

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

**PRELIM UNE Platform**

**May-2014**

| PO                                 | Pre-Ordering                                          | Performance |        | Observations |         | Diff. | Perf. Score   |         | Wgt. | Wgt. Score |       | Domain Clustering Review |
|------------------------------------|-------------------------------------------------------|-------------|--------|--------------|---------|-------|---------------|---------|------|------------|-------|--------------------------|
|                                    |                                                       | FP          | CLEC   | FP           | CLEC    |       | Score         | Wgt.    |      | Score      | Wgt.  |                          |
| PO-1-01-6020                       | Customer Service Record - EDI                         | NA          | 2.84   |              | 813     |       | 2.8389        | 0       | 2    | 0.000      |       | 0.000                    |
| PO-1-03-6020                       | Address Validation - EDI                              | NA          | 3.57   |              | 165     |       | 3.5697        | 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       | 0    | NA         |       | 0.000                    |
| PO-1-03-6030                       | Address Validation - CORBA                            | NA          | NA     |              | NA      |       | NA            | 0       | 0    | NA         |       | 0.000                    |
| PO-2-02-6030                       | OSS Interface Availability - Prime - CORBA            |             | NA     |              |         |       | NA            | 0       | 0    | NA         |       | 0.000                    |
| PO-1-01-6050                       | Customer Service Record - Web GUI                     | NA          | 2.94   |              | 1,891   |       | 2.9413        | 0       | 2    | 0.000      |       | 0.000                    |
| PO-1-03-6050                       | Address Validation - Web GUI                          | NA          | 3.33   |              | 601     |       | 3.3278        | 0       | 2    | 0.000      |       | 0.000                    |
| PO-2-02-6080                       | OSS Interface Availability - Prime - Web GUI          |             | 100.00 |              |         |       |               | 0       | 5    | 0.000      |       | 0.000                    |
| <b>OR Ordering</b>                 |                                                       |             |        |              |         |       |               |         |      |            |       |                          |
| OR-1-02-3140                       | % On Time LSRC - Flow Through - Platform - 2hrs       |             | 98.57  |              | 140     |       |               | 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     |             | 0.18   |              | 1,130   |       |               | 0       | 5    | 0.000      |       | 0.000                    |
| OR-4-16-1000                       | % On Time PCN - 1 Business Day                        |             | 98.62  |              | 509     |       |               | 0       | 5    | 0.000      |       | 0.000                    |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day                        |             | 98.85  |              | 1,128   |       |               | 0       | 5    | 0.000      |       | 0.000                    |
| OR-5-03-3140                       | % Flow-Through Achieved-UNE POTS Platform             |             | 91.61  |              | 155     |       |               | -1      | 5    | -0.022     |       | -0.049                   |
| OR-6-03-3140                       | % Accuracy - LSRC - Platform                          |             | 2.33   |              | 88      |       |               | 0       | 5    | 0.000      |       | 0.000                    |
| OR-1-04-3140                       | % OT LSRC - No Facility Check - Platform              |             | 95.37  |              | 108     |       |               | 0       | 5    | 0.000      |       | 0.000                    |
| OR-1-06-3140                       | % OT LSRC/ASRC - Facility Check - Platform            |             | 100.00 |              | 35      |       |               | 0       | 2    | 0.000      |       | 0.000                    |
| OR-2-04-3140                       | % OT LSR Rej. - No Facility Check - Platform          |             | 100.00 |              | 30      |       |               | 0       | 2    | 0.000      |       | 0.000                    |
| OR-2-06-3140                       | % OT LSR/ASR Rej. - Facility Check - Platform         |             | 100.00 |              | 3       |       |               | 0       | 2    | 0.000      |       | 0.000                    |
| <b>PR Provisioning</b>             |                                                       |             |        |              |         |       |               |         |      |            |       |                          |
| PR-3-01-3140                       | % Completed in 1 Day (1-5 Lines - No Disp) - Platform | 85.29       | 45.45  | 1,761        | 11      | 10.71 | -3.4327       | -2      | 5    | -0.043     |       | -0.071                   |
| PR-4-05-3140                       | % Missed Appointment - FP - No Dispatch - Platform    | 1.14        | 0.64   | 4,904        | 157     | 0.86  | 0.0818        | 0       | 20   | 0.000      |       | 0.000                    |
| PR-4-04-3140                       | % Missed Appointment - FP - Dispatch - Platform       | 16.40       | 5.56   | 439          | 18      | 8.90  | 0.8889        | 0       | 10   | 0.000      |       | 0.000                    |
| PR-4-02-3100                       | Average Delay Days - Total - POTS                     | 2.48        | 1.00   | 128          | 3       | 6.74  | 3.93          | NA      | 15   | NA         |       | 0.000                    |
| PR-5-01-3140                       | % Missed Appointment - Facilities - Platform          | 1.14        | 0.00   | 439          | 18      | 2.55  | 0.9049        | 0       | 5    | 0.000      |       | 0.000                    |
| PR-5-02-3140                       | % Orders Held for Facilities > 15 days - Platform     | 0.00        | 0.00   | 439          | 18      | 0.00  | 5.0000        | 0       | 5    | 0.000      |       | 0.000                    |
| PR-6-01-3140                       | % Installation Troubles within 30 days - Platform     | 4.48        | 2.40   | 2,882        | 167     | 1.65  | 1.1009        | 0       | 10   | 0.000      |       | 0.000                    |
| <b>MR Maintenance &amp; Repair</b> |                                                       |             |        |              |         |       |               |         |      |            |       |                          |
| MR-1-01-6050                       | Average Response Time - Create Trouble                | 0.92        | 2.33   |              | 1,607   |       | 1.4153        | 0       | 2    | 0.000      |       | 0.000                    |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)      | NA          | 42.86  |              | 458     |       | 42.8559       | NA      | 0    | NA         |       | 0.000                    |
| <b>Stat. Score</b>                 |                                                       |             |        |              |         |       |               |         |      |            |       |                          |
| MR-3-01-3144                       | % Missed Repair Appointments - Loop - Platform - Bus  | 26.60       | 8.70   | 391          | 46      | 6.89  | 2.6715        | 0       | 10   | 0.000      |       | 0.000                    |
| MR-3-02-3144                       | % Missed Repair Appointments - CO - Platform - Bus    | 17.17       | 0.00   | 99           | 14      | 10.77 | 1.3578        | 0       | 10   | 0.000      |       | 0.000                    |
| MR-4-02-3144                       | Mean Time to Repair - Loop Trouble - Platform - Bus   | 13.24       | 13.61  | 388          | 46      | 14.29 | 2.23          | -0.2263 | 0    | 5          | 0.000 | 0.000                    |
| MR-4-03-3144                       | Mean Time to Repair - CO Trouble - Platform - Bus     | 6.17        | 5.09   | 99           | 14      | 7.87  | 2.25          | 0.4843  | 0    | 5          | 0.000 | 0.000                    |
| MR-4-06-3144                       | % Out of Service >4 Hours - Platform - Bus            | 61.92       | 58.62  | 239          | 29      |       | 9.55          | 0.1551  | 0    | 5          | 0.000 | 0.000                    |
| MR-4-07-3144                       | % Out of Service >12 Hours - Platform - Bus           | 36.40       | 41.38  | 239          | 29      |       | 9.46          | -0.7341 | 0    | 5          | 0.000 | 0.000                    |
| MR-4-08-3144                       | % Out of Service > 24 Hours - Platform - Bus          | 8.37        | 3.45   | 239          | 29      |       | 5.45          | 0.4997  | 0    | 5          | 0.000 | 0.000                    |
| MR-3-01-3145                       | % Missed Repair Appointments - Loop - Platform - Res  | 12.43       | 0.00   | 1,802        | 21      | 7.24  | 1.5325        | 0       | 10   | 0.000      |       | 0.000                    |
| MR-3-02-3145                       | % Missed Repair Appointments - CO - Platform - Res    | 9.20        | NA     | 163          | NA      |       | NA            | NA      | 0    | 0          | NA    | 0.000                    |
| MR-4-02-3145                       | Mean Time to Repair - Loop Trouble - Platform - Res   | 29.80       | 14.90  | 1,801        | 21      | 35.70 | 7.84          | 3.7190  | 0    | 5          | 0.000 | 0.000                    |
| MR-4-03-3145                       | Mean Time to Repair - CO Trouble - Platform - Res     | 16.13       | NA     | 163          | NA      | 17.63 |               | NA      | 0    | 0          | NA    | 0.000                    |
| MR-4-06-3145                       | % Out of Service >4 Hours - Platform - Res            | 90.33       | 90.00  | 1,262        | 10      |       | 9.38          | 0.3576  | 0    | 5          | 0.000 | 0.000                    |
| MR-4-07-3145                       | % Out of Service >12 Hours - Platform - Res           | 77.58       | 70.00  | 1,262        | 10      |       | 13.24         | 0.2586  | 0    | 5          | 0.000 | 0.000                    |
| MR-4-08-3145                       | % Out of Service > 24 Hours - Platform - Res          | 42.87       | 30.00  | 1,262        | 10      |       | 15.71         | 0.4825  | 0    | 5          | 0.000 | 0.000                    |
| MR-5-01-3140                       | % Repeat Reports w/in 30 days - Platform              | 16.48       | 17.28  | 2,451        | 81      |       | 4.19          | -0.3709 | 0    | 10         | 0.000 | 0.000                    |
| <b>BI Billing</b>                  |                                                       |             |        |              |         |       |               |         |      |            |       |                          |
| BI-1-02-1000                       | % DUF in 4 Business Days                              |             | 100.00 |              | 241,569 |       |               | 0       | 5    | 0.000      |       |                          |
|                                    |                                                       |             |        |              |         |       | Totals        |         |      |            |       |                          |
|                                    |                                                       |             |        |              |         |       | -3 231 -0.065 |         |      |            |       |                          |

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**

**May-2014**

| PO                                                              | Pre-Ordering                                       | Performance |        | Observations |       | Diff. | Perf.  |         | Wgt. | Score            | Domain Clustering |             |        |
|-----------------------------------------------------------------|----------------------------------------------------|-------------|--------|--------------|-------|-------|--------|---------|------|------------------|-------------------|-------------|--------|
|                                                                 |                                                    | FP          | CLEC   | CLEC         | Score |       | Wgt    |         |      |                  |                   |             |        |
| PO-2-02-6010                                                    | OSS Interface Availability - Prime - WPTS          |             | NA     |              |       |       | NA     | 0       |      | NA               | 0.000             |             |        |
| PO-1-01-6020                                                    | Customer Service Record - EDI                      | NA          | 2.84   |              | 813   |       | 2.8389 | 0       | 2    | 0.000            | 0.000             |             |        |
| PO-1-03-6020                                                    | Address Validation - EDI                           | NA          | 3.57   |              | 165   |       | 3.5697 | 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          | 2.94   |              | 1,891 |       | 2.9413 | 0       | 2    | 0.000            | 0.000             |             |        |
| PO-1-03-6050                                                    | Address Validation - Web GUI                       | NA          | 3.33   |              | 601   |       | 3.3278 | 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        |             | 98.47  |              | 261   |       |        | 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  |             | 0.18   |              | 1,130 |       |        | 0       | 2    | 0.000            | 0.000             |             |        |
| OR-4-16-1000                                                    | % On Time PCN - 1 Business Day                     |             | 98.62  |              | 509   |       |        | 0       | 2    | 0.000            | 0.000             |             |        |
| OR-4-17-1000                                                    | % On Time BCN - 2 Business Day                     |             | 98.85  |              | 1,128 |       |        | 0       | 2    | 0.000            | 0.000             |             |        |
| OR-5-03-3112                                                    | % Flow-Through Achieved-UNE POTS Loop              |             | 93.14  |              | 102   |       |        | -1      | 5    | -0.029           | -0.071            |             |        |
| OR-6-03-3331                                                    | % Accuracy - LSRC - Loop                           |             | 6.67   |              | 270   |       |        | -1      | 5    | -0.029           | -0.071            |             |        |
| OR-1-04-3331                                                    | % OT LSRC - No Facility Check - Loop/LNP           |             | 97.85  |              | 885   |       |        | 0       | 5    | 0.000            | 0.000             |             |        |
| OR-1-06-3331                                                    | % OT LSRC/ASRC - Facility Check - Loop/LNP         |             | 100.00 |              | 11    |       |        | 0       | 2    | 0.000            | 0.000             |             |        |
| OR-2-04-3331                                                    | % OT LSR Rej - No Facility Check - Loop/LNP        |             | 100.00 |              | 47    |       |        | 0       | 2    | 0.000            | 0.000             |             |        |
| OR-2-06-3331                                                    | % OT LSR/ASR Rej - Facility Check - Loop/LNP       |             | NA     |              | NA    |       |        | NA      | 0    | NA               | 0.000             |             |        |
| PR Provisioning                                                 |                                                    |             |        |              |       |       |        |         |      | FP Std Deviation | Sampling Error    | Stat. Score | Wgt    |
| PR-4-02-3100                                                    | Average Delay Days - Total - POTS                  | 2.48        | 1.00   | 128          | 3     | 6.74  | 3.93   | SS      | NA   | 5                | NA                | 0.000       |        |
| PR-4-04-3113                                                    | % Missed Appointment - FP - Dispatch - Loop-New    | 16.40       | 2.70   | 439          | 37    |       | 6.34   | 2.2115  | 0    | 20               | 0.000             | 0.000       |        |
| PR-5-01-3112                                                    | % Missed Appointment - Facilities - Loop           | 1.14        | 0.00   | 439          | 37    |       | 1.82   | 0.4291  | 0    | 5                | 0.000             | 0.000       |        |
| PR-5-02-3112                                                    | % Orders Held for Facilities > 15 days - Loop      | 0.00        | 0.00   | 439          | 37    |       | 0.00   | 5.0000  | 0    | 5                | 0.000             | 0.000       |        |
| PR-6-01-3113                                                    | % Installation Troubles within 30 days - Loop New  | 13.09       | 13.33  | 619          | 60    |       | 4.56   | -0.2924 | 0    | 10               | 0.000             | 0.000       |        |
| PR-6-02-3520                                                    | % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut  |             | 0.00   |              | 99    |       |        |         | 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 |              | 20    |       |        |         | 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             | 0.92        | 2.33   |              | 1,607 |       |        | 1.4153  | 0    | 2                | 0.000             | 0.000       |        |
|                                                                 |                                                    |             |        |              |       |       |        |         |      | Stat Score       |                   |             |        |
| MR-3-01-3112                                                    | % Missed Repair Appointments - Loop - Loop         | 14.96       | 11.11  | 2,193        | 63    |       | 4.56   | 0.6434  | 0    | 10               | 0.000             | 0.000       |        |
| MR-4-02-3112                                                    | Mean Time to Repair - Loop Trouble - Loop          | 26.81       | 11.90  | 2,189        | 63    | 33.54 | 4.29   | 5.0000  | 0    | 5                | 0.000             | 0.000       |        |
| MR-4-07-3112                                                    | % Out of Service > 12 Hours - Loop                 | 72.07       | 23.33  | 1,432        | 30    |       | 8.28   | 5.0000  | 0    | 5                | 0.000             | 0.000       |        |
| MR-4-08-3112                                                    | % Out of Service > 24 Hours - Loop                 | 38.48       | 0.00   | 1,432        | 30    |       | 8.98   | 4.8650  | 0    | 5                | 0.000             | 0.000       |        |
| MR-5-01-3112                                                    | % Repeat Reports w/in 30 days - Loop               | 16.48       | 15.63  | 2,451        | 64    |       | 4.70   | 0.0247  | 0    | 10               | 0.000             | 0.000       |        |
| MR-3-02-3112                                                    | % Missed Repair Appointments - CO - Loop           | 7.04        | 100.00 | 71           | 1     |       | 25.77  | SS      | NA   | 10               | NA                | 0.000       |        |
| MR-4-03-3112                                                    | Mean Time to Repair - CO Trouble - Loop            | 12.37       | 6.68   | 71           | 1     | 14.82 | 14.92  | SS      | NA   | 5                | NA                | 0.000       |        |
| "NA" - no activity "UD" - under development "SS" - Small Sample |                                                    |             |        |              |       |       |        |         |      | Totals           | -2                | 170         | -0.059 |

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

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

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

**PRELIM**

**RESALE**

**May-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          | 2.84   |              | 813     | 2.8389           | 0              | 2           | 0.000        | 0.000                    |
| PO-1-03-6020                       | Address Validation - EDI                                    | NA          | 3.57   |              | 165     | 3.5697           | 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          | 2.94   |              | 1,891   | 2.9413           | 0              | 2           | 0.000        | 0.000                    |
| PO-1-03-6050                       | Address Validation - Web GUI                                | NA          | 3.33   |              | 601     | 3.3278           | 0              | 2           | 0.000        | 0.000                    |
| PO-2-02-6080                       | OSS Interface Availability - Prime - Web GUI                |             | 100.00 |              |         |                  | 0              | 5           | 0.000        | 0.000                    |
| <b>OR Ordering</b>                 |                                                             |             |        |              |         |                  |                |             |              |                          |
| OR-1-02-2320                       | % On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2h |             | 100.00 |              | 9       |                  | 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           |             | 0.18   |              | 1,130   |                  | 0              | 5           | 0.000        | 0.000                    |
| OR-4-16-1000                       | % On Time PCN - 1 Business Day                              |             | 98.62  |              | 509     |                  | 0              | 5           | 0.000        | 0.000                    |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day                              |             | 98.85  |              | 1,128   |                  | 0              | 5           | 0.000        | 0.000                    |
| OR-5-03-2000                       | % Flow Through - Achieved - POTS                            |             | 81.82  |              | 11      |                  | -1             | 10          | -0.042       | -0.093                   |
| OR-6-03-2000                       | % Accuracy - LSRC                                           |             | 4.17   |              | 24      |                  | 0              | 10          | 0.000        | 0.000                    |
| OR-1-04-2320                       | % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx         |             | 100.00 |              | 63      |                  | 0              | 5           | 0.000        | 0.000                    |
| OR-1-06-2320                       | % OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx       |             | 100.00 |              | 1       |                  | 0              | 2           | 0.000        | 0.000                    |
| OR-2-04-2320                       | % OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx      |             | 100.00 |              | 6       |                  | 0              | 2           | 0.000        | 0.000                    |
| OR-2-06-2320                       | % OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx     |             | NA     |              | NA      |                  | NA             | 0           | NA           | 0.000                    |
| <b>PR Provisioning</b>             |                                                             |             |        |              |         |                  |                |             |              |                          |
|                                    |                                                             | 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     | 85.29       | 80.00  | 1,761        | 5       | 15.86            | SS             | NA          | 5            | NA                       |
| PR-4-05-2100                       | % Missed Appointment- FP - No Dispatch - POTS               | 1.14        | 0.00   | 4,904        | 24      | 2.17             | 0.7051         | 0           | 20           | 0.000                    |
| PR-4-04-2100                       | % Missed Appointment - FP - Dispatch - POTS                 | 16.40       | 25.00  | 439          | 4       | 18.60            | SS             | NA          | 10           | NA                       |
| PR-4-02-2100                       | Average Delay Days - Total - POTS                           | 2.48        | 3.50   | 128          | 2       | 6.74             | 4.80           | SS          | NA           | 15                       |
| PR-5-01-2100                       | % Missed Appointment - Facilities - POTS                    | 1.14        | 25.00  | 439          | 4       | 5.33             | SS             | NA          | 5            | NA                       |
| PR-5-02-2100                       | % Orders Held for Facilities > 15 days - POTS               | 0.00        | 0.00   | 439          | 4       | 0.00             | SS             | 0           | 5            | 0.000                    |
| PR-6-01-2100                       | % Installation Troubles within 30 days - POTS               | 4.48        | 0.00   | 2,882        | 26      | 4.07             | 0.5079         | 0           | 15           | 0.000                    |
| <b>MR Maintenance &amp; Repair</b> |                                                             |             |        |              |         |                  |                |             |              |                          |
|                                    |                                                             | Diff.       |        |              |         |                  |                |             |              |                          |
| MR-1-01-6050                       | Average Response Time - Create Trouble                      | 0.92        | 2.33   |              | 1,607   |                  | 1.4153         | 0           | 2            | 0.000                    |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)            | NA          | 42.86  |              | 458     |                  | 42.8559        | NA          | 0            | NA                       |
|                                    |                                                             | Stat Score  |        |              |         |                  |                |             |              |                          |
| MR-3-01-2110                       | % Missed Repair Appointments - Loop - Bus.                  | 26.60       | 0.00   | 391          | 11      | 13.51            | 1.8071         | 0           | 10           | 0.000                    |
| MR-3-02-2110                       | % Missed Repair Appointments - CO - Bus.                    | 17.17       | 0.00   | 99           | 2       | 26.94            | SS             | 0           | 10           | 0.000                    |
| MR-4-02-2110                       | Mean Time To Repair - Loop Trouble - Bus.                   | 13.24       | 11.15  | 388          | 11      | 14.29            | 4.37           | 0.4081      | 0            | 5                        |
| MR-4-03-2110                       | Mean Time To Repair - CO Trouble - Bus.                     | 6.17        | 11.70  | 99           | 2       | 7.87             | 5.62           | SS          | NA           | 5                        |
| MR-4-06-2110                       | % Out of Service > 4 Hours - POTS - Bus.                    | 61.92       | 57.14  | 239          | 7       | 18.62            | 0.1054         | 0           | 5            | 0.000                    |
| MR-4-07-2110                       | % Out of Service > 12 Hours - POTS - Bus.                   | 36.40       | 14.29  | 239          | 7       | 18.45            | 0.7824         | 0           | 5            | 0.000                    |
| MR-4-08-2110                       | % Out of Service > 24 Hours - POTS - Bus.                   | 8.37        | 0.00   | 239          | 7       | 10.62            | 0.1209         | 0           | 5            | 0.000                    |
| MR-3-01-2120                       | % Missed Repair Appointments - Loop - Res.                  | 12.43       | 0.00   | 1,802        | 1       | 33.00            | SS             | 0           | 10           | 0.000                    |
| MR-3-02-2120                       | % Missed Repair Appointments - CO - Res.                    | 9.70        | NA     | 165          | NA      |                  | NA             | NA          | 0            | NA                       |
| MR-4-02-2120                       | Mean Time To Repair - Loop Trouble - Res.                   | 29.80       | 21.80  | 1,801        | 1       | 35.70            | 35.71          | SS          | NA           | 5                        |
| MR-4-03-2120                       | Mean Time To Repair - CO Trouble - Res.                     | 16.13       | NA     | 163          | NA      | 17.63            |                | NA          | NA           | 0                        |
| MR-4-06-2120                       | % Out of Service > 4 Hours - POTS - Res.                    | 90.33       | 100.00 | 1,262        | 1       | 29.56            | SS             | NA          | 5            | NA                       |
| MR-4-07-2120                       | % Out of Service > 12 Hours - POTS - Res.                   | 77.58       | 100.00 | 1,262        | 1       | 41.73            | SS             | NA          | 5            | NA                       |
| MR-4-08-2120                       | % Out of Service > 24 Hours - POTS - Res.                   | 42.87       | 0.00   | 1,262        | 1       | 49.61            | SS             | 0           | 5            | 0.000                    |
| MR-5-01-2100                       | % Repeat Reports w/in 30 days - POTS                        | 16.48       | 21.43  | 2,451        | 14      | 9.94             | -0.8832        | -1          | 10           | -0.042                   |
| <b>BI Billing</b>                  |                                                             |             |        |              |         |                  |                |             |              |                          |
| BI-1-02-1000                       | % DUF in 4 Business Days                                    |             | 100.00 |              | 241,589 |                  |                | 0           | 5            | 0.000                    |
|                                    |                                                             |             |        |              |         |                  |                | Totals      | -2           | 239                      |
|                                    |                                                             |             |        |              |         |                  |                |             |              | -0.084                   |

"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**

**May-2014**

| 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          | 6.80   |              | 5     |       | 6.8000      | NA     | 0           | 0.000                    | 0.000 |       |
| PO-2-02-6020                                                    | OSS Interface Availability - Prime - EDI                       |             | 100.00 |              |       |       | 0           | 5      | 0.000       | 0.000                    |       |       |
| PO-1-06-6030                                                    | Mechanized Loop Qualification - CORBA                          | NA          | NA     |              | NA    |       | NA          | 0      | 0.000       | 0.000                    |       |       |
| PO-2-02-6030                                                    | OSS Interface Availability - Prime - CORBA                     |             | NA     |              |       |       | NA          | 0      | 0.000       | 0.000                    |       |       |
| PO-1-06-6050                                                    | Mechanized Loop Qualification - Web GUI                        | NA          | 5.19   |              | 235   |       | 5.1915      | 0      | 5           | 0.000                    | 0.000 |       |
| PO-2-02-6080                                                    | OSS Interface Availability - Prime - Web GUI                   |             | 100.00 |              |       |       | 0           | 2      | 0.000       | 0.000                    |       |       |
| PO-8-01-6000                                                    | % On Time - Manual Loop Qualification                          |             | 100.00 |              | 6     |       | 0           | 2      | 0.000       | 0.000                    |       |       |
| PO-8-02-6000                                                    | % On Time - Engineering Record Request                         |             | 100.00 |              | 3     |       | 0           | 2      | 0.000       | 0.000                    |       |       |
| OR Ordering                                                     |                                                                |             |        |              |       |       |             |        |             |                          |       |       |
| OR-1-04-1341                                                    | % On Time LSR - No Facility Check - 2W Digital -UNE/Resale     |             | 100.00 |              | 4     |       | 0           | 2      | 0.000       | 0.000                    |       |       |
| OR-1-06-1341                                                    | % OT LSR/ASRC - Facility Check - 2W Digital -UNE/Resale        |             | NA     |              | NA    |       | NA          | 0      | 0.000       | 0.000                    |       |       |
| OR-2-04-1341                                                    | % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale |             | NA     |              | NA    |       | NA          | 0      | 0.000       | 0.000                    |       |       |
| OR-2-06-1341                                                    | % OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale     |             | NA     |              | NA    |       | NA          | 0      | 0.000       | 0.000                    |       |       |
| OR-1-04-3342                                                    | % On Time LSR - No Facility Check - 2W xDSL Loops              |             | 100.00 |              | 28    |       | 0           | 5      | 0.000       | 0.000                    |       |       |
| OR-1-06-3342                                                    | % On Time LSR/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 LSR - No Facility Check - Line Share/Split                |             | NA     |              | NA    |       | NA          | 0      | 0.000       | 0.000                    |       |       |
| OR-1-06-3340                                                    | % On Time LSR/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              |             | 0.18   |              | 1,130 |       | 0           | 2      | 0.000       | 0.000                    |       |       |
| OR-4-16-1000                                                    | % On Time PCN - 1 Business Day                                 |             | 98.62  |              | 509   |       | 0           | 2      | 0.000       | 0.000                    |       |       |
| OR-4-17-1000                                                    | % On Time BCN - 2 Business Day                                 |             | 98.85  |              | 1,128 |       | 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                    | 0.000 |       |
| PR-4-04-1341                                                    | % Missed Appointment -Dispatch -2W Digital -UNE/Resale         | NA          | NA     | NA           | NA    |       | NA          | NA     | 0           | 0.000                    | 0.000 |       |
| PR-4-05-1341                                                    | % Missed Appointment -No Dispatch -2W Digital -UNE/Resale      | NA          | NA     | NA           | NA    |       | NA          | NA     | 0           | 0.000                    | 0.000 |       |
| PR-6-01-1341                                                    | % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale       | NA          | NA     | NA           | NA    |       | NA          | NA     | 0           | 0.000                    | 0.000 |       |
| PR-8-01-1341                                                    | % Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale  | 0.00        | 0.00   |              |       | 0.00  | SS          | 0      | 2           | 0.000                    | 0.000 |       |
| PR-3-10-3342                                                    | % Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops              |             | 100.00 |              | 8     |       |             | 0      | 10          | 0.000                    | 0.000 |       |
| PR-4-02-3342                                                    | Average Delay Days -Total -2W xDSL Loops                       | 9.00        | NA     | 1            | NA    | 0.00  | NA          | NA     | 10          | 0.000                    | 0.000 |       |
| PR-4-14-3342                                                    | % Completed On Time -2W xDSL Loops                             |             | 100.00 |              | 12    |       |             | 0      | 10          | 0.000                    | 0.000 |       |
| PR-6-01-3342                                                    | % Installation Troubles w/in 30 Days -2W xDSL Loops            | 13.67       | 11.11  | 619          | 18    | 8.19  | 0.1324      | 0      | 15          | 0.000                    | 0.000 |       |
| PR-8-01-3342                                                    | % Open Orders in Hold Status >30 Days -2W xDSL Loops           | 100.00      | 0.00   | 2            | 12    | 0.00  | 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                                         |                                                                |             |        |              |       |       |             |        |             |                          |       |       |
| MR-1-01-6050                                                    | Average Response Time - Create Trouble                         | 0.92        | 2.33   |              | 1,607 |       | 1,4153      | 0      | 2           | 0.000                    | 0.000 |       |
| Stat Score                                                      |                                                                |             |        |              |       |       |             |        |             |                          |       |       |
| MR-3-01-1341                                                    | % Missed Repair Appt -Loop -2W Digital -UNE/Resale             | 0.00        | 0.00   | 1            | 2     | 0.00  | SS          | 0      | 2           | 0.000                    | 0.000 |       |
| MR-3-02-1341                                                    | % Missed Repair Appt -CO -2W Digital -UNE/Resale               | 0.00        | 0.00   | 1            | 1     | 0.00  | SS          | 0      | 2           | 0.000                    | 0.000 |       |
| MR-4-02-1341                                                    | Mean Time To Repair -Loop -2W Digital -UNE/Resale              | 24.82       | 32.98  | 1            | 2     | 0.00  | SS          | NA     | 2           | 0.000                    | 0.000 |       |
| MR-4-03-1341                                                    | Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale        | 17.28       | 5.93   | 1            | 1     | 0.00  | SS          | NA     | 2           | 0.000                    | 0.000 |       |
| MR-4-04-1341                                                    | % Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale | 50.00       | 66.67  | 2            | 3     | 45.64 | SS          | NA     | 2           | 0.000                    | 0.000 |       |
| MR-4-07-1341                                                    | % Out of Service >12 Hours -2W Digital -UNE/Resale             | NA          | 0.00   | NA           | 1     | 1.00  | SS          | 0      | 2           | 0.000                    | 0.000 |       |
| MR-5-01-1341                                                    | % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale          | 0.00        | 66.67  | 2            | 3     | 0.00  | SS          | NA     | 2           | 0.000                    | 0.000 |       |
| MR-3-01-3342                                                    | % Missed Repair Appt -Loop -2W xDSL Loops                      | 14.96       | 11.11  | 2,192        | 18    | 8.44  | 0.0443      | 0      | 5           | 0.000                    | 0.000 |       |
| MR-3-02-3342                                                    | % Missed Repair Appointment -CO -2W xDSL Loops                 | 7.04        | 0.00   | 71           | 7     | 10.14 | 0.2969      | 0      | 5           | 0.000                    | 0.000 |       |
| MR-4-02-3342                                                    | Mean Time To Repair -Loop -2W xDSL Loops                       | 26.81       | 12.78  | 2,188        | 18    | 33.55 | 7.94        | 3,2389 | 0           | 5                        | 0.000 | 0.000 |
| MR-4-03-3342                                                    | Mean Time To Repair -CO -2W xDSL Loops                         | 12.37       | 5.35   | 71           | 7     | 14.82 | 5.87        | 5.0000 | 0           | 5                        | 0.000 | 0.000 |
| MR-4-04-3342                                                    | % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops          | 30.54       | 92.00  | 1,585        | 25    | 9.29  | 5.0000      | 0      | 5           | 0.000                    | 0.000 |       |
| MR-4-07-3342                                                    | % Out of Service >12 Hours -2W xDSL Loops                      | 72.07       | 0.00   | 1,432        | 1     | 44.88 | SS          | 0      | 10          | 0.000                    | 0.000 |       |
| MR-5-01-3342                                                    | % Repeat Reports w/in 30 Days -2W xDSL Loops                   | 16.49       | 20.00  | 2,450        | 25    | 7.46  | -0.7684     | 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 | 0           | 149                      | 0.000 |       |

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

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

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

**PRELIM TRUNKS**

**May-2014**

| 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                         | 100.00               |        |             |     | 1            |      | 0      | 10   | 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                              | 100.00               |        |             |     | 2            |      | 0      | 5    | 0.000       |       |
| PR                                                                    |                                                        | Provisioning         |        | FP          |     |              |      |        |      |             |       |
| PR-4-07-3540                                                          | % On Time Performance - LNP only                       |                      | 97.00  |             | 699 |              |      | 0      | 20   | 0.000       |       |
| PR-4-15-5000                                                          | % On Time Provisioning - Trunks                        |                      | 100.00 |             | 1   |              |      | 0      | 20   | 0.000       |       |
| PR-5-01-5000                                                          | % Missed Appointment - Facilities                      | 0.00                 | 0.00   | 1           | 2   |              | 0.00 | SS     | 0    | 5           | 0.000 |
| PR-5-02-5000                                                          | % Orders Held for Facilities > 15 Days                 | 0.00                 | 0.00   | 1           | 2   |              | 0.00 | SS     | 0    | 5           | 0.000 |
| PR-6-01-5000                                                          | % Installation Troubles w/in 30 Days                   | 0.00                 | 0.00   | 6           | 3   |              | 0.00 | SS     | 0    | 10          | 0.000 |
| PR-8-01-5000                                                          | % Open Orders in a Hold Status >30 Days                | 0.00                 | 50.00  | 1           | 2   |              | 0.00 | SS     | NA   | 5           | 0.000 |
| MR                                                                    |                                                        | Maintenance & Repair |        |             |     |              |      |        |      |             |       |
| MR-4-01-5000                                                          | Mean Time to Repair - Total                            | NA                   | 5.38   | 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    | 115         | 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   |         |     |        |          | May-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                            | -            | -        | -       | -   | \$0    | \$0      | -        | \$0      |  |
| OR-1-02                  | % On Time LSRC - Flow Through                              | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-1-04                  | %OT LSRC - No Facility Check - 2Wdg-UNE/Rsl                | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-1-04                  | %OT LSRC - No Facility Check - 2WxDSL Loops                | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-1-04                  | %OT LSRC - No Facility Check - Ln Share/Spit               | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-1-12                  | % On Time FOC                                              | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-1-13                  | % On Time Design Layout Record                             | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-1-19                  | % OT Resp. -Req. for Inbound Aug. (<=192)                  | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-2-04                  | %OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl             | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-2-04                  | %OT LSR Rej - No Facility Check - 2WxDSL Loops             | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-2-04                  | %OT LSR Rej - No Facility Check - Ln Share/Spit            | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-4-16                  | % On Time PCM - 1 Bus. Day                                 | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-1-04                  | %OT LSRC - No Facility Check - All Sods-UNE/Rsl            | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-1-06                  | %OT LSRC/ASRC - Facility Check - All Sods-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                                   | \$5,802      | \$0      | \$0     | \$0 | \$0    | \$1,765  | -        | \$7,567  |  |
| 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                         | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-6-01                  | % Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale  | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-6-01                  | % Install Trbls w/in 30 Days -2WxDSL Loops                 | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-6-01                  | % Install Trbls w/in 30 Days -Line Share/Spit              | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-4-01                  | % Missed Appointment -FP -DSO -UNE/Resale                  | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-4-01                  | % Missed Appointment -FP -DS1 -UNE/Resale                  | -            | -        | -       | -   | -      | 1,765    | -        |          |  |
| PR-4-01                  | % Missed Appointment -FP -DS3 -UNE/Resale                  | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-4-01                  | % Missed Appointment -FP -Other -UNE/Resale                | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-4-02                  | Average Delay Days - Total -UNE/Resale                     | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-5-01                  | % Missed Appointment - Facilities -UNE/Resale              | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-5-02                  | % Orders Held for Facilities > 15 days -UNE/Resale         | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-6-01                  | % Installation Troubles within 30 days -UNE/Resale         | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-8-01                  | % Open Orders in Hold Status>30 Days-UNE/Resale            | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-4-01                  | % Missed Appointment - FP - Total - EEL                    | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-4-02                  | Average Delay Days - Total - EEL                           | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-8-01                  | % Open Orders in a Hold Status >30 Days -EEL               | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-4-01                  | % Missed Appointment - FP - Total - IOF                    | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-4-02                  | Average Delay Days - IOF                                   | -            | -        | -       | -   | -      | -        | -        |          |  |
| PR-8-01                  | % Open Orders in a Hold Status >30 Days -IOF               | -            | -        | -       | -   | -      | -        | -        |          |  |
| 4                        | PR-4-07 % On Time Performance - LNP                        | -            | -        | -       | -   | \$0    | -        | -        | \$0      |  |
| Hot Cut Performance      |                                                            |              |          |         |     |        |          |          |          |  |
| 5                        | 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      | \$3,567 | \$0 | \$0    | \$0      | -        | \$3,567  |  |
| MR-3-01                  | Missed Repair Appointments - Loop - Bus.                   | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-3-01                  | Missed Repair Appointments - Loop - Res.                   | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-3-01                  | Missed Repair Appointments - Loop                          | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-3-01                  | % Missed Repr Appt -Loop-2W Digt-UNE/Resale                | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-3-01                  | % Missed Repr Appt -Loop-2WxDSL Loops                      | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-3-01                  | % Missed Repair Appt -Loop -Line Share/Spit                | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-3-02                  | % Missed Repair Appointment -CO -2WxDSL Loops              | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-03                  | Mean Time To Repair -CO -2WxDSL Loops                      | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-04                  | % Cleared(all trbls) w/in 24hrs-2W Digt-UNE/Resale         | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-04                  | % Cleared (all trbls) w/in 24hrs-2WxDSL Loops              | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-04                  | % Cleared (all troubles) w/in 24 Hours -Line Share/Spit    | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-08                  | Out of Service >24Hrs. - Bus.                              | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-08                  | Out of Service >24Hrs. - Res.                              | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-08                  | Out of Service >24Hrs. - Total                             | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-5-01                  | % Repeat Reports within 30 Days                            | -            | -        | 3,567   | -   | -      | -        | -        |          |  |
| MR-5-01                  | % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale        | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-5-01                  | % Repeat Reports w/in 30 Days -2WxDSL Loops                | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-5-01                  | % Repeat Reports w/in 30 Days -Line Share/Spit             | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-01                  | Mean Time to Repair - nonDS0 & DS0 -UNE/Resale             | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-01                  | Mean Time to Repair - DS1 & DS3 -UNE/Resale                | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-06                  | % Out of Service>4 Hrs -nonDS0 & DS0 -UNE/Resale           | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-08                  | %Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale          | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-06                  | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale         | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-4-08                  | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale        | -            | -        | -       | -   | -      | -        | -        |          |  |
| MR-5-01                  | % Repeat Reports w/in 30 days -Specials -UNE/Resale        | -            | -        | -       | -   | -      | -        | -        |          |  |
| NETWORK PERFORMANCE      |                                                            |              |          |         |     |        |          |          |          |  |
| 7                        | NP-1-04 Final Trunk Groups Blocked                         | -            | -        | -       | -   | \$0    | -        | -        | \$0      |  |
| Collocation              |                                                            |              |          |         |     |        |          |          |          |  |
| 8                        | NP-2-01/2 % OT Response to Request for Collocation - Total | -            | -        | -       | -   | -      | -        | \$0      | \$0      |  |
| NP-2-05/6                | % On Time - Physical Collocation - Total                   | -            | -        | -       | -   | -      | -        | -        |          |  |
| NP-2-07/8                | Average Delay Days - Total                                 | -            | -        | -       | -   | -      | -        | -        |          |  |
| RESOLUTION PROCESS       |                                                            |              |          |         |     |        |          |          |          |  |
| 9                        | Resolution Process                                         | -            | -        | -       | -   | -      | -        | \$0      | \$0      |  |
| OR-10-01                 | % PON Exceptions Resolved w/in 3 Bus Days                  | -            | -        | -       | -   | -      | -        | -        |          |  |
| OR-10-02                 | % PON Exceptions Resolved w/in 10 Bus Days                 | -            | -        | -       | -   | -      | -        | -        |          |  |
| BI-3-04                  | % CLEC Billing Claims Acknowledged w/ 2 Bus Days           | -            | -        | -       | -   | -      | -        | -        |          |  |
| BI-3-05                  | %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.    | -            | -        | -       | -   | -      | -        | -        |          |  |
| Month Total              |                                                            | \$5,802      | \$0      | \$3,567 | \$0 | \$0    | \$1,765  | \$0      | \$11,134 |  |

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         | 100.00     | 1         | 0           | 20   |
| NP-2-07/8 | Average Delay Days - Total                       | 0.00       | 0         | NA          | 10   |
|           |                                                  |            |           |             | 30   |

## Performance Report for Critical Measure # 9 - Resolution Performance

| Resolution Timeliness                                                   | CLEC Perf. | CLEC Obs. | Perf. Score | Wgt. |
|-------------------------------------------------------------------------|------------|-----------|-------------|------|
| OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days                 | 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 D:  | 100.00     | 1,210     | 0           | 2    |
| BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after | 100.00     | 2,141     | 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/Re  | NA         | NA        | NA          | 0    |
| OR-1-06-1200 | % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Re   | 100.00     | 9         | 0           | 10   |
| OR-2-04-1200 | % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale        | 93.33      | 15        | NA          | 0    |
| OR-2-06-1200 | % OT LSR/ASRC Reject -Facil Check (Electronic) -UNE/Resale | NA         | NA        | NA          | 0    |

| PR           | Provisioning                                         | FP    | FP    | Std Dev. | Sample Error | Stat. Score | Perf. Score | Wgt. |
|--------------|------------------------------------------------------|-------|-------|----------|--------------|-------------|-------------|------|
| PR-4-01-1210 | % Missed Appointment -FP -DSO -UNE/Resale            | 50.00 | NA    | 2        | NA           |             | NA          | 0    |
| PR-4-01-1211 | % Missed Appointment -FP -DS1 -UNE/Resale            | 2.96  | 12.50 | 135      | 8            | 6.17        | -1.96       | 5    |
| PR-4-01-1213 | % Missed Appointment -FP -DS3 -UNE/Resale            | NA    | 0.00  | NA       | 5            | 5.00        | SS          | 5    |
| PR-4-01-1214 | % Missed Appointment -FP -Other -UNE/Resale          | NA    | NA    | NA       | NA           |             | NA          | 0    |
| PR-4-02-1200 | Average Delay Days - Total -UNE/Resale               | 3.00  | 1.00  | 5        | 1            | 3.39        | 18.69       | 5    |
| PR-5-01-1200 | % Missed Appointment - Facilities -UNE/Resale        | 1.47  | 0.00  | 68       | 8            | 4.50        | 1.25        | 20   |
| PR-5-02-1200 | % Orders Held for Facilities > 15 days -UNE/Resale   | 0.00  | 0.00  | 68       | 8            | 0.00        | 5.00        | 20   |
| PR-6-01-1200 | % Installation Troubles within 30 days -UNE/Resale   | 1.92  | 0.00  | 104      | 17           | 3.59        | 0.64        | 10   |
| PR-8-01-1200 | % Open Orders in a Hold Status > 30 Days -UNE/Resale | 11.68 | 7.69  | 137      | 13           | 9.32        | 0.13        | 5    |
| PR-4-01-3510 | % Missed Appointment - FP - Total - EEL              | 2.96  | NA    | 135      | NA           |             | NA          | 0    |
| PR-4-02-3510 | Average Delay Days - Total - EEL                     | 1.50  | NA    | 4        | NA           | 0.58        | NA          | 0    |
| PR-8-01-3510 | % Open Orders in a Hold Status >30 Days -EEL         | 10.37 | 0.00  | 135      | 0            | 0.00        | SS          | 2    |
| PR-4-01-3530 | % Missed Appointment - FP - Total - IOF              | NA    | NA    | NA       | NA           |             | NA          | 0    |
| PR-4-02-3530 | Average Delay Days - IOF                             | NA    | NA    | NA       | NA           | 0.00        | NA          | 0    |
| PR-8-01-3530 | % Open Orders in a Hold Status >30 Days -IOF         | NA    | NA    | NA       | NA           |             | NA          | 0    |

| MR                                                              | Maintenance & Repair                                   | FP    | FP    | Std Dev. | Sample Error | Stat. Score | Perf. Score | Wgt.  |
|-----------------------------------------------------------------|--------------------------------------------------------|-------|-------|----------|--------------|-------------|-------------|-------|
| MR-4-01-1216                                                    | Mean Time to Repair - nonDS0 & DS0 -UNE/Resale         | 17.64 | NA    | 19       | NA           | 37.31       | NA          | 0     |
| MR-4-01-1217                                                    | Mean Time to Repair - DS1 & DS3 -UNE/Resale            | 10.66 | 8.18  | 117      | 18           | 24.36       | 7.81        | 5     |
| MR-4-06-1216                                                    | % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale  | NA    | NA    | NA       | NA           |             | NA          | 0     |
| MR-4-08-1216                                                    | % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale | NA    | NA    | NA       | NA           |             | NA          | 0     |
| MR-4-06-1217                                                    | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale     | NA    | NA    | NA       | NA           |             | NA          | 0     |
| MR-4-08-1217                                                    | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale    | NA    | NA    | NA       | NA           |             | NA          | 0     |
| MR-5-01-1200                                                    | % Repeat Reports w/in 30 days -UNE/Resale              | 32.35 | 27.78 | 136      | 18           | 11.73       | 0.10        | 10    |
| "NA" - no activity "UD" - under development "SS" - Small Sample |                                                        |       |       |          |              |             |             | Total |
|                                                                 |                                                        |       |       |          |              |             |             | 97    |

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

May-2014

|              |                                           | % On Time | Observations | Market Adj. |
|--------------|-------------------------------------------|-----------|--------------|-------------|
| OR-1-04-3320 | % OT LSRC - No Facility Check - PQTS      | 97.58     | 993          | \$ -        |
| OR-1-06-3320 | % OT LSRC/ASRC - Facility Check - PQTS    | 100.00    | 46           | \$ -        |
| OR-2-04-3320 | % OT LSR Rej. - No Facility Check - PQTS  | 100.00    | 77           | \$ -        |
| OR-2-06-3320 | % OT LSR/ASR Rej. - Facility Check - PQTS | NA        | -            | \$ -        |

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 PQTS Platform |       |              |           | OR-5-03-3140 % Flow-Through Achieved-UNE PQTS Platform |       |              |           |
|-----------------------------------------------------|-------|--------------|-----------|--------------------------------------------------------|-------|--------------|-----------|
| Month                                               | %     | Observations |           | Month                                                  | %     | Observations |           |
|                                                     |       | Gross #      | Flow-thru |                                                        |       | Gross #      | Flow-thru |
| MAR-2014                                            | 62.76 | 239          | 160       | MAR-2014                                               | 83.19 | 113          | 94        |
| APR-2014                                            | 59.33 | 268          | 159       | APR-2014                                               | 78.62 | 145          | 114       |
| MAY-2014                                            | 76.25 | 299          | 228       | MAY-2014                                               | 91.61 | 155          | 142       |
| Overall                                             | 66.63 | 806          | 537       | Overall                                                | 84.75 | 413          | 350       |

Market Adjustment \* Calculated Quarterly

| OR-5-01-3112 % Flow-Through Total-UNE PQTS Loop |       |              |           | OR-5-03-3112 % Flow-Through Achieved-UNE PQTS Loop |       |              |           |
|-------------------------------------------------|-------|--------------|-----------|----------------------------------------------------|-------|--------------|-----------|
| Month                                           | %     | Observations |           | Month                                              | %     | Observations |           |
|                                                 |       | Gross #      | Flow-thru |                                                    |       | Gross #      | Flow-thru |
| MAR-2014                                        | 93.20 | 250          | 233       | MAR-2014                                           | 96.40 | 111          | 107       |
| APR-2014                                        | 91.34 | 231          | 211       | APR-2014                                           | 91.74 | 109          | 100       |
| MAY-2014                                        | 89.10 | 211          | 188       | MAY-2014                                           | 93.14 | 102          | 95        |
| Overall                                         | 91.33 | 692          | 632       | Overall                                            | 93.79 | 322          | 302       |

Market Adjustment \* \$ -

| OR-5-01-3121 % Flow-Through Total-UNE Other |       |              |           | OR-5-03-3121 % Flow-Through Achieved-UNE Other |       |              |           |
|---------------------------------------------|-------|--------------|-----------|------------------------------------------------|-------|--------------|-----------|
| Month                                       | %     | Observations |           | Month                                          | %     | Observations |           |
|                                             |       | Gross #      | Flow-thru |                                                |       | Gross #      | Flow-thru |
| MAR-2014                                    | 92.77 | 940          | 872       | MAR-2014                                       | 93.91 | 608          | 571       |
| APR-2014                                    | 93.67 | 963          | 902       | APR-2014                                       | 95.61 | 661          | 632       |
| MAY-2014                                    | 97.91 | 1,148        | 1,124     | MAY-2014                                       | 98.78 | 901          | 890       |
| Overall                                     | 94.99 | 3,051        | 2,898     | Overall                                        | 96.45 | 2,170        | 2,093     |

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           | 20                | 100.00           | 14                |
| PR-9-01-3523 | % On Time Performance-Loop-Lg Job Hot Cut            | NA               |                   | NA               |                   |
| PR-9-01-3525 | % On Time Performance-Loop-Batch Hot Cut             | NA               |                   | NA               |                   |
| PR-6-02-3520 | % Installtn Trbls w/in 7 days-Loop-Basic Hot Cut     | 0.00             | 99                | 0.00             | 44                |
| 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 Durtin HC Install Trbl-UNE PQTS Loop Ttl HC-CLEC | NA               |                   | NA               |                   |
| PR-9-08-3533 | Avg Durtin HC Install Trbl-UNE PQTS Loop Ttl HC-FP   | 18.61            | 139               | 18.33            | 108               |
|              |                                                      | VZ Std. Dev.     | Stat Score        | VZ Std. Dev.     | Stat Score        |
| PR-9-08-3533 | Avg Durtin HC Install Trbl-UNE PQTS 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.

May-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<br>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

May-2014

|                                       | Weighted<br>Score | Market<br>Adjustment |           |
|---------------------------------------|-------------------|----------------------|-----------|
| <b>MODE OF ENTRY</b>                  |                   |                      |           |
| Unbundled Network Elements - Platform | -0.065            | \$ -                 |           |
| Unbundled Network Elements - Loop     | -0.059            | \$ -                 |           |
| Resale                                | -0.084            | \$ -                 |           |
| Digital Subscriber Lines              | 0.000             | \$ -                 |           |
| Trunks                                | 0.000             | \$ -                 |           |
| <b>Mode of Entry Total</b>            |                   |                      | \$ -      |
| <b># CRITICAL MEASURES</b>            |                   |                      |           |
| 1 OSS Interface                       |                   | \$ -                 |           |
| 2 % On Time Ordering Notification     |                   | \$ -                 |           |
| 3 Installation Performance            |                   | \$ 7,567             |           |
| 4 % On Time Performance - LNP         |                   | \$ -                 |           |
| 5 Hot Cut Performance                 |                   | \$ -                 |           |
| 6 Maintenance Performance             |                   | \$ 3,567             |           |
| 7 Final Trunk Groups Blocked          |                   | \$ -                 |           |
| 8 Collocation                         |                   | \$ -                 |           |
| 9 Resolution Processes                |                   | \$ -                 |           |
| <b>Critical Measure Total</b>         |                   |                      | \$ 11,134 |
| <b>Individual Rule Payments:</b>      |                   |                      | \$ 1,334  |
| <b>SPECIAL PROVISIONS</b>             |                   |                      |           |
| UNE Ordering                          |                   | \$ -                 |           |
| UNE Flow Through                      |                   | \$ -                 |           |
| UNE Hot Cut Loop                      |                   | \$ -                 |           |
| <b>Special Provision Total</b>        |                   |                      | \$ -      |
| <b>CHANGE CONTROL</b>                 |                   |                      | \$ -      |
| <b>Grand Total</b>                    |                   |                      | \$ 12,468 |

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**

**May-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          | 2.84   |              | 813     | 2.8389 | 0           | 2       | 0.000      | 0.000                    |
| PO-1-03-6020                       | Address Validation - EDI                              | NA          | 3.67   |              | 165     | 3.5897 | 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          | 2.94   |              | 1,891   | 2.9413 | 0           | 2       | 0.000      | 0.000                    |
| PO-1-03-6050                       | Address Validation - Web GUI                          | NA          | 3.33   |              | 601     | 3.3278 | 0           | 2       | 0.000      | 0.000                    |
| PO-2-02-6080                       | OSS Interface Availability - Prime - Web GUI          |             | 100.00 |              |         |        | 0           | 5       | 0.000      | 0.000                    |
| <b>OR Ordering</b>                 |                                                       |             |        |              |         |        |             |         |            |                          |
| OR-1-02-3140                       | % On Time LSRC - Flow Through - Platform - 2hrs       |             | 98.57  |              | 140     |        | 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     |             | 0.18   |              | 1,130   |        | 0           | 5       | 0.000      | 0.000                    |
| OR-4-16-1000                       | % On Time PCN - 1 Business Day                        |             | 98.62  |              | 509     |        | 0           | 5       | 0.000      | 0.000                    |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day                        |             | 98.85  |              | 1,128   |        | 0           | 5       | 0.000      | 0.000                    |
| OR-5-03-3140                       | % Flow-Through Achieved-UNE POTS Platform             |             | 91.61  |              | 155     |        | -1          | 5       | -0.022     | -0.049                   |
| OR-6-03-3140                       | % Accuracy - LSRC - Platform                          |             | 2.33   |              | 66      |        | 0           | 5       | 0.000      | 0.000                    |
| OR-1-04-3140                       | % OT LSRC - No Facility Check - Platform              |             | 95.37  |              | 108     |        | 0           | 5       | 0.000      | 0.000                    |
| OR-1-06-3140                       | % OT LSRC/ASRC - Facility Check - Platform            |             | 100.00 |              | 35      |        | 0           | 2       | 0.000      | 0.000                    |
| OR-2-04-3140                       | % OT LSR Rej.- No Facility Check - Platform           |             | 100.00 |              | 30      |        | 0           | 2       | 0.000      | 0.000                    |
| OR-2-06-3140                       | % OT LSR/ASR Rej. - Facility Check - Platform         |             | 100.00 |              | 3       |        | 0           | 2       | 0.000      | 0.000                    |
| <b>PR Provisioning</b>             |                                                       |             |        |              |         |        |             |         |            |                          |
| PR-3-01-3140                       | % Completed in 1 Day (1-5 Lines - No Disp) - Platform | 85.29       | 45.45  | 1,761        | 11      | 10.71  | -3.4327     | -2      | 5          | -0.043                   |
| PR-4-05-3140                       | % Missed Appointment- FP - No Dispatch - Platform     | 1.14        | 0.64   | 4,904        | 157     | 0.86   | 0.0818      | 0       | 20         | 0.000                    |
| PR-4-04-3140                       | % Missed Appointment - FP - Dispatch - Platform       | 16.40       | 5.56   | 439          | 18      | 8.90   | 0.8889      | 0       | 10         | 0.000                    |
| PR-4-02-3100                       | Average Delay Days - Total - POTS                     | 2.48        | 1.00   | 128          | 3       | 6.74   | 3.93        | NA      | 15         | NA                       |
| PR-5-01-3140                       | % Missed Appointment - Facilities - Platform          | 1.14        | 0.00   | 439          | 18      | 2.55   | 0.9049      | 0       | 5          | 0.000                    |
| PR-5-02-3140                       | % Orders Held for Facilities > 15 days - Platform     | 0.00        | 0.00   | 439          | 18      | 0.00   | 5.0000      | 0       | 5          | 0.000                    |
| PR-6-01-3140                       | % Installation Troubles within 30 days - Platform     | 4.48        | 2.40   | 2,882        | 167     | 1.65   | 1.1009      | 0       | 10         | 0.000                    |
| <b>MR Maintenance &amp; Repair</b> |                                                       |             |        |              |         |        |             |         |            |                          |
| MR-1-01-6050                       | Average Response Time - Create Trouble                | 0.92        | 2.33   |              | 1,607   |        | 1.4153      | 0       | 2          | 0.000                    |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)      | NA          | 42.86  |              | 458     |        | 42.8559     | NA      | 0          | NA                       |
| <b>Stat. Score</b>                 |                                                       |             |        |              |         |        |             |         |            |                          |
| MR-3-01-3144                       | % Missed Repair Appointments - Loop - Platform - Bus  | 26.60       | 8.70   | 391          | 46      | 6.89   | 2.6715      | 0       | 10         | 0.000                    |
| MR-3-02-3144                       | % Missed Repair Appointments - CO - Platform - Bus    | 17.17       | 0.00   | 99           | 14      | 10.77  | 1.3578      | 0       | 10         | 0.000                    |
| MR-4-02-3144                       | Mean Time to Repair - Loop Trouble - Platform - Bus   | 13.24       | 13.61  | 388          | 46      | 14.29  | 2.23        | -0.2263 | 0          | 5                        |
| MR-4-03-3144                       | Mean Time to Repair - CO Trouble - Platform - Bus     | 6.17        | 5.09   | 99           | 14      | 7.87   | 2.25        | 0.4843  | 0          | 5                        |
| MR-4-06-3144                       | % Out of Service >4 Hours - Platform - Bus            | 61.92       | 58.62  | 239          | 29      |        | 9.55        | 0.1551  | 0          | 5                        |
| MR-4-07-3144                       | % Out of Service >12 Hours - Platform - Bus           | 36.40       | 41.38  | 239          | 29      |        | 9.46        | -0.7341 | 0          | 5                        |
| MR-4-08-3144                       | % Out of Service > 24 Hours - Platform - Bus          | 8.37        | 3.45   | 239          | 29      |        | 5.45        | 0.4997  | 0          | 5                        |
| MR-3-01-3145                       | % Missed Repair Appointments - Loop - Platform - Res  | 12.43       | 0.00   | 1,802        | 21      |        | 7.24        | 1.5325  | 0          | 10                       |
| MR-3-02-3145                       | % Missed Repair Appointments - CO - Platform - Res    | 9.20        | NA     | 163          | NA      |        | NA          | NA      | 0          | NA                       |
| MR-4-02-3145                       | Mean Time to Repair - Loop Trouble - Platform - Res   | 29.60       | 14.90  | 1,801        | 21      | 35.70  | 7.84        | 3.7190  | 0          | 5                        |
| MR-4-03-3145                       | Mean Time to Repair - CO Trouble - Platform - Res     | 16.13       | NA     | 163          | NA      | 17.63  |             | NA      | NA         | 0                        |
| MR-4-06-3145                       | % Out of Service >4 Hours - Platform - Res            | 90.33       | 90.00  | 1,262        | 10      |        | 9.38        | 0.3576  | 0          | 5                        |
| MR-4-07-3145                       | % Out of Service >12 Hours - Platform - Res           | 77.58       | 70.00  | 1,262        | 10      |        | 13.24       | 0.2586  | 0          | 5                        |
| MR-4-08-3145                       | % Out of Service > 24 Hours - Platform - Res          | 42.87       | 30.00  | 1,262        | 10      |        | 15.71       | 0.4825  | 0          | 5                        |
| MR-5-01-3140                       | % Repeat Reports w/in 30 days - Platform              | 16.48       | 17.28  | 2,451        | 81      |        | 4.19        | -0.3709 | 0          | 10                       |
| <b>BI Billing</b>                  |                                                       |             |        |              |         |        |             |         |            |                          |
| BI-1-02-1000                       | % DUF in 4 Business Days                              |             | 100.00 |              | 241,589 |        |             | 0       | 5          | 0.000                    |
| <b>Totals</b>                      |                                                       |             |        |              |         |        |             |         |            |                          |
|                                    |                                                       |             |        |              |         |        |             | -3      | 231        | -0.065                   |

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**

**May-2014**

| PO                                                              |  | Pre-Ordering |        | Performance |       | Observations     |                | Perf.       |        | Wgtd.       |       | Domain Clustering Review |       |  |
|-----------------------------------------------------------------|--|--------------|--------|-------------|-------|------------------|----------------|-------------|--------|-------------|-------|--------------------------|-------|--|
|                                                                 |  | FP           | CLEC   | CLEC        |       | Diff.            |                | Score       | Wgt.   | Score       |       |                          |       |  |
| PO-2-02-6010 OSS Interface Availability - Prime - WPTS          |  |              | NA     |             |       |                  |                | NA          | 0      | NA          |       | 0.000                    |       |  |
| PO-1-01-6020 Customer Service Record - EDI                      |  | NA           | 2.84   |             | 813   |                  | 2.8389         | 0           | 2      | 0.000       |       | 0.000                    |       |  |
| PO-1-03-6020 Address Validation - EDI                           |  | NA           | 3.57   |             | 165   |                  | 3.5697         | 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           | 2.94   |             | 1,891 |                  | 2.9413         | 0           | 2      | 0.000       |       | 0.000                    |       |  |
| PO-1-03-6050 Address Validation - Web GUI                       |  | NA           | 3.33   |             | 601   |                  | 3.3278         | 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        |  |              | 98.47  |             | 261   |                  |                | 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  |  |              | 0.18   |             | 1,130 |                  |                | 0           | 2      | 0.000       |       | 0.000                    |       |  |
| OR-4-16-1000 % On Time PCN - 1 Business Day                     |  |              | 98.62  |             | 509   |                  |                | 0           | 2      | 0.000       |       | 0.000                    |       |  |
| OR-4-17-1000 % On Time BCN - 2 Business Day                     |  |              | 98.85  |             | 1,128 |                  |                | 0           | 2      | 0.000       |       | 0.000                    |       |  |
| OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop              |  |              | 93.14  |             | 102   |                  |                | -1          | 5      | -0.029      |       | -0.071                   |       |  |
| OR-6-03-3331 % Accuracy - LSRC - Loop                           |  |              | 6.67   |             | 270   |                  |                | 0           | 5      | 0.000       |       | 0.000                    |       |  |
| OR-1-04-3331 % OT LSRC - No Facility Check - Loop/LNP           |  |              | 97.85  |             | 885   |                  |                | 0           | 5      | 0.000       |       | 0.000                    |       |  |
| OR-1-06-3331 % OT LSRC/ASRC - Facility Check - Loop/LNP         |  |              | 100.00 |             | 11    |                  |                | 0           | 2      | 0.000       |       | 0.000                    |       |  |
| OR-2-04-3331 % OT LSR Rej - No Facility Check - Loop/LNP        |  |              | 100.00 |             | 47    |                  |                | 0           | 2      | 0.000       |       | 0.000                    |       |  |
| OR-2-06-3331 % OT LSR/ASR Rej - Facility Check - Loop/LNP       |  |              | NA     |             | NA    |                  |                | NA          | 0      | NA          |       | 0.000                    |       |  |
| PR Provisioning                                                 |  | FP           | CLEC   | FP          | CLEC  | FP Std Deviation | Sampling Error | Stat. Score |        | Wgt.        |       |                          |       |  |
| PR-4-02-3100 Average Delay Days - Total - POTS                  |  | 2.48         | 1.00   | 128         | 3     | 6.74             | 3.93           | SS          | NA     | 5           | NA    |                          | 0.000 |  |
| PR-4-04-3113 % Missed Appointment - FP - Dispatch - Loop-New    |  | 16.40        | 2.70   | 439         | 37    |                  | 6.34           | 2.2115      | 0      | 20          | 0.000 |                          | 0.000 |  |
| PR-5-01-3112 % Missed Appointment - Facilities - Loop           |  | 1.14         | 0.00   | 439         | 37    |                  | 1.82           | 0.4291      | 0      | 5           | 0.000 |                          | 0.000 |  |
| PR-5-02-3112 % Orders Held for Facilities > 15 days - Loop      |  | 0.00         | 0.00   | 439         | 37    |                  | 0.00           | 5.0000      | 0      | 5           | 0.000 |                          | 0.000 |  |
| PR-6-01-3113 % Installation Troubles within 30 days - Loop New  |  | 13.09        | 13.33  | 619         | 60    |                  | 4.56           | -0.2924     | 0      | 10          | 0.000 |                          | 0.000 |  |
| PR-6-02-3520 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut  |  |              | 0.00   |             | 99    |                  |                |             | 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 |             | 20    |                  |                |             | 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             |  | 0.92         | 2.33   |             | 1,607 |                  |                | 1.4153      | 0      | 2           | 0.000 |                          | 0.000 |  |
|                                                                 |  |              |        |             |       |                  |                |             |        | Stat. Score |       |                          |       |  |
| MR-3-01-3112 % Missed Repair Appointments - Loop - Loop         |  | 14.96        | 11.11  | 2,193       | 63    |                  | 4.56           | 0.6434      | 0      | 10          | 0.000 |                          | 0.000 |  |
| MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop          |  | 26.81        | 11.90  | 2,189       | 63    | 33.54            | 4.29           | 5.0000      | 0      | 5           | 0.000 |                          | 0.000 |  |
| MR-4-07-3112 % Out of Service > 12 Hours - Loop                 |  | 72.07        | 23.33  | 1,432       | 30    |                  | 8.28           | 5.0000      | 0      | 5           | 0.000 |                          | 0.000 |  |
| MR-4-08-3112 % Out of Service > 24 Hours - Loop                 |  | 38.48        | 0.00   | 1,432       | 30    |                  | 8.98           | 4.8650      | 0      | 5           | 0.000 |                          | 0.000 |  |
| MR-5-01-3112 % Repeat Reports w/in 30 days - Loop               |  | 16.48        | 15.63  | 2,451       | 64    |                  | 4.70           | 0.0247      | 0      | 10          | 0.000 |                          | 0.000 |  |
| MR-3-02-3112 % Missed Repair Appointments - CO - Loop           |  | 7.04         | 100.00 | 71          | 1     |                  | 25.77          | SS          | NA     | 10          | NA    |                          | 0.000 |  |
| MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop            |  | 12.37        | 6.68   | 71          | 1     | 14.82            | 14.92          | SS          | NA     | 5           | NA    |                          | 0.000 |  |
| "NA" - no activity "UD" - under development "SS" - Small Sample |  |              |        |             |       |                  |                |             | Totals | -1          | 170   | -0.029                   |       |  |

"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**

**May-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          | 2.84   |              | 813     |       | 2.8389      | 0      | 2            | 0.000                    |
| PO-1-03-6020                       | Address Validation - EDI                                    | NA          | 3.57   |              | 165     |       | 3.5697      | 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          | 2.94   |              | 1,891   |       | 2.9413      | 0      | 2            | 0.000                    |
| PO-1-03-6050                       | Address Validation - Web GUI                                | NA          | 3.33   |              | 601     |       | 3.3278      | 0      | 2            | 0.000                    |
| PO-2-02-6080                       | OSS Interface Availability - Prime - Web GUI                |             | 100.00 |              |         |       |             | 0      | 5            | 0.000                    |
| <b>OR Ordering</b>                 |                                                             |             |        |              |         |       |             |        |              |                          |
| OR-1-02-2320                       | % On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2h | 100.00      |        |              | 9       |       |             | 0      | 10           | 0.000                    |
| OR-2-02-2320                       | % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex  | NA          |        |              | NA      |       | NA          | 0      | 5            | NA                       |
| OR-4-11-1000                       | % Completed Orders with neither a PCN or BCN Sent           | 0.18        |        |              | 1,130   |       |             | 0      | 5            | 0.000                    |
| OR-4-16-1000                       | % On Time PCN - 1 Business Day                              | 98.62       |        |              | 509     |       |             | 0      | 5            | 0.000                    |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day                              | 98.85       |        |              | 1,128   |       |             | 0      | 5            | 0.000                    |
| OR-5-03-2000                       | % Flow Through - Achieved - POTS                            | 81.82       |        |              | 11      |       |             | -1     | 10           | -0.042                   |
| OR-6-03-2000                       | % Accuracy - LSRC                                           | 4.17        |        |              | 24      |       |             | 0      | 10           | 0.000                    |
| OR-1-04-2320                       | % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx         | 100.00      |        |              | 63      |       |             | 0      | 5            | 0.000                    |
| OR-1-06-2320                       | % OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx       | 100.00      |        |              | 1       |       |             | 0      | 2            | 0.000                    |
| OR-2-04-2320                       | % OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx      | 100.00      |        |              | 6       |       |             | 0      | 2            | 0.000                    |
| OR-2-06-2320                       | % OT LSR/ASRC Rej - Facility Check - POTS/Pre-Qual Cmplx    | NA          |        |              | NA      |       |             | NA     | 0            | NA                       |
| <b>PR Provisioning</b>             |                                                             |             |        |              |         |       |             |        |              |                          |
| PR-3-01-2100                       | % Completed in 1 Day (1-5 lines - No Disp) - POTS Total     | 85.29       | 80.00  | 1,761        | 5       |       | 15.86       | SS     | NA           | 5                        |
| PR-4-05-2100                       | % Missed Appointment- FP - No Dispatch - POTS               | 1.14        | 0.00   | 4,904        | 24      |       | 2.17        | 0.7051 | 0            | 20                       |
| PR-4-04-2100                       | % Missed Appointment - FP - Dispatch - POTS                 | 16.40       | 25.00  | 439          | 4       |       | 18.60       | SS     | NA           | 10                       |
| PR-4-02-2100                       | Average Delay Days - Total - POTS                           | 2.48        | 3.50   | 128          | 2       | 6.74  | 4.80        | SS     | NA           | 15                       |
| PR-5-01-2100                       | % Missed Appointment - Facilities - POTS                    | 1.14        | 25.00  | 439          | 4       |       | 5.33        | SS     | NA           | 5                        |
| PR-5-02-2100                       | % Orders Held for Facilities > 15 days - POTS               | 0.00        | 0.00   | 439          | 4       |       | 0.00        | SS     | 0            | 5                        |
| PR-6-01-2100                       | % Installation Troubles within 30 days - POTS               | 4.48        | 0.00   | 2,862        | 26      |       | 4.07        | 0.5079 | 0            | 15                       |
| <b>MR Maintenance &amp; Repair</b> |                                                             |             |        |              |         |       |             |        |              |                          |
| MR-1-01-6050                       | Average Response Time - Create Trouble                      | 0.92        | 2.33   |              | 1,607   |       | 1.4153      | 0      | 2            | 0.000                    |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)            | NA          | 42.86  |              | 458     |       | 42.8559     | NA     | 0            | NA                       |
| <b>BI Billing</b>                  |                                                             |             |        |              |         |       |             |        |              |                          |
| BI-1-02-1000                       | % DUF in 4 Business Days                                    |             | 100.00 |              | 241,589 |       |             | 0      | 5            | 0.000                    |
|                                    |                                                             |             |        |              |         |       |             | Totals | -1           | 239                      |
|                                    |                                                             |             |        |              |         |       |             |        |              | -0.042                   |

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**

**May-2014**

| 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    |             | 6.80   |              | 5     |       | 6.8000      | NA     | 0           | 0.000                    | 0.000 |       |       |       |
| PO-2-02-6020                                                    | OSS Interface Availability - Prime - EDI                       |              |       |             | 100.00 |              |       |       |             | 0      | 5           | 0.000                    | 0.000 |       |       |       |
| PO-1-06-6030                                                    | Mechanized Loop Qualification - CORBA                          |              | NA    |             | NA     |              | NA    |       |             | NA     | 0           | 0.000                    | 0.000 |       |       |       |
| PO-2-02-6030                                                    | OSS Interface Availability - Prime - CORBA                     |              |       |             | NA     |              |       |       |             | NA     | 0           | 0.000                    | 0.000 |       |       |       |
| PO-1-06-6050                                                    | Mechanized Loop Qualification - Web GUI                        |              | NA    |             | 5.19   |              | 235   |       | 5.1915      | 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 |              | 6     |       |             | 0      | 2           | 0.000                    | 0.000 |       |       |       |
| PO-8-02-6000                                                    | % On Time - Engineering Record Request                         |              |       |             | 100.00 |              | 3     |       |             | 0      | 2           | 0.000                    | 0.000 |       |       |       |
| OR Ordering                                                     |                                                                |              |       |             |        |              |       |       |             |        |             |                          |       |       |       |       |
| OR-1-04-1341                                                    | % On Time LSRC - No Facility Check - 2W Digital -UNE/Resale    |              |       |             | 100.00 |              | 4     |       |             | 0      | 2           | 0.000                    | 0.000 |       |       |       |
| OR-1-06-1341                                                    | % OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale       |              |       |             | NA     |              | NA    |       |             | NA     | 0           | 0.000                    | 0.000 |       |       |       |
| OR-2-04-1341                                                    | % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale |              |       |             | NA     |              | NA    |       |             | NA     | 0           | 0.000                    | 0.000 |       |       |       |
| OR-2-06-1341                                                    | % OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale     |              |       |             | NA     |              | NA    |       |             | NA     | 0           | 0.000                    | 0.000 |       |       |       |
| OR-1-04-3342                                                    | % On Time LSRC - No Facility Check - 2W xDSL Loops             |              |       |             | 100.00 |              | 28    |       |             | 0      | 5           | 0.000                    | 0.000 |       |       |       |
| 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              |              |       |             | 0.18   |              | 1,130 |       |             | 0      | 2           | 0.000                    | 0.000 |       |       |       |
| OR-4-16-1000                                                    | % On Time PCN - 1 Business Day                                 |              |       |             | 98.62  |              | 509   |       |             | 0      | 2           | 0.000                    | 0.000 |       |       |       |
| OR-4-17-1000                                                    | % On Time BCN - 2 Business Day                                 |              |       |             | 98.85  |              | 1,128 |       |             | 0      | 2           | 0.000                    | 0.000 |       |       |       |
| PR Provisioning                                                 |                                                                |              |       |             |        |              |       |       |             |        |             |                          |       |       |       |       |
| PR-4-02-1341                                                    | Average Delay Days -Total -2W Digital -UNE/Resale              |              | NA    |             | NA     |              | NA    | 0.00  |             | NA     | NA          | 0                        | 0.000 | 0.000 |       |       |
| PR-4-04-1341                                                    | % Missed Appointment -Dispatch -2W Digital -UNE/Resale         |              | NA    |             | NA     |              | NA    | NA    |             | NA     | NA          | 0                        | 0.000 | 0.000 |       |       |
| PR-4-05-1341                                                    | % Missed Appointment -No Dispatch -2W Digital -UNE/Resale      |              | NA    |             | NA     |              | NA    | NA    |             | NA     | NA          | 0                        | 0.000 | 0.000 |       |       |
| PR-6-01-1341                                                    | % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale       |              | NA    |             | NA     |              | NA    | NA    |             | NA     | NA          | 0                        | 0.000 | 0.000 |       |       |
| PR-8-01-1341                                                    | % Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale  |              | 0.00  |             | 0.00   |              |       | 0.00  |             | SS     | 0           | 2                        | 0.000 | 0.000 |       |       |
| PR-3-10-3342                                                    | % Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops              |              |       |             | 100.00 |              | 8     |       |             |        | 0           | 10                       | 0.000 | 0.000 |       |       |
| PR-4-02-3342                                                    | Average Delay Days -Total -2W xDSL Loops                       |              |       |             | 9.00   |              | NA    | 1     |             | NA     | NA          | 10                       | 0.000 | 0.000 |       |       |
| PR-4-14-3342                                                    | % Completed On Time -2W xDSL Loops                             |              |       |             | 100.00 |              |       | 12    |             |        | 0           | 10                       | 0.000 | 0.000 |       |       |
| PR-6-01-3342                                                    | % Installation Troubles w/in 30 Days -2W xDSL Loops            |              |       |             | 13.57  |              | 11.11 | 619   |             | 18     | 8.19        | 0.1324                   | 0     | 15    | 0.000 | 0.000 |
| PR-8-01-3342                                                    | % Open Orders in Hold Status >30 Days -2W xDSL Loops           |              |       |             | 100.00 |              | 0.00  | 2     |             | 12     | 0.00        | 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     | 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     | 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          | NA                       | 0     | 0.000 | 0.000 |       |
| PR-4-05-3340                                                    | % Missed Appointment -No Dispatch -Line Share/Split            |              | NA    |             | 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          | 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          | NA                       | 0     | 0.000 | 0.000 |       |
| MR Maintenance & Repair                                         |                                                                |              |       |             |        |              |       |       |             |        |             |                          |       |       |       |       |
| MR-1-01-6050                                                    | Average Response Time - Create Trouble                         |              | 0.92  |             | 2.33   |              |       | 1,607 |             |        | 1.4153      | 0                        | 2     | 0.000 | 0.000 |       |
| Stat. Score                                                     |                                                                |              |       |             |        |              |       |       |             |        |             |                          |       |       |       |       |
| MR-3-01-1341                                                    | % Missed Repair Appt -Loop -2W Digital -UNE/Resale             |              | 0.00  |             | 0.00   |              | 1     | 2     |             | 0.00   | SS          | 0                        | 2     | 0.000 | 0.000 |       |
| MR-3-02-1341                                                    | % Missed Repair Appt -CO -2W Digital -UNE/Resale               |              | 0.00  |             | 0.00   |              | 1     | 1     |             | 0.00   | SS          | 0                        | 2     | 0.000 | 0.000 |       |
| MR-4-02-1341                                                    | Mean Time To Repair -Loop -2W Digital -UNE/Resale              |              | 24.82 |             | 32.98  |              | 1     | 2     |             | 0.00   | SS          | NA                       | 2     | 0.000 | 0.000 |       |
| MR-4-03-1341                                                    | Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale        |              | 17.28 |             | 5.93   |              | 1     | 1     |             | 0.00   | SS          | NA                       | 2     | 0.000 | 0.000 |       |
| MR-4-04-1341                                                    | % Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale |              | 50.00 |             | 66.67  |              | 2     | 3     |             | 45.64  | SS          | NA                       | 2     | 0.000 | 0.000 |       |
| MR-4-07-1341                                                    | % Out of Service >12 Hours -2W Digital -UNE/Resale             |              | NA    |             | 0.00   |              | NA    | 1     |             | 1.00   | SS          | 0                        | 2     | 0.000 | 0.000 |       |
| MR-5-01-1341                                                    | % Repeat Reports w/in 30 Days -2W Digital -UNE/Resale          |              | 0.00  |             | 66.67  |              | 2     | 3     |             | 0.00   | SS          | NA                       | 2     | 0.000 | 0.000 |       |
| MR-3-01-3342                                                    | % Missed Repair Appt -Loop -2W xDSL Loops                      |              | 14.96 |             | 11.11  |              | 2,192 | 18    |             | 8.44   | 0.0443      | 0                        | 5     | 0.000 | 0.000 |       |
| MR-3-02-3342                                                    | % Missed Repair Appointment -CO -2W xDSL Loops                 |              | 7.04  |             | 0.00   |              | 71    | 7     |             | 10.14  | 0.2969      | 0                        | 5     | 0.000 | 0.000 |       |
| MR-4-02-3342                                                    | Mean Time To Repair -Loop -2W xDSL Loops                       |              | 26.81 |             | 12.78  |              | 2,188 | 18    |             | 33.55  | 7.94        | 3.2389                   | 0     | 5     | 0.000 | 0.000 |
| MR-4-03-3342                                                    | Mean Time To Repair -CO -2W xDSL Loops                         |              | 12.37 |             | 5.35   |              | 71    | 7     |             | 14.82  | 5.87        | 5.0000                   | 0     | 5     | 0.000 | 0.000 |
| MR-4-04-3342                                                    | % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops          |              | 30.54 |             | 92.00  |              | 1,565 | 25    |             | 9.29   | 5.0000      | 0                        | 5     | 0.000 | 0.000 |       |
| MR-4-07-3342                                                    | % Out of Service >12 Hours -2W xDSL Loops                      |              | 72.07 |             | 0.00   |              | 1,432 | 1     |             | 44.88  | SS          | 0                        | 10    | 0.000 | 0.000 |       |
| MR-5-01-3342                                                    | % Repeat Reports w/in 30 Days -2W xDSL Loops                   |              | 16.49 |             | 20.00  |              | 2,450 | 25    |             | 7.46   | -0.7684     | 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 | 0           | 149                      | 0.000 |       |       |       |

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

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

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

**FINAL**

**TRUNKS**

**May-2014**

| 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                           |  | 100.00               |       |             | 1    |              |      | 0      | 10  | 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                                |  | 100.00               |       |             | 2    |              |      | 0      | 5   | 0.000       |       |
| PR                                                                    |  | Provisioning         |       | FP          |      |              |      |        |     |             |       |
| PR-4-07-3540 % On Time Performance - LNP only                         |  |                      | 97.00 |             | 699  |              |      | 0      | 20  | 0.000       |       |
| PR-4-15-5000 % On Time Provisioning - Trunks                          |  | 100.00               |       |             | 1    |              |      | 0      | 20  | 0.000       |       |
| PR-5-01-5000 % Missed Appointment - Facilities                        |  | 0.00                 | 0.00  | 1           | 2    |              | 0.00 | SS 0   | 5   | 0.000       |       |
| PR-5-02-5000 % Orders Held for Facilities >15 Days                    |  | 0.00                 | 0.00  | 1           | 2    |              | 0.00 | SS 0   | 5   | 0.000       |       |
| PR-6-01-5000 % Installation Troubles w/in 30 Days                     |  | 0.00                 | 0.00  | 6           | 3    |              | 0.00 | SS 0   | 10  | 0.000       |       |
| PR-8-01-5000 % Open Orders in a Hold Status >30 Days                  |  | 0.00                 | 50.00 | 1           | 2    |              | 0.00 | SS NA  | 5   | 0.000       |       |
| MR                                                                    |  | Maintenance & Repair |       |             |      |              |      |        |     |             |       |
| MR-4-01-5000 Mean Time to Repair - Total                              |  | NA                   | 5.38  | 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   | 115         | 0.000 |

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

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

| Fair Point New Hampshire   |                                                                     | FINAL        |          |        |     |        |          | May-2014 |         |
|----------------------------|---------------------------------------------------------------------|--------------|----------|--------|-----|--------|----------|----------|---------|
| CRITICAL MEASURES          |                                                                     | UNE-Platform | UNE-Loop | Resale | DSL | Trunks | Specials | Other    | Total   |
| <b>PRE-ORDERING</b>        |                                                                     |              |          |        |     |        |          |          |         |
| 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 - VPI/TS                 | -            | -        | -      | -   | -      | -        | -        |         |
|                            | 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                | -            | -        | -      | -   | -      | -        | -        |         |
| <b>ORDERING</b>            |                                                                     |              |          |        |     |        |          |          |         |
| 2                          | % On Time Ordering Notification                                     | -            | -        | -      | -   | \$0    | \$0      | -        | \$0     |
|                            | OR-1-02 % On Time LSRC - Flow Through                               | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-1-04 %OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl              | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-1-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops              | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-1-04 %OT LSR Rej - No Facility Check - Ln Share/Spit             | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-1-12 % On Time FOC                                               | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-1-13 % On Time Design Layout Record                              | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-1-19 % OT Resp. Req. for inbound Aug. (<=192)                    | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-2-04 %OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl              | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops              | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Spit             | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-4-16 % On Time PCN - 1 Bus Day                                   | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-1-04 %OT LSR Rej - No Facility Check - All Spots-UNE/Rsl         | -            | -        | -      | -   | -      | -        | -        |         |
|                            | OR-1-06 %OT LSR/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               | -            | -        | -      | -   | -      | -        | -        |         |
| <b>PROVISIONING</b>        |                                                                     |              |          |        |     |        |          |          |         |
| 3                          | Installation Performance                                            | \$5,802      | \$0      | \$0    | \$0 | \$0    | \$1,765  | -        | \$7,567 |
|                            | 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                          | -            | -        | -      | -   | -      | -        | -        |         |
|                            | PR-6-01 % Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale | -            | -        | -      | -   | -      | -        | -        |         |
|                            | PR-6-01 % Install Trbls w/in 30 Days - 2WxDSL Loops                 | -            | -        | -      | -   | -      | -        | -        |         |
|                            | PR-6-01 % Install Trbls w/in 30 Days - Line Share/Spit              | -            | -        | -      | -   | -      | -        | -        |         |
|                            | PR-4-01 % Missed Appointment - FP - DSO - UNE/Resale                | -            | -        | -      | -   | -      | 1,765    | -        |         |
|                            | 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     |
| <b>MAINTENANCE</b>         |                                                                     |              |          |        |     |        |          |          |         |
| 6                          | Maintenance Performance                                             | \$           | \$0      | \$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 Dig-UNE/Resale               | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-3-01 % Missed Repr Appt - Loop - 2WxDSL Loops                    | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-3-01 % Missed Repair Appt - Loop - Line Share/Spit               | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-3-02 % Missed Repair Appointment - CO - 2WxDSL Loops             | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-4-03 Mean Time To Repair - CO - 2WxDSL Loops                     | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-4-04 % Cleared (all trbls) w/in 24hrs - 2W Dig-UNE/Resale        | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-4-04 % Cleared (all trbls) w/in 24hrs - 2WxDSL Loops             | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-4-04 % Cleared (all troubles) w/in 24 Hours - Line Share/Spit    | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-4-08 Out of Service > 24Hrs - Bus.                               | -            | -        | -      | -   | -      | -        | -        |         |
|                            | 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/Spit             | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-4-01 Mean Time to Repair - nonDSO & DSO - UNE/Resale             | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-4-01 Mean Time to Repair - DS1 & DS3 - UNE/Resale                | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-4-06 % Out of Service > 4 Hrs - nonDSO & DSO - UNE/Resale        | -            | -        | -      | -   | -      | -        | -        |         |
|                            | MR-4-08 % Out of Service > 24 Hrs - nonDSO & DSO - 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       | -            | -        | -      | -   | -      | -        | -        |         |
| <b>NETWORK PERFORMANCE</b> |                                                                     |              |          |        |     |        |          |          |         |
| 7                          | NP-1-04 Final Trunk Groups Blocked                                  | -            | -        | -      | -   | \$0    | -        | -        | \$0     |
| <b>RESOLUTION PROCESS</b>  |                                                                     |              |          |        |     |        |          |          |         |
| 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                                | -            | -        | -      | -   | -      | -        | -        |         |
| 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 Acknowledged w/ 2 Bus Days            | -            | -        | -      | -   | -      | -        | -        |         |
|                            | BI-3-05 % CLEC Billing Claims Resolved w/in 28 Cal. Days after Ack. | -            | -        | -      | -   | -      | -        | -        |         |
| Month Total                |                                                                     | \$5,802      | \$0      | \$0    | \$0 | \$0    | \$1,765  | \$0      | \$7,567 |

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         | 100.00     | 1         | 0           | 20   |
| NP-2-07/8 | Average Delay Days - Total                       | 0.00       | 0         | NA          | 10   |
|           |                                                  |            |           |             | 30   |

## Performance Report for Critical Measure # 9 - Resolution Performance

| Resolution Timeliness                                                    | CLEC Perf. | CLEC Obs. | Perf. Score | Wgt. |
|--------------------------------------------------------------------------|------------|-----------|-------------|------|
| OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days                  | 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 Days | 100.00     | 1,210     | 0           | 2    |
| BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after  | 100.00     | 2,141     | 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/Resale | NA         | NA        | NA          | 0    |
| OR-1-06-1200 | % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale  | 100.00     | 9         | 0           | 10   |
| OR-2-04-1200 | % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale           | 93.33      | 15        | NA          | 0    |
| OR-2-06-1200 | % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale     | NA         | NA        | NA          | 0    |

| PR           | Provisioning                                         | FP    | FP    | Std Dev. | Sample Error | Stat. Score | Perf. Score | Wgt. |
|--------------|------------------------------------------------------|-------|-------|----------|--------------|-------------|-------------|------|
| PR-4-01-1210 | % Missed Appointment -FP -DSO -UNE/Resale            | 50.00 | NA    | 2        | NA           |             | NA          | 0    |
| PR-4-01-1211 | % Missed Appointment -FP -DS1 -UNE/Resale            | 2.96  | 12.50 | 135      | 8            | 6.17        | -1.96       | 5    |
| PR-4-01-1213 | % Missed Appointment -FP -DS3 -UNE/Resale            | NA    | 0.00  | NA       | 5            | 5.00        | SS          | 5    |
| PR-4-01-1214 | % Missed Appointment -FP -Other -UNE/Resale          | NA    | NA    | NA       | NA           |             | NA          | 0    |
| PR-4-02-1200 | Average Delay Days - Total -UNE/Resale               | 3.00  | 1.00  | 5        | 1            | 3.39        | 18.69       | 5    |
| PR-5-01-1200 | % Missed Appointment - Facilities -UNE/Resale        | 1.47  | 0.00  | 68       | 8            | 4.50        | 1.25        | 20   |
| PR-5-02-1200 | % Orders Held for Facilities > 15 days -UNE/Resale   | 0.00  | 0.00  | 68       | 8            | 0.00        | 5.00        | 20   |
| PR-6-01-1200 | % Installation Troubles within 30 days -UNE/Resale   | 1.92  | 0.00  | 104      | 17           | 3.59        | 0.64        | 10   |
| PR-8-01-1200 | % Open Orders in a Hold Status > 30 Days -UNE/Resale | 11.68 | 7.69  | 137      | 13           | 9.32        | 0.13        | 5    |
| PR-4-01-3510 | % Missed Appointment - FP - Total - EEL              | 2.96  | NA    | 135      | NA           |             | NA          | 0    |
| PR-4-02-3510 | Average Delay Days - Total - EEL                     | 1.50  | NA    | 4        | NA           | 0.58        | NA          | 0    |
| PR-8-01-3510 | % Open Orders in a Hold Status >30 Days -EEL         | 10.37 | 0.00  | 135      | 0            | 0.00        | SS          | 2    |
| PR-4-01-3530 | % Missed Appointment - FP - Total - IOF              | NA    | NA    | NA       | NA           |             | NA          | 0    |
| PR-4-02-3530 | Average Delay Days - IOF                             | NA    | NA    | NA       | NA           | 0.00        | NA          | 0    |
| PR-8-01-3530 | % Open Orders in a Hold Status >30 Days -IOF         | NA    | NA    | NA       | NA           |             | NA          | 0    |

## MR Maintenance &amp; Repair

|                                                                       |       |       |     |    |       |       |      |    |       |    |
|-----------------------------------------------------------------------|-------|-------|-----|----|-------|-------|------|----|-------|----|
| MR-4-01-1216 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale           | 17.64 | NA    | 19  | NA | 37.31 |       | NA   | NA | 0     |    |
| MR-4-01-1217 Mean Time to Repair - DS1 & DS3 -UNE/Resale              | 10.66 | 8.18  | 117 | 18 | 24.36 | 7.81  | 0.18 | 0  | 5     |    |
| MR-4-06-1216 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale    | NA    | NA    | NA  | NA |       |       | NA   | NA | 0     |    |
| MR-4-08-1216 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale   | NA    | NA    | NA  | NA |       |       | NA   | NA | 0     |    |
| MR-4-06-1217 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale       | NA    | NA    | NA  | NA |       |       | NA   | NA | 0     |    |
| MR-4-08-1217 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale      | NA    | NA    | NA  | NA |       |       | NA   | NA | 0     |    |
| MR-5-01-1200 % Repeat Reports w/in 30 days -UNE/Resale                | 32.35 | 27.78 | 136 | 18 |       | 11.73 | 0.10 | 0  | 10    |    |
| "NA" - no activity    "UD" - under development    "SS" - Small Sample |       |       |     |    |       |       |      |    | Total | 97 |

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

Special Provision - UNE Ordering

May-2014

|              |                                           | % On Time | Observations | Market Adj. |
|--------------|-------------------------------------------|-----------|--------------|-------------|
| OR-1-04-3320 | % OT LSRC - No Facility Check - POTS      | 97.58     | 993          | \$ -        |
| OR-1-06-3320 | % OT LSRC/ASRC - Facility Check - POTS    | 100.00    | 46           | \$ -        |
| OR-2-04-3320 | % OT LSR Rej.- No Facility Check - POTS   | 100.00    | 77           | \$ -        |
| OR-2-06-3320 | % OT LSR/ASR Rej. - Facility Check - POTS | NA        | -            | \$ -        |

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<br>Gross # | Flow-thru | Month                                                  | %     | Observations<br>Gross # | Flow-thru |
| MAR-2014                                            | 62.76 | 239                     | 150       | MAR-2014                                               | 83.19 | 113                     | 94        |
| APR-2014                                            | 59.33 | 268                     | 159       | APR-2014                                               | 78.62 | 145                     | 114       |
| MAY-2014                                            | 76.25 | 299                     | 228       | MAY-2014                                               | 91.61 | 155                     | 142       |
| Overall                                             | 66.63 | 806                     | 537       | Overall                                                | 84.75 | 413                     | 350       |

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<br>Gross # | Flow-thru | Month                                              | %     | Observations<br>Gross # | Flow-thru |
| MAR-2014                                        | 93.20 | 250                     | 233       | MAR-2014                                           | 96.40 | 111                     | 107       |
| APR-2014                                        | 91.34 | 231                     | 211       | APR-2014                                           | 91.74 | 109                     | 100       |
| MAY-2014                                        | 89.10 | 211                     | 188       | MAY-2014                                           | 93.14 | 102                     | 95        |
| Overall                                         | 91.33 | 692                     | 632       | Overall                                            | 93.79 | 322                     | 302       |

Market Adjustment \* \$ -

| OR-5-01-3121 % Flow-Through Total-UNE Other |       |                         |           | OR-5-03-3121 % Flow-Through Achieved-UNE Other |       |                         |           |
|---------------------------------------------|-------|-------------------------|-----------|------------------------------------------------|-------|-------------------------|-----------|
| Month                                       | %     | Observations<br>Gross # | Flow-thru | Month                                          | %     | Observations<br>Gross # | Flow-thru |
| MAR-2014                                    | 92.77 | 940                     | 872       | MAR-2014                                       | 93.91 | 608                     | 571       |
| APR-2014                                    | 93.67 | 963                     | 902       | APR-2014                                       | 95.61 | 661                     | 632       |
| MAY-2014                                    | 97.91 | 1,148                   | 1,124     | MAY-2014                                       | 98.78 | 901                     | 890       |
| Overall                                     | 94.99 | 3,051                   | 2,898     | Overall                                        | 96.45 | 2,170                   | 2,093     |

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           | 20                               | 100.00           | 14                |
| PR-9-01-3523 | % On Time Performance-Loop-Lg Job Hot Cut           | NA               |                                  | NA               |                   |
| PR-9-01-3525 | % On Time Performance-Loop-Batch Hot Cut            | NA               |                                  | NA               |                   |
| PR-6-02-3520 | % Installtn Trbls w/in 7 days-Loop-Basic Hot Cut    | 0.00             | 99                               | 0.00             | 44                |
| PR-6-02-3523 | % Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut   | NA               |                                  | NA               |                   |
| PR-6-02-3525 | % Installtn Trbls w/in 7 days-Loop-Batch Hot Cut    | NA               |                                  | NA               |                   |
|              |                                                     | Performance      | Observations                     | Performance      | Observations      |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC | NA               |                                  | NA               |                   |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP   | 18.61            | 139                              | 18.33            | 108               |
|              |                                                     | 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.

May-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<br>Wgt. Failure | Test Deck<br>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<br>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

May-2014

|                                       | Weighted<br>Score | Market<br>Adjustment |          |
|---------------------------------------|-------------------|----------------------|----------|
| <b>MODE OF ENTRY</b>                  |                   |                      |          |
| Unbundled Network Elements - Platform | -0.065            | \$ -                 |          |
| Unbundled Network Elements - Loop     | -0.029            | \$ -                 |          |
| Resale                                | -0.042            | \$ -                 |          |
| Digital Subscriber Lines              | 0.000             | \$ -                 |          |
| Trunks                                | 0.000             | \$ -                 |          |
| Mode of Entry Total                   |                   |                      | \$ -     |
| <b># CRITICAL MEASURES</b>            |                   |                      |          |
| 1 OSS Interface                       |                   | \$ -                 |          |
| 2 % On Time Ordering Notification     |                   | \$ -                 |          |
| 3 Installation Performance            |                   | \$ 7,567             |          |
| 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                |                   |                      | \$ 7,567 |
| Individual Rule Payments:             |                   |                      | \$ 1,334 |
| <b>SPECIAL PROVISIONS</b>             |                   |                      |          |
| UNE Ordering                          |                   | \$ -                 |          |
| UNE Flow Through                      |                   | \$ -                 |          |
| UNE Hot Cut Loop                      |                   | \$ -                 |          |
| Special Provision Total               |                   |                      | \$ -     |
| CHANGE CONTROL                        |                   |                      | \$ -     |
| Grand Total                           |                   |                      | \$ 8,901 |

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