			Stat. Score											
MR-3-01-3112		% Missed Repair Appointments - Loop - Loop	13.01	9.09	1,968	55		4.60	0.6216	0	10	0.000	0.000	
MR-4-02-3112		Mean Time to Repair - Loop Trouble - Loop	24.29	11.11	1,968	55	21.80	2.98	5.0000	0	5	0.000	0.000	
MR-4-07-3112		% Out of Service > 12 Hours - Loop	70.64	40.00	1,267	30		8.41	3.2593	0	5	0.000	0.000	
MR-4-08-3112		% Out of Service > 24 Hours - Loop	37.17	10.00	1,267	30		8.93	3.0899	0	5	0.000	0.000	
MR-5-01-3112		% Repeat Reports w/in 30 days - Loop	15.09	10.00	2,319	60		4.68	0.9023	0	10	0.000	0.000	
MR-3-02-3112		% Missed Repair Appointments - CO - Loop	18.33	20.00	60	5		18.01	SS	NA	10	NA	0.000	
MR-4-03-3112		Mean Time to Repair - CO Trouble - Loop	14.38	10.96	60	5	16.69	7.77	SS	NA	5	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-3	170	-0.071	

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

PRELIM

RESALE

Apr-2014

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	3.06		767	3.0613	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	3.01		165	3.0121	0	2	0.000	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	3.21		2,118	3.2134	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.63		325	3.6308	0	2	0.000	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		100.00		8		0	10	0.000	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA		NA		NA	0	NA	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.72		1,255		-1	5	-0.021	-0.046
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24		568		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.64		1,253		0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		66.67		12		-2	10	-0.084	-0.185
OR-6-03-2000	% Accuracy - LSRC		2.86		35		0	10	0.000	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		95.74		47		0	5	0.000	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		3		0	2	0.000	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		16		0	2	0.000	0.000
OR-2-06-2320	% OT LSR/ASRC Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000
PR Provisioning										
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score		
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	84.23	25.00	1,985	4	18.24	SS	NA	5	NA
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.39	0.00	4,186	19	2.69	0.7310	0	20	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	12.83	33.33	421	3	19.37	SS	NA	10	NA
PR-4-02-2100	Average Delay Days - Total - POTS	1.44	3.00	112	1	1.43	1.43	SS	15	NA
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.66	0.00	421	3	7.41	SS	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.24	0.00	421	3	2.82	SS	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	2.87	7.69	3,244	13	4.64	-1.6231	-1	15	-0.063
MR Maintenance & Repair										
		FP	CLEC	FP	CLEC	Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	20.09	2.26		1,879	-17.8271	0	2	0.000	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	42.63		418	42.6268	NA	0	NA	0.000
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	23.14	0.00	363	12	12.37	1.6926	0	10	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	17.65	0.00	119	8	13.92	0.7554	0	10	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.95	9.78	363	12	12.47	3.66	0.5589	0	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	25.55	13.89	119	8	165.22	60.35	-0.6505	0	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	61.90	40.00	231	5	21.95	SS	NA	5	NA
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	36.36	40.00	231	5	21.74	SS	NA	5	NA
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	6.93	0.00	231	5	11.48	SS	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	10.72	0.00	1,605	1	30.94	SS	0	10	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.90	NA	232	NA		NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	27.14	21.29	1,605	1	22.49	22.50	SS	5	NA
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.50	NA	232	NA	14.03		NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	89.95	100.00	1,204	1	30.08	SS	NA	5	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	75.91	100.00	1,204	1	42.78	SS	NA	5	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	38.29	0.00	1,204	1	48.63	SS	0	5	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	15.09	0.00	2,319	21	7.85	1.8416	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		237,521			0	5	0.000
							Totals	-4	239	-0.167

"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

Apr-2014

PO		Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering	
Pre-Ordering		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	2.00		3		2.0000	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	5.35		255		5.3529	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		8			0	2	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		5			0	2	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		91.67		12			NA	0	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		2			0	2	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		88.24		34			-2	5	-0.068	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		1			0	5	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		1			0	2	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.72		1,255			-1	2	-0.014	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24		568			0	2	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.64		1,253			0	2	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score					
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	1	NA	0.00		NA	NA	0	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA			NA	NA	0	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	6	NA			NA	NA	0	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	133.33	NA	3	NA			NA	NA	0	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.30		27			0	10	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.00	NA	1	0.00	1.00	SS	NA	10	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.44		39			0	10	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	10.24	7.46	664	67	3.89	0.4723	0	15	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	4	40	26.22	SS	0	5	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	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	
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		FP	CLEC	FP	CLEC	Perf. Score					
MR-1-01-6050	Average Response Time - Create Trouble	20.09	2.26		1,879		-17.8271	0	2	0.000	
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	0.00	NA	2	2.00	SS	0	2	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	12.73	NA	2	0.00	2.00	SS	NA	2	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	NA	50.00	NA	2	2.00	SS	NA	2	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	NA	0.00	NA	2	2.00	SS	0	2	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	13.01	17.65	1,968	17	8.19	-0.9469	-1	5	-0.034	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	18.33	0.00	60	4	19.98	SS	0	5	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	24.29	14.96	1,968	17	21.80	5.31	2.2383	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	14.38	14.36	60	4	16.69	8.62	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	33.48	95.24	1,541	21	10.37	5.0000	0	5	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	70.64	100.00	1,267	1	45.56	SS	NA	10	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	15.09	0.00	2,319	21	7.85	1.8416	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	146	-0.116	
"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

TRUNKS

Apr-2014

OR Ordering		Performance CLEC		Observations FP CLEC		Perf. Score Wgt. Wgld. Score		
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunk:		NA		NA		NA	0	0.000
OR-1-13-5000 % On Time Design Layout Record		NA		NA		NA	0	0.000
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=		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		95.54		763			0	20 0.000
PR-4-15-5000 % On Time Provisioning - Trunks		100.00		1			0	20 0.000
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	3	1	0.00	SS 0	5 0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	3	1	0.00	SS 0	5 0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	2	1	0.00	SS 0	10 0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00	100.00	3	1	0.00	SS NA	5 0.000
MR Maintenance & Repair								
MR-4-01-5000 Mean Time to Repair - Total		NA	NA	NA	NA	0.00	NA NA	0 0.000
MR-4-05-5000 % Out of Service >2 Hours		NA	NA	NA	NA		NA NA	0 0.000
MR-4-06-5000 % Out of Service >4 Hours		NA	NA	NA	NA		NA NA	0 0.000
MR-4-07-5000 % Out of Service >12 Hours		NA	NA	NA	NA		NA NA	0 0.000
MR-4-08-5000 % Out of Service >24 Hours		NA	NA	NA	NA		NA NA	0 0.000
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA	NA	NA	NA		NA NA	0 0.000
NP Network Performance								
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months		0.00					0	5 0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months		0.00					0	10 0.000
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	0 80 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						Apr-2014	
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	-	-	-	47,106	\$0	\$0		\$47,106
	OR-1-02 % On Time LSRC - Flow Through	-	-	-					
	OR-1-04 %OT LSRC - No Facility Check - 2Wdg-UNE/Rsl								
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops				47,106				
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Split								
	OR-1-12 % On Time FOC								
	OR-1-13 % On Time Design Layout Record								
	OR-1-19 % OT Resp. - Req. for Inbound Aug. (<=192)								
	OR-2-04 %OT LSR Rej - No Facility Check - 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/Split								
	OR-4-16 % On Time PCN - 1 Bus. Day								
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl								
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl								
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale								
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale								
PROVISIONING									
3	Installation Performance	\$4,352	\$0	\$6,256	\$0	\$0	\$0		\$10,607
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	4,352							
	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/Split								
	PR-4-04 Missed Appointments - Dispatch								
	PR-4-04 Missed Appmts - Disp - 2W Digital UNE/Resale								
	PR-4-04 Missed Appmts - Disp - Line Share/Split								
	PR-4-05 Missed Appointments - No Dispatch								
	PR-4-05 % Missed Appt - No Disp - 2W Digital - UNE/Resale								
	PR-4-05 % Missed Appt - No Disp - Line Share/Split								
	PR-4-14 % Completed On Time - 2WxDSL Loops								
	PR-4-15 % On Time Provisioning - Trunks								
	PR-6-01 Installation Troubles w/in 30 Days			6,256					
	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/Split								
	PR-4-01 % Missed Appointment - FP - DS0 - UNE/Resale								
	PR-4-01 % Missed Appointment - FP - DS1 - UNE/Resale								
	PR-4-01 % Missed Appointment - FP - DS3 - UNE/Resale								
	PR-4-01 % Missed Appointment - FP - Other - UNE/Resale								
	PR-4-02 Average Delay Days - Total - UNE/Resale								
	PR-5-01 % Missed Appointment - Facilities - UNE/Resale								
	PR-5-02 % Orders Held for Facilities > 15 days - UNE/Resale								
	PR-6-01 % Installation Troubles within 30 days - UNE/Resale								
	PR-8-01 % Open Orders in Hold Status > 30 Days - UNE/Resale								
	PR-4-01 % Missed Appointment - FP - Total - EEL								
	PR-4-02 Average Delay Days - Total - EEL								
	PR-8-01 % Open Orders in a Hold Status > 30 Days - EEL								
	PR-4-01 % Missed Appointment - FP - Total - IOF								
	PR-4-02 Average Delay Days - IOF								
	PR-8-01 % Open Orders in a Hold Status > 30 Days - IOF								
4	PR-4-07 % On Time Performance - LNP					\$0			\$0
5	Hot Cut Performance								\$0
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut								
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut								
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut								
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut								
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut								
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut								
MAINTENANCE									
6	Maintenance Performance	\$ -	\$0	\$0	\$6,858	\$0	\$0		\$6,858
	MR-3-01 Missed Repair Appointments - Loop - Bus.								
	MR-3-01 Missed Repair Appointments - Loop - Res.								
	MR-3-01 Missed Repair Appointments - Loop								
	MR-3-01 % Missed Repr Appt - Loop-2W Digt-UNE/Resale								
	MR-3-01 % Missed Repr Appt - Loop - 2WxDSL Loops				6,858				
	MR-3-01 % Missed Repair Appt - Loop - Line Share/Split								
	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/Split								
	MR-4-08 Out of Service > 24Hrs. - Bus.								
	MR-4-08 Out of Service > 24Hrs. - Res.								
	MR-4-08 Out of Service > 24Hrs. - Total								
	MR-5-01 % Repeat Reports within 30 Days								
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 Days - 2WxDSL Loops								
	MR-5-01 % Repeat Reports w/in 30 Days - Line Share/Split								
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 - UNE/Resale								
	MR-4-01 Mean Time to Repair - DS1 & DS3 - UNE/Resale								
	MR-4-06 % Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale								
	MR-4-08 % Out of Service > 24 Hrs - nonDS0 & DS0 - UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 days - Specials - UNE/Resale								
NETWORK PERFORMANCE									
7	NP-1-04 Final Trunk Groups Blocked					\$0			\$0
8	Collocation							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total								
	NP-2-05/6 % On Time - Physical Collocation - Total								
	NP-2-07/8 Average Delay Days - Total								
RESOLUTION PROCESS									
9	Resolution Process							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04 % CLEC Billing Claims Ackn'dgd w/ 2 Bus Days								
	BI-3-05 % CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
Month Total		\$4,352	\$0	\$6,256	\$53,985	\$0	\$0	\$0	\$64,572

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.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	0.00		0	NA	5
OR-10-02-1000 % 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	100.00		1,075	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00		2,345	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	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E.-No FT) -All Specials -UNE/R	100.00	4	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	95.00	20	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	2	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	4	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	4.76	0.00	105	60	3.45	1.28	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	2.00	NA	5	NA	1.73	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.67	0.00	60	4	6.61	SS	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	60	4	0.00	SS	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	3.53	2.70	85	37	3.63	0.38	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	14.41	1.67	111	60	5.63	2.59	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	4.76	NA	105	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	2.00	NA	5	NA	1.73	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	13.33	0.00	105	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	0
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	8.12	3.48	12	1	9.62	28.43	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.92	8.07	96	40	13.42	5.36	0.39
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	21.30	21.95	108	41		7.51	-0.33

"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

Apr-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.18	1,044	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	97.56	41	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	98.94	94	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	5	\$ -

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
FEB-2014	69.23	247	171	FEB-2014	87.02	131	114
MAR-2014	62.76	239	160	MAR-2014	83.19	113	94
APR-2014	59.33	268	159	APR-2014	78.62	145	114
Overall	63.66	754	480	Overall	82.78	389	322

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
FEB-2014	92.71	247	229	FEB-2014	96.43	112	108
MAR-2014	93.20	260	233	MAR-2014	96.40	111	107
APR-2014	91.34	231	211	APR-2014	91.74	109	100
Overall	92.45	728	673	Overall	94.88	332	315

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
FEB-2014	92.14	649	598	FEB-2014	93.44	640	598
MAR-2014	92.77	940	872	MAR-2014	93.91	608	571
APR-2014	93.67	963	902	APR-2014	95.61	661	632
Overall	92.95	2,552	2,372	Overall	94.34	1,909	1,801

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	14	100.00	22
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	44	1.74	115
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		22.32	2
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	18.33	108	17.17	101
		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.

Apr-2014

	% 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

Apr-2014

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.081	\$ -	
Unbundled Network Elements - Loop	-0.071	\$ -	
Resale	-0.167	\$ -	
Digital Subscriber Lines	-0.116	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ -
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 47,106	
3 Installation Performance		\$ 10,607	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 6,858	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 64,572
Individual Rule Payments:			\$ 351
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 64,923

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

Apr-2014

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	3.06		767	3.0613	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	3.01		165	3.0121	0	2	0.000	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	3.21		2,118	3.2134	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.63		325	3.6308	0	2	0.000	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		99.12		113		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		1		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.72		1,255		-1	5	-0.020	-0.049
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24		568		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.64		1,253		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		78.62		145		-2	5	-0.041	-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		4.46		112		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		95.31		128		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		25		0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		97.87		47		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	84.23	75.00	1,985	12	10.55	-1.2414	-1	5	-0.020
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.39	0.86	4,186	116	1.10	0.0601	0	20	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	12.83	5.88	421	17	8.27	0.3955	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	1.44	1.00	112	3	1.43	0.83	NA	15	NA
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.66	0.00	421	17	3.16	0.6951	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.24	0.00	421	17	1.20	1.7646	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	2.87	1.68	3,244	119	1.56	0.4162	0	10	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	20.09	2.26		1,879		-17.8271	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	42.63		418		42.6268	NA	0	NA
Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	23.14	4.29	363	70	5.51	3.8559	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	17.65	7.14	119	14	10.77	0.5693	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.95	9.90	363	70	12.47	1.63	1.3346	0	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	25.55	13.33	119	14	165.22	46.68	-0.4513	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	61.90	61.36	231	44	7.99	0.0923	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	36.36	34.09	231	44	7.91	0.1055	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	6.93	4.55	231	44	4.18	0.1855	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	10.72	0.00	1,605	13	8.61	0.7367	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.90	0.00	232	1	25.39	SS	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	27.14	20.36	1,605	13	22.49	6.26	1.2725	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	14.50	19.84	232	1	14.03	14.06	SS	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	89.95	71.43	1,204	7	11.40	1.0228	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	75.91	57.14	1,204	7	16.21	0.7501	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	38.29	14.29	1,204	7	18.43	0.9027	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	15.09	15.31	2,319	98	3.69	-0.2313	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		237,521			0	5	0.000
							Totals	-4	246	-0.081

"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

Apr-2014

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	3.06	767		3.0613	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	3.01	165		3.0121	0	2	0.000	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	3.21	2,118		3.2134	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.63	325		3.6308	0	2	0.000	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000
OR Ordering										
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		99.21	254			0	10	0.000	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA	NA			NA	0	NA	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.72	1,255			-1	2	-0.012	-0.029
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24	568			0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.64	1,253			0	2	0.000	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		91.74	109			0	5	0.000	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop		4.48	290			0	5	0.000	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		98.58	916			0	5	0.000	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		93.75	16			NA	0	NA	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	47			0	2	0.000	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	1			0	2	0.000	0.000
PR Provisioning										
PR-4-02-3100	Average Delay Days - Total - POTS	1.44	1.00	112	3	1.43	0.83	SS	NA	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	12.83	4.35	421	23		7.16	0.8584	0	20
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.66	4.35	421	23		2.74	-1.5594	0	5
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.24	0.00	421	23		1.04	1.6276	0	5
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	9.94	4.65	664	43		4.71	0.8581	0	10
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		44				0	10
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		14				0	10
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	20.09	2.26		1,879				0	2
Totals										
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	13.01	9.09	1,968	55		4.60	0.6216	0	10
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	24.29	11.11	1,968	55	21.80	2.98	5.0000	0	5
MR-4-07-3112	% Out of Service > 12 Hours - Loop	70.64	40.00	1,267	30		8.41	3.2593	0	5
MR-4-08-3112	% Out of Service > 24 Hours - Loop	37.17	10.00	1,267	30		8.93	3.0899	0	5
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	15.09	10.00	2,319	60		4.68	0.9023	0	10
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	18.33	20.00	60	5		18.01	SS	NA	10
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	14.38	10.98	60	5	16.69	7.77	SS	NA	5
Totals										
									-1	170
									-0.012	

"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

Apr-2014

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	3.06		767		3.0613	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	3.01		165		3.0121	0	2	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	3.21		2,118		3.2134	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	3.63		325		3.6308	0	2	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		100.00		8			0	10	0.000
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		0.72		1,255			-1	5	-0.021
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24		568			0	5	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.64		1,253			0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		66.67		12			-2	10	-0.084
OR-6-03-2000	% Accuracy - LSRC		2.86		35			0	10	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		95.74		47			0	5	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		3			0	2	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		16			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	84.23	25.00	1,985	4		18.24	SS	NA	5
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.39	0.00	4,186	19		2.69	0.7310	0	20
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	12.83	33.33	421	3		19.37	SS	NA	10
PR-4-02-2100	Average Delay Days - Total - POTS	1.44	3.00	112	1	1.43	1.43	SS	NA	15
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.66	0.00	421	3		7.41	SS	0	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.24	0.00	421	3		2.82	SS	0	5
PR-6-01-2100	% Installation Troubles within 30 days - POTS	2.87	7.69	3,244	13		4.64	-1.6231	-1	15
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	20.09	2.26		1,879		-17.8271	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	42.63		418		42.6268	NA	0	NA
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	23.14	0.00	363	12		12.37	1.6926	0	10
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	17.65	0.00	119	8		13.92	0.7554	0	10
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.95	9.78	363	12	12.47	3.66	0.5589	0	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	25.55	13.89	119	8	165.22	60.35	-0.6505	0	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	61.90	40.00	231	5		21.95	SS	NA	5
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	36.36	40.00	231	5		21.74	SS	NA	5
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	6.93	0.00	231	5		11.48	SS	0	5
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	10.72	0.00	1,605	1		30.94	SS	0	10
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.90	NA	232	NA		NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	27.14	21.29	1,605	1	22.49	22.50	SS	NA	5
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.50	NA	232	NA	14.03	NA	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	89.95	100.00	1,204	1		30.08	SS	NA	5
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	75.91	100.00	1,204	1		42.78	SS	NA	5
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	38.29	0.00	1,204	1		48.63	SS	0	5
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	15.09	0.00	2,319	21		7.85	1.8416	0	10
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		237,521				0	5
									Totals	-4
										239
										-0.167

"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

Apr-2014

		Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review	
PO	Pre-Ordering	FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	2.00		3	2.0000	0	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	5.35		255	5.3529	0	5	0.000	0.000	
PO-2-02-6050	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		8		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		5		0	2	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		91.67		12		NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	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		88.24		34		-2	5	-0.068	-0.250	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		1		0	5	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		1		0	2	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.72		1,255		-1	2	-0.014	-0.050	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.24		568		0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.64		1,253		0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score					
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	1	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	6	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	133.33	NA	3	NA		NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.30		27		0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.00	NA	1	0.00	1.00	SS	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.44		39		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	10.24	7.46	664	67	3.89	0.4723	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	4	40	26.22	SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	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	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC		Diff.	Perf. Score	Wgt	Wgt'd Score	
MR-1-01-6050	Average Response Time - Create Trouble	20.09	2.26		1,879		-17.8271	0	2	0.000	0.000
Stat. Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	0.00	NA	2	2.00	SS	0	2	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	12.73	NA	2	0.00	2.00	SS	2	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	NA	50.00	NA	2	2.00	SS	NA	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	NA	0.00	NA	2	2.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	13.01	17.65	1,968	17	8.19	-0.9469	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	18.33	0.00	60	4	19.98	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	24.29	14.96	1,968	17	21.80	5.31	2.2383	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	14.38	14.36	60	4	16.69	8.62	SS	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	33.48	95.24	1,541	21	10.37	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	70.64	100.00	1,267	1	45.56	SS	NA	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	15.09	0.00	2,319	21	7.85	1.8416	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-3	146	-0.082	

"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

Apr-2014

OR		Ordering		Performance		Observations		Perf.											
		CLEC		FP		CLEC		Score	Wgt.	Wgtd. Score									
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunk:		NA				NA		NA	0	0.000									
OR-1-13-5000 % On Time Design Layout Record		NA				NA		NA	0	0.000									
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=		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		95.54				763			0	20	0.000								
PR-4-15-5000 % On Time Provisioning - Trunks		100.00				1			0	20	0.000								
PR-5-01-5000 % Missed Appointment - Facilities		0.00		0.00		3		1		0.00	SS	0	5	0.000					
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00		0.00		3		1		0.00	SS	0	5	0.000					
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00		0.00		2		1		0.00	SS	0	10	0.000					
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00		100.00		3		1		0.00	SS	NA	5	0.000					
MR		Maintenance & Repair																	
MR-4-01-5000 Mean Time to Repair - Total		NA		NA		NA		NA		0.00				NA		NA	0	0.000	
MR-4-05-5000 % Out of Service >2 Hours		NA		NA		NA		NA						NA		NA	0	0.000	
MR-4-06-5000 % Out of Service >4 Hours		NA		NA		NA		NA						NA		NA	0	0.000	
MR-4-07-5000 % Out of Service >12 Hours		NA		NA		NA		NA						NA		NA	0	0.000	
MR-4-08-5000 % Out of Service >24 Hours		NA		NA		NA		NA						NA		NA	0	0.000	
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA		NA		NA		NA						NA		NA	0	0.000	
NP		Network Performance																	
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months		0.00												0		5		0.000	
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months		0.00												0		10		0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals		0		80		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				Apr-2014			
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	-	-	-	-				\$0
	PO-1-06 Mechanized Loop Qualification - EDI								
	PO-1-06 Mechanized Loop Qualification - CORBA								
	PO-1-06 Mechanized Loop Qualification - Web GUI								
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-				
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-				
ORDERING									
2	% On Time Ordering Notification	-	-	-	47,106	\$0	\$0		\$47,106
	OR-1-02 % On Time LSRC-Flow Through	-	-	-					
	OR-1-04 %OT LSRC - No Facility Check - 2Wdg-UNE/Rsl								
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops				47,106				
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Split								
	OR-1-12 % On Time FOC								
	OR-1-13 % On Time Design Layout Record								
	OR-1-19 % OT Resp - Req for Inbound Aug. (<=192)								
	OR-2-04 %OT LSR Rej - No Facility Check - 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/Split								
	OR-4-16 % On Time PCN - 1 Bus Day								
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl								
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl								
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale								
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale								
PROVISIONING									
3	Installation Performance	\$4,352	\$0	\$6,256	\$0	\$0	\$0		\$10,607
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	4,352							
	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/Split								
	PR-4-04 Missed Appointments - Dispatch	-	-	-					
	PR-4-04 Missed Appnts - Disp - 2W Digital UNE/Resale								
	PR-4-04 Missed Appnts - Disp - Line Share/Split								
	PR-4-05 Missed Appointments - No Dispatch	-	-	-					
	PR-4-05 % Missed Appt - No Disp - 2W Digital - UNE/Resale								
	PR-4-05 % Missed Appt - No Disp - Line Share/Split								
	PR-4-14 % Completed On Time - 2WxDSL Loops								
	PR-4-15 % On Time Provisioning - Trunks								
	PR-6-01 Installation Troubles w/in 30 Days	-	-	6,256					
	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/Split								
	PR-4-01 % Missed Appointment - FP - DS0 - UNE/Resale								
	PR-4-01 % Missed Appointment - FP - DS1 - UNE/Resale								
	PR-4-01 % Missed Appointment - FP - DS3 - UNE/Resale								
	PR-4-01 % Missed Appointment - FP - Other - UNE/Resale								
	PR-4-02 Average Delay Days - Total - UNE/Resale								
	PR-5-01 % Missed Appointment - Facilities - UNE/Resale								
	PR-5-02 % Orders Held for Facilities > 15 days - UNE/Resale								
	PR-6-01 % Installation Troubles within 30 days - UNE/Resale								
	PR-8-01 % Open Orders in Hold Status > 30 Days - UNE/Resale								
	PR-4-01 % Missed Appointment - FP - Total - EEL								
	PR-4-02 Average Delay Days - Total - EEL								
	PR-8-01 % Open Orders in a Hold Status > 30 Days - EEL								
	PR-4-01 % Missed Appointment - FP - Total - IOF								
	PR-4-02 Average Delay Days - IOF								
	PR-8-01 % Open Orders in a Hold Status > 30 Days - IOF								
4	PR-4-07 % On Time Performance - LNP					\$0			\$0
5	Hot Cut Performance		-						\$0
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut		-						
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut		-						
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut		-						
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut		-						
MAINTENANCE									
6	Maintenance Performance	\$ -	\$0	\$0	\$0	\$0	\$0		\$0
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-					
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-					
	MR-3-01 Missed Repair Appointments - Loop	-	-	-					
	MR-3-01 % Missed Repr Appt - Loop-2W Digtal-UNE/Resale								
	MR-3-01 % Missed Repr Appt - Loop - 2WxDSL Loops								
	MR-3-01 % Missed Repair Appt - Loop - Line Share/Split								
	MR-3-02 % Missed Repair Appointment - CO - 2WxDSL Loops								
	MR-4-03 Mean Time To Repair - CO - 2WxDSL Loops								
	MR-4-04 % Cleared(all trbls) w/in 24hrs-2W Digtal-UNE/Resale								
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2WxDSL Loops								
	MR-4-04 % Cleared (all troubles) w/in 24 Hours - Line Share/Split								
	MR-4-08 Out of Service > 24Hrs. - Bus.	-	-	-					
	MR-4-08 Out of Service > 24Hrs. - Res.	-	-	-					
	MR-4-08 Out of Service > 24Hrs. - Total	-	-	-					
	MR-5-01 % Repeat Reports within 30 Days								
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digtal-UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 Days - 2WxDSL Loops								
	MR-5-01 % Repeat Reports w/in 30 Days - Line Share/Split								
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 - UNE/Resale								
	MR-4-01 Mean Time to Repair - DS1 & DS3 - UNE/Resale								
	MR-4-06 % Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale								
	MR-4-08 % Out of Service > 24 Hrs - nonDS0 & DS0 - UNE/Resale								
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale								
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 days - Specials - UNE/Resale								
NETWORK PERFORMANCE									
7	NP-1-04 Final Trunk Groups Blocked					\$0			\$0
8	Collocation							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total								
	NP-2-05/6 % On Time - Physical Collocation - Total								
	NP-2-07/8 Average Delay Days - Total								
RESOLUTION PROCESS									
9	Resolution Process							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days								
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
Month Total		\$4,352	\$0	\$6,256	\$47,106	\$0	\$0	\$0	\$57,714

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.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
OR-10-02-1000 % 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	100.00	1,075	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	2,345	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	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E.-No FT) -All Specials -UNE/R	100.00	4	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	95.00	20	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	2	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	4	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	4.76	0.00	105	60	3.45	1.28	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	2.00	NA	5	NA	1.73	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.67	0.00	60	4	6.61	SS	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	60	4	0.00	SS	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	3.53	2.70	85	37	3.63	0.38	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	14.41	1.67	111	60	5.63	2.59	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	4.76	NA	105	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	2.00	NA	5	NA	1.73	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	13.33	0.00	105	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	0
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	8.12	3.48	12	1	9.62	28.43	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.92	8.07	96	40	13.42	5.36	0.39
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	21.30	21.95	108	41		7.51	-0.33

"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

Apr-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.18	1,044	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	97.56	41	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	98.94	94	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	5	\$ -

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
FEB-2014	69.23	247	171	FEB-2014	87.02	131	114
MAR-2014	62.76	239	160	MAR-2014	83.19	113	94
APR-2014	69.33	268	169	APR-2014	78.62	145	114
Overall	63.66	754	480	Overall	82.78	389	322

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
FEB-2014	92.71	247	229	FEB-2014	96.43	112	108
MAR-2014	93.20	250	233	MAR-2014	96.40	111	107
APR-2014	91.34	231	211	APR-2014	91.74	109	100
Overall	92.45	728	673	Overall	94.88	332	315

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
FEB-2014	92.14	649	598	FEB-2014	93.44	640	598
MAR-2014	92.77	940	872	MAR-2014	93.91	608	571
APR-2014	93.67	963	902	APR-2014	95.61	661	632
Overall	92.95	2,552	2,372	Overall	94.34	1,909	1,801

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	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	14	100.00	22
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	44	1.74	115
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 Durtln HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		22.32	2
PR-9-08-3533	Avg Durtln HC Install Trbl-UNE POTS Loop Ttl HC-FP	18.33	108	17.17	101
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtln 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.

Apr-2014

		% 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

Apr-2014

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.081	\$ -	
Unbundled Network Elements - Loop	-0.012	\$ -	
Resale	-0.167	\$ -	
Digital Subscriber Lines	-0.082	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ -
# CRITICAL MEASURES			
1	OSS Interface	\$ -	
2	% On Time Ordering Notification	\$ 47,106	
3	Installation Performance	\$ 10,607	
4	% On Time Performance - LNP	\$ -	
5	Hot Cut Performance	\$ -	
6	Maintenance Performance	\$ -	
7	Final Trunk Groups Blocked	\$ -	
8	Collocation	\$ -	
9	Resolution Processes	\$ -	
Critical Measure Total			\$ 57,714
Individual Rule Payments:			\$ 1,953
SPECIAL PROVISIONS			
	UNE Ordering	\$ -	
	UNE Flow Through	\$ -	
	UNE Hot Cut Loop	\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 59,667

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