

Fair Point New Hampshire Performance Assurance Plan Report

UNE Platform

Aug-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	vgt.	Domain Clustering Review
		FP	CLEC	FP	CLEC		Score	Score			
PO-1-01-6020	Customer Service Record - EDI	NA	3.55		5,925	3.5543	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	6.54		2,125	6.5431	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.41		74	5.4054	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	7.38		13	7.3846	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering											
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		63.64		143		-2	10	-0.094	-0.286	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA		NA	0	NA	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		64.03		695		-2	5	-0.047	-0.143	
OR-4-16-1000	% On Time PCN - 1 Business Day		26.05		522		-2	5	-0.047	-0.143	
OR-4-17-1000	% On Time BCN - 2 Business Day		33.96		695		-2	5	-0.047	-0.143	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		143		0	5	0.000	0.000	
OR-6-03-3140	% Accuracy - LSRC - Platform		72.22		18		-2	5	-0.047	-0.143	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		NA		NA		NA	0	NA	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		NA	0	NA	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		NA	0	NA	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000	
PR Provisioning											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	47.62	50.00		21	27.25	SS	NA	0	NA	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	10.58	26.94	6,510	245	2.00	-6.9044	-2	20	-0.189	-0.308
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	29.52	38.10	11,357	357	2.45	-3.3604	-2	10	-0.094	-0.154
PR-4-02-3100	Average Delay Days - Total - POTS	6.09	6.58	4,042	388	12.88	1.27	-0.3846	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.00	0.00	11,357	357	0.00	0.0000	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	11,357	357	0.00	0.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.03	3.10	1,326	226	2.16	3.2069	0	10	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	3.88	32.37		1,536		28.4898	-2	2	-0.019	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	65.86		517		65.8646	NA	0	NA	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	10.81	29.73	1,110	74	3.73	-4.1327	-2	10	-0.094	-0.098
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	32.14	12.50	56	16	13.24	1.9722	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	21.16	37.24	1,110	74	23.20	4.90	-3.2789	-2	5	-0.047
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	25.53	19.37	56	16	35.48	12.36	0.6089	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	85.25	86.67	1,166	90	3.88	-0.1812	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	54.20	73.33	1,166	90	5.45	-3.4809	-2	5	-0.047	-0.049
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	33.10	55.56	1,166	90	5.15	-4.0918	-2	5	-0.047	-0.049
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	14.30	19.00	9,482	221	2.38	-1.8242	-2	10	-0.094	-0.098
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	14.91	0.00	228	14	9.81	1.5204	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	28.25	29.55	9,482	221	24.26	3.06	-0.8197	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	24.01	16.49	228	14	23.71	11.76	1.1866	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	94.19	92.34	9,710	235	1.54	1.3109	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	78.28	83.83	9,710	235	2.72	-2.0106	-2	5	-0.047	-0.049
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	50.40	53.19	9,710	235	3.30	-0.7790	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	3.33	2.77	10,876	325	1.01	0.6893	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.74		95,535,232				0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-28 212 -0.962

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

UNE LOOP

Aug-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.	Wgt.	Wgt.	Score	Domain	
		FP	CLEC	CLEC	Score		Score	Clustering Review				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	3.55		5,925	3.5543	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	6.54		2,125	6.5431	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.41		74	5.4054	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.38		13	7.3846	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering											Wgt.	
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		92.71		96		-1	10	-0.070	-0.192		
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		64.03		695		-2	2	-0.028	-0.077		
OR-4-16-1000	% On Time PCN - 1 Business Day		26.05		522		-2	2	-0.028	-0.077		
OR-4-17-1000	% On Time BCN - 2 Business Day		33.96		695		-2	2	-0.028	-0.077		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		74		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		37.50		8		-2	5	-0.070	-0.192		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	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	6.09	6.58	4,042	388	12.88	1.27	-0.3846	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	29.52	50.53	11,357	376		2.39	-8.3186	-2	20	-0.280	-0.364
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.00	0.00	11,357	376		0.00	0.0000	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	11,357	376		0.00	0.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	10.06	0.00	1,322	11		9.11	1.1047	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA				NA	0	NA	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		82.35		85				-2	10	-0.140	-0.182
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	3.88	32.37		1,536			28.4898	-2	2	-0.028	-0.038
											Stat. Score	
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	13.94	21.62	10,592	370		1.83	-3.8730	-2	10	-0.140	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	27.32	19.40	10,592	370	24.18	2.36	3.3629	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	75.77	68.84	10,766	398		2.19	3.1374	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	48.49	32.66	10,766	398		2.55	6.3310	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	3.33	1.94	10,876	412		0.90	1.7930	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	14.94	21.43	174	28		7.26	-0.6229	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	21.44	22.48	174	28	25.65	8.36	-0.2353	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-17	143	-0.811	

"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**

RESALE

Aug-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	3.55		5,925	3.5543	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	6.54		2,125	6.5431	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.41		74	5.4054	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	7.38		13	7.3846	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	78.16		87			-2	10	-0.092	-0.222
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	64.03		695			-2	5	-0.046	-0.111
OR-4-16-1000	% On Time PCN - 1 Business Day	26.05		522			-2	5	-0.046	-0.111
OR-4-17-1000	% On Time BCN - 2 Business Day	33.96		695			-2	5	-0.046	-0.111
OR-5-03-2000	% Flow Through - Achieved - POTS	100.00		87			0	10	0.000	0.000
OR-6-03-2000	% Accuracy - LSRC	66.67		12			-2	10	-0.092	-0.222
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000
PR Provisioning										
		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	47.62	NA	21	NA		0.00	NA	0	NA
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	10.58	19.86	6,510	141	2.62	-3.1112	-2	20	-0.184
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	29.52	47.87	11,357	94	4.72	-3.6236	-2	10	-0.092
PR-4-02-2100	Average Delay Days - Total - POTS	6.09	11.26	4,042	73	12.88	-0.1756	0	15	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.00	0.00	11,357	94	0.00	0.0000	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	11,357	94	0.00	0.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.03	8.97	1,326	78	3.50	0.3017	0	15	0.000
MR Maintenance & Repair										
		Diff.								
MR-1-01-6050	Average Response Time - Create Trouble	3.88	32.37	1,536		28.4898	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	65.86	517		65.8646	NA	0	NA	0.000
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	10.81	27.78	1,110	36	5.26	-2.5916	-2	10	-0.092
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	32.14	0.00	56	16	13.24	2.4279	0	10	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	21.16	26.88	1,110	36	23.20	6.92	-1.3878	-1	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	25.53	9.34	56	16	35.48	12.36	1.9398	0	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	85.25	80.77	1,166	52	5.03	1.0815	0	5	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	54.20	53.85	1,166	52	7.06	0.1959	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	33.10	34.62	1,166	52	6.67	-0.0913	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	14.30	25.00	9,482	8	12.38	-0.4651	0	10	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	14.91	NA	228	NA	0.00	SS	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	28.25	37.39	9,482	8	24.26	15.92	-1.2607	-1	5
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	24.01	NA	228	NA	23.71	0.00	SS	NA	0
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	94.19	100.00	9,710	8	8.27	0.3047	0	5	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	78.28	100.00	9,710	8	14.58	-1.0752	-1	5	-0.023
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	50.40	75.00	9,710	8	17.68	-1.0363	-1	5	-0.023
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	3.33	1.67	10,876	60	2.32	1.1207	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.74	95,535,232			0	5	0.000	
							Totals	-22	217	-0.802

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

DSL

Aug-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	0.00		1	0.0000	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	NA		NA	0.0000	NA	0	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		92.31		13		NA	0	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		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		NA		NA		NA	0	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		64.03		695		-2	2	-0.050	-0.333		
OR-4-16-1000	% On Time PCN - 1 Business Day		26.05		522		-2	2	-0.050	-0.333		
OR-4-17-1000	% On Time BCN - 2 Business Day		33.96		695		-2	2	-0.050	-0.333		
PR Provisioning												
		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	14.73	NA	11	NA	13.31	0.00	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	84.62	0.00	13	1		37.44	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	2	NA		0.00	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	38.46	0.00	13	1		50.49	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		NA				NA	0	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	5.37	NA	57	0.00	57.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		38.04		92			-2	10	-0.250	-0.500	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	9.98	NA	1,312	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	1.09		92		92.00	SS	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-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	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair												
		FP	CLEC	FP	CLEC		Diff.	Perf. Score	Wgt	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	3.88	32.37		1,536		28.4898	-2	2	-0.050	-0.043	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	42.86	NA	14	NA		0.00	SS	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	6	NA		0.00	SS	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	90.12	NA	14	NA	####	0.00	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	16.47	NA	6	NA	9.12	0.00	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	40.00	NA	20	NA		0.00	SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	80.00	NA	20	NA		0.00	SS	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	10.00	NA	20	NA		0.00	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	13.96	28.57	10,602	42		5.36	-2.3072	-2	5	-0.125	-0.106
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	14.94	25.00	174	8		12.89	-0.3701	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	27.33	30.48	10,602	42	24.23	6.89	-0.9381	-1	5	-0.063	-0.053
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	21.44	14.99	174	8	25.65	14.84	0.6595	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	64.08	56.00	206	50		7.56	1.2180	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	75.77	68.00	10,776	50		6.07	1.4198	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	3.34	3.85	10,888	52		2.50	0.0585	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			NN	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
							Totals	-13	80	-0.638		
											"NA" - no activity "UD" - under development "SS" - Small Sample	

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

TRUNKS

Aug-2009

OR		Ordering		Performance	Observations		Perf.	Wgt.	Wgted.			
		CLEC	FP	CLEC	FP	CLEC	Score		Score			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	0.00		2			NA	0	0.000			
OR-1-13-5000	% On Time Design Layout Record	NA		NA			NA	0	0.000			
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	NA		NA			NA	0	0.000			
OR-2-12-5020	% On TimeTrunk ASR Reject	NA		NA			NA	0	0.000			
PR		Provisioning		FP	CLEC	FP	CLEC	Standard Deviation	Sample Error	Stat. Score		
PR-4-07-3540	% On Time Performance - LNP only		NA		NA					NA	0	0.000
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA					NA	0	0.000
PR-5-01-5000	% Missed Appointment - Facilities	NA	NA	NA	NA					NA	0	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA					NA	0	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA			0.00		NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	NA	NA	NA					NA	0	0.000
MR		Maintenance & Repair		FP	CLEC	FP	CLEC	Standard Deviation	Sample Error	Stat. Score		
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00				NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA					NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA					NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA					NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA					NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA					NA	0	0.000
NP		Network Performance		FP	CLEC	FP	CLEC	Standard Deviation	Sample Error	Stat. Score		
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0.01							-2	5	-0.667
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.01							-2	10	-1.333
"NA" - no activity "UD" - under development "SS" - Small Sample Totals										-4	15	-2.000

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

Fair Point New Hampshire									
									Aug-2009
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other
4	PR-4-07	% On Time Performance - LNP					\$0		
5		Hot Cut Performance		139,249					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		139,249					
	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	\$ 43,515	\$27,850	\$9,274	\$14,132	\$0	\$0	
	MR-3-01	Missed Repair Appointments - Loop - Bus.	17,406		7,134				
	MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		-				
	MR-3-01	Missed Repair Appointments - Loop		27,850					
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-			
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				14,132			
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-			
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-			
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-			
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-			
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-			
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-			
	MR-4-08	Out of Service >24Hrs. - Bus.	8,703		-				
	MR-4-08	Out of Service >24Hrs. - Res.	-		2,140				
	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 -2W xDSL Loops				-			
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-			
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-	
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-	
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-	
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-	
NETWORK PERFORMANCE									
7	NP-1-04	Final Trunk Groups Blocked					\$27,393		
8		Collocation							\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total							-
	NP-2-05/6	% On Time - Physical Collocation - Total							-
	NP-2-07/8	Average Delay Days - Total							-
RESOLUTION PROCESS									
9		Resolution Process							\$0
	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 Acknwldgd w/ 2 Bus Days							-
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-
Month Total			\$151,117	\$259,103	\$52,076	\$56,528	\$27,393	\$0	\$0

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

\$546,216

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	100.0	6	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	2	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					35

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	NA		NA	NA	0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA		NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	98.45		1,808	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00		1,272	0	20
					22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	NA	NA	NA	0
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	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		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	100.00	NA	1		1.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	36.36	NA	11	NA		0.00	NA	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	NA	1	NA		0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	100.00	NA	2	NA		0.00	SS	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	22.71	5.00	7	1	24.64	44.79	SS	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	NA	NA		0.00	SS	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	NA	NA		0.00	SS	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA		0.00	SS	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	35.71	33.33	14	3		30.48	SS	NA	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	0.00	0.00	1	2		0.00	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	NA	NA	NA	NA	0.00	0.00	SS	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	200.00	0.00	1	2		0.00	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	1	NA		0.00	SS	NA	0
PR-4-02-3530	Average Delay Days - IOF	1.00	NA	1	NA	0.00	0.00	SS	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA		0.00	SS	NA	0

MR	Maintenance & Repair										
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA	0.00	0.00	SS	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.58	8.66	18	2	3.65	15.57	SS	NA	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA		0.00	SS	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	44.44	100.00	18	2		37.04	SS	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA		0.00	SS	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	18	2		0.00	SS	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	11.11	20	18		0.00	-0.78	0	10	
"NA" - no activity "UD" - under development "SS" - Small Sample										Total	10

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

Special Provision - UNE Ordering

Aug-2009

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

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2009	100.00	349	349	JUN-2009	100.00	346	346
JUL-2009	100.00	269	269	JUL-2009	100.00	269	269
AUG-2009	100.00	143	143	AUG-2009	100.00	143	143
Overall	100.00	761	761	Overall	100.00	758	758

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2009	99.54	218	217	JUN-2009	99.54	218	217
JUL-2009	100.00	175	175	JUL-2009	100.00	175	175
AUG-2009	100.00	74	74	AUG-2009	100.00	74	74
Overall	99.79	467	466	Overall	99.79	467	466

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2009	NA	-	-	JUN-2009	NA	-	-
JUL-2009	NA	-	-	JUL-2009	NA	-	-
AUG-2009	NA	-	-	AUG-2009	NA	-	-
Overall	-	-	-	Overall	-	-	-

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	82.35	85	99.09	110
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	0	0.00	0
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA	0	NA	0
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.86	556	1.78	464
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC	1.05		0.00	

Greater of - Tier II (2 mo) or Tier III (1mo) Total

Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ 182,222	\$ 182,222
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.

Fair Point New Hampshire

Change Control Assurance Plan

Aug-2009

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	66.67	6	\$ 68,500

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

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

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

PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$ -
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Total Market Adjustment		\$	68,500
UNE Platform allocation	31.43%	\$	21,529
UNE Loop allocation	47.14%	\$	32,293
Resale allocation	7.14%	\$	4,893
DSL allocation	14.29%	\$	9,786

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

Aug-2009

	Weighted <u>Score</u>	Market <u>Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.962	\$251,044	
Unbundled Network Elements - Loop	-0.811	\$376,567	
Resale	-0.802	\$57,056	
Digital Subscriber Lines	-0.638	\$104,502	
Trunks	-2.000	<u>\$57,056</u>	
Mode of Entry Total			\$846,224
CRITICAL MEASURES			
OSS Interface		\$0	
% On Time Ordering Notification		\$150,378	
Installation Performance		\$134,426	
% On Time Performance - LNP		\$0	
Hot Cut Performance		\$139,249	
Maintenance Performance		\$94,771	
Final Trunk Groups Blocked		\$27,393	
Collocation		<u>\$0</u>	
Resolution Processes		<u>\$0</u>	
Critical Measure Total			\$546,216
Individual Rule Payments:	Not Shown (needs two months of data)		
SPECIAL PROVISIONS			
UNE Ordering		-	
UNE Flow Through		-	
UNE Hot Cut Loop		\$182,222	
Special Provision Total			\$182,222
CHANGE CONTROL			<u>\$68,500</u>
Grand Total			\$ 1,643,163

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

UNE Platform

Aug-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	vgtg. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	3.55		5,925	3.5543	NA	0	NA	0.000
PO-1-03-6020	Address Validation - EDI	NA	6.54		2,125	6.5431	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					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	5.41		74	5.4054	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	7.38		13	7.3846	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					5	0.000	0.000
OR Ordering										
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		63.64		143		-2	10	-0.094	-0.286
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA		NA	0	NA	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		64.03		695		-2	5	-0.047	-0.143
OR-4-16-1000	% On Time PCN - 1 Business Day		26.05		522		-2	5	-0.047	-0.143
OR-4-17-1000	% On Time BCN - 2 Business Day		33.96		695		-2	5	-0.047	-0.143
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		143		0	5	0.000	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform		72.22		18		-2	5	-0.047	-0.143
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		NA		NA		NA	0	NA	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		NA	0	NA	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		NA	0	NA	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000
PR Provisioning										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	47.62	50.00	21	4	27.25	SS	NA	0	NA
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	10.58	26.94	6,510	245	2.00	-6.9044	-2	20	-0.189
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	29.52	38.10	11,357	357	2.45	-3.3604	-2	10	-0.094
PR-4-02-3100	Average Delay Days - Total - POTS	6.09	6.58	4,042	388	12.88	1.27	-0.3846	0	15
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.00	0.00	11,357	357	0.00	0.0000	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	11,357	357	0.00	0.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.03	3.10	1,326	226	2.16	3.2069	0	10	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	3.88	32.37		1,536		28.4898	-2	2	-0.019
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	65.86		517		65.8646	NA	0	NA
Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	10.81	29.73	1,110	74	3.73	-4.1327	-2	10	-0.094
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	32.14	12.50	56	16	13.24	1.9722	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	21.16	37.24	1,110	74	23.20	4.90	-3.2789	-2	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	25.53	19.37	56	16	35.48	12.36	0.6089	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	85.25	86.67	1,166	90		3.88	-0.1812	0	5
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	54.20	73.33	1,166	90		5.45	-3.4809	-2	5
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	33.10	55.56	1,166	90		5.15	-4.0918	-2	5
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	14.30	19.00	9,482	221	2.38	-1.8242	-2	10	-0.094
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	14.91	0.00	228	14	9.81	1.5204	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	28.25	29.55	9,482	221	24.26	3.06	-0.8197	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	24.01	16.49	228	14	23.71	11.76	1.1866	0	5
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	94.19	92.34	9,710	235		1.54	1.3109	0	5
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	78.28	83.83	9,710	235		2.72	-2.0106	-2	5
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	50.40	53.19	9,710	235		3.30	-0.7790	0	5
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	3.33	2.77	10,876	325	1.01	0.6893	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.74		95,535,232				0	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample										
								Totals	-28	212
									-0.962	

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

UNE LOOP

Aug-2009

PO		Pre-Ordering	Performance		Observations		Diff.	Perf.	Wgt.	Domain				
			FP	CLEC	CLEC	Score		Score	Clustering	Review				
PO-2-02-6010		OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000			
PO-1-01-6020		Customer Service Record - EDI	NA	3.55		5,925	3.5543	NA	0	NA	0.000			
PO-1-03-6020		Address Validation - EDI	NA	6.54		2,125	6.5431	NA	0	NA	0.000			
PO-2-02-6020		OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000			
PO-1-01-6030		Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-1-03-6030		Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-2-02-6030		OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000			
PO-1-01-6050		Customer Service Record - Web GUI	NA	5.41		74	5.4054	NA	0	NA	0.000			
PO-1-03-6050		Address Validation - Web GUI	NA	7.38		13	7.3846	NA	0	NA	0.000			
PO-2-02-6080		OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
OR		Ordering	Wgt.											
OR-1-02-3331		% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		92.71		96		-1	10	-0.070	-0.192			
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		64.03		695		-2	2	-0.028	-0.077			
OR-4-16-1000		% On Time PCN - 1 Business Day		26.05		522		-2	2	-0.028	-0.077			
OR-4-17-1000		% On Time BCN - 2 Business Day		33.96		695		-2	2	-0.028	-0.077			
OR-5-03-3112		% Flow-Through Achieved-UNE POTS Loop		100.00		74		0	5	0.000	0.000			
OR-6-03-3331		% Accuracy - LSRC - Loop		37.50		8		-2	5	-0.070	-0.192			
OR-1-04-3331		% OT LSRC - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
OR-1-06-3331		% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
OR-2-04-3331		% OT LSR Rej - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	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	6.09	6.58	4,042	388	12.88	1.27	-0.3846	0	5	0.000	0.000	
PR-4-04-3113		% Missed Appointment - FP - Dispatch - Loop-New	29.52	50.53	11,357	376		2.39	-8.3186	-2	20	-0.280	-0.364	
PR-5-01-3112		% Missed Appointment - Facilities - Loop	0.00	0.00	11,357	376		0.00	0.0000	0	5	0.000	0.000	
PR-5-02-3112		% Orders Held for Facilities > 15 days - Loop	0.00	0.00	11,357	376		0.00	0.0000	0	5	0.000	0.000	
PR-6-01-3113		% Installation Troubles within 30 days - Loop New	10.06	0.00	1,322	11		9.11	1.1047	0	10	0.000	0.000	
PR-6-02-3520		% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA				NA	0	NA	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		82.35		85				-2	10	-0.140	-0.182	
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	3.88	32.37		1,536			28.4898	-2	2	-0.028	-0.038	
			Stat. Score											
MR-3-01-3112		% Missed Repair Appointments - Loop - Loop	13.94	21.62	10,592	370		1.83	-3.8730	-2	10	-0.140	-0.192	
MR-4-02-3112		Mean Time to Repair - Loop Trouble - Loop	27.32	19.40	10,592	370	24.18	2.36	3.3629	0	5	0.000	0.000	
MR-4-07-3112		% Out of Service > 12 Hours - Loop	75.77	68.84	10,766	398		2.19	3.1374	0	5	0.000	0.000	
MR-4-08-3112		% Out of Service > 24 Hours - Loop	48.49	32.66	10,766	398		2.55	6.3310	0	5	0.000	0.000	
MR-5-01-3112		% Repeat Reports w/in 30 days - Loop	3.33	1.94	10,876	412		0.90	1.7930	0	10	0.000	0.000	
MR-3-02-3112		% Missed Repair Appointments - CO - Loop	14.94	21.43	174	28		7.26	-0.6229	0	10	0.000	0.000	
MR-4-03-3112		Mean Time to Repair - CO Trouble - Loop	21.44	22.48	174	28	25.65	8.36	-0.2353	0	5	0.000	0.000	
		"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-17	143	-0.811	

"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

RESALE

Aug-2009

Performance Assurance Plan Report													
PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-1-01-6020	Customer Service Record - EDI	NA	3.55		5,925		3.5543	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	6.54		2,125		6.5431	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.41		74		5.4054	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.38		13		7.3846	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
OR Ordering													
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	78.16			87			-2	10	-0.092	-0.222		
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	64.03			695			-2	5	-0.046	-0.111		
OR-4-16-1000	% On Time PCN - 1 Business Day	26.05			522			-2	5	-0.046	-0.111		
OR-4-17-1000	% On Time BCN - 2 Business Day	33.96			695			-2	5	-0.046	-0.111		
OR-5-03-2000	% Flow Through - Achieved - POTS	100.00			87			0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC	66.67			12			-2	10	-0.092	-0.222		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	NA			NA			NA	0	NA	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	NA			NA			NA	0	NA	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	NA			NA			NA	0	NA	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA			NA			NA	0	NA	0.000		
PR Provisioning													
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	47.62	NA	21	NA			0.00	NA	NA	0	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	10.58	19.86	6,510	141		2.62	-3.1112	-2	20	-0.184	-0.286	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	29.52	47.87	11,357	94		4.72	-3.6236	-2	10	-0.092	-0.143	
PR-4-02-2100	Average Delay Days - Total - POTS	6.09	11.26	4,042	73	12.88	2.82	-0.1756	0	15	0.000	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.00	0.00	11,357	94		0.00	0.0000	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	11,357	94		0.00	0.0000	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.03	8.97	1,326	78		3.50	0.3017	0	15	0.000	0.000	
MR Maintenance & Repair													
Diff.													
MR-1-01-6050	Average Response Time - Create Trouble	3.88	32.37		1,536			28.4898	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	65.86		517			65.8646	NA	0	NA	0.000	
Stat Score													
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	10.81	27.78	1,110	36		5.26	-2.5916	-2	10	-0.092	-0.115	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	32.14	0.00	56	16		13.24	2.4279	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	21.16	26.88	1,110	36	23.20	6.92	-1.3878	-1	5	-0.023	-0.029	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	25.53	9.34	56	16	35.48	12.36	1.9398	0	5	0.000	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	85.25	80.77	1,166	52		5.03	1.0815	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	54.20	53.85	1,166	52		7.06	0.1959	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	33.10	34.62	1,166	52		6.67	-0.0913	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	14.30	25.00	9,482	8		12.38	-0.4651	0	10	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	14.91	NA	228	NA		0.00	SS	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	28.25	37.39	9,482	8	24.26	15.92	-1.2607	-1	5	-0.023	-0.029	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	24.01	NA	228	NA	23.71	0.00	SS	NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	94.19	100.00	9,710	8		8.27	0.3047	0	5	0.000	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	78.28	100.00	9,710	8		14.58	-1.0752	-1	5	-0.023	-0.029	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	50.40	75.00	9,710	8		17.68	-1.0363	-1	5	-0.023	-0.029	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	3.33	1.67	10,876	60		2.32	1.1207	0	10	0.000	0.000	
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		99.74		95,535,232				0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-22	217	-0.802		

"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

DSL

Aug-2009

PO		Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review	
			FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	0.00		1		0.0000	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	NA		NA		0.0000	NA	0	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		92.31		13			NA	0	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA			NA	0	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		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		NA		NA			NA	0	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		64.03		695			-2	2	-0.050	-0.333	
OR-4-16-1000	% On Time PCN - 1 Business Day		26.05		522			-2	2	-0.050	-0.333	
OR-4-17-1000	% On Time BCN - 2 Business Day		33.96		695			-2	2	-0.050	-0.333	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	14.73	NA	11	NA	13.31	0.00	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	84.62	0.00	13	1		37.44	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	2	NA		0.00	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	38.46	0.00	13	1		50.49	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops				NA				NA	0	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	5.37	NA	57	0.00	57.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		38.04		92			-2	10	-0.250	-0.500	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	9.98	NA	1,312	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	1.09		92		92.00	SS	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-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	Diff. Perf. Score Wtg Wgtd Score						
MR-1-01-6050	Average Response Time - Create Trouble	3.88	32.37		1,536		28.4898	-2	2	-0.050	-0.043	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	42.86	NA	14	NA		0.00	SS	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	6	NA		0.00	SS	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	90.12	NA	14	NA	#####	0.00	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	16.47	NA	6	NA	9.12	0.00	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	40.00	NA	20	NA		0.00	SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	80.00	NA	20	NA		0.00	SS	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	10.00	NA	20	NA		0.00	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	13.96	28.57	10,602	42		5.36	-2.3072	-2	5	-0.125	-0.106
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	14.94	25.00	174	8		12.89	-0.3701	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	27.33	30.48	10,602	42	24.23	6.89	-0.9381	-1	5	-0.063	-0.053
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	21.44	14.99	174	8	25.65	14.84	0.6595	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	64.08	56.00	206	50		7.56	1.2180	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	75.77	68.00	10,776	50		6.07	1.4198	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	3.34	3.85	10,888	52		2.50	0.0585	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			NN	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
								Totals	-13	80	-0.638	
"NA" - no activity "UD" - under development "SS" - Small Sample												

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

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

Fair Point New Hampshire Performance Assurance Plan Report

TRUNKS

Aug-2009

OR		Ordering		Performance		Observations		Perf.		Wgt.		Score									
				CLEC		FP		CLEC		Score		Wgt. Score									
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)			0.00				2		NA		0	0.000								
OR-1-13-5000	% On Time Design Layout Record			NA				NA		NA		0	0.000								
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)			NA				NA		NA		0	0.000								
OR-2-12-5020	% On TimeTrunk ASR Reject			NA				NA		NA		0	0.000								
PR		Provisioning		FP		CLEC		FP		CLEC		Standard Deviation		Sample Error		Stat. Score					
PR-4-07-3540	% On Time Performance - LNP only			NA				NA								NA		0	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks			NA				NA								NA		0	0.000		
PR-5-01-5000	% Missed Appointment - Facilities			NA		NA		NA		NA						NA		NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days			NA		NA		NA		NA						NA		NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days			NA		NA		NA		NA				0.00		NA		NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days			NA		NA		NA		NA						NA		NA	0	0.000	
MR		Maintenance & Repair		FP		CLEC		FP		CLEC		Standard Deviation		Sample Error		Stat. Score		Perf.		Wgt.	
MR-4-01-5000	Mean Time to Repair - Total			NA		NA		NA		NA		0.00				NA		NA	0	0.000	
MR-4-05-5000	% Out of Service >2 Hours			NA		NA		NA		NA						NA		NA	0	0.000	
MR-4-06-5000	% Out of Service >4 Hours			NA		NA		NA		NA						NA		NA	0	0.000	
MR-4-07-5000	% Out of Service >12 Hours			NA		NA		NA		NA						NA		NA	0	0.000	
MR-4-08-5000	% Out of Service >24 Hours			NA		NA		NA		NA						NA		NA	0	0.000	
MR-5-01-5000	% Repeat Reports w/in 30 Days			NA		NA		NA		NA						NA		NA	0	0.000	
NP		Network Performance		FP		CLEC		FP		CLEC		Standard Deviation		Sample Error		Stat. Score		Perf.		Wgt.	
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months			0.01														-2	5	-0.667	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months			0.01														-2	10	-1.333	
"NA" - no activity "UD" - under development "SS" - Small Sample Totals																-4	15	-2.000			

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

Fair Point New Hampshire						Aug-2009				
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		69,625	52,218	28,535	-	\$0	\$0		\$150,378
	OR-1-02	% On Time LSRC -Flow Through	46,416	40,614	19,023					
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-				
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-				
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-				
	OR-1-12	% On Time FOC					-			
	OR-1-13	% On Time Design Layout Record					-			
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-			
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-				
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-				
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-				
	OR-4-16	% On Time PCN - 1 Bus. Day	23,208	11,604	9,512					
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl						-		
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl						-		
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale						-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale						-		
PROVISIONING										
3	Installation Performance		\$37,977	\$39,785	\$14,267	\$42,396	\$0	\$0		\$134,426
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-		-					
	PR-4-02	Average Delay Days - Total	-	-	-					
	PR-4-02	Average Delay Days - Total - 2W Digital				-				
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-				
	PR-4-02	Average Delay Days -Total -Line Share/Split				-				
	PR-4-04	Missed Appointments -Dispatch	12,659	39,785	4,756					
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-				
	PR-4-04	Missed Appts - Disp - Line Share/Split				-				
	PR-4-05	Missed Appointments - No Dispatch	25,318		9,512					
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-				
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-				
	PR-4-14	% Completed On Time - 2W xDSL Loops				42,396				
	PR-4-15	% On Time Provisioning - Trunks					-			
	PR-6-01	Installation Troubles w/in 30 Days	-	-	-		-			
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale				-				
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops				-				
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-				
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale						-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale						-		
	PR-4-02	Average Delay Days - Total -UNE/Resale						-		
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale						-		
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale						-		
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale						-		
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale						-		
	PR-4-01	% Missed Appointment - FP - Total - EEL						-		
	PR-4-02	Average Delay Days - Total - EEL						-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL						-		
	PR-4-01	% Missed Appointment - FP - Total - IOF						-		
	PR-4-02	Average Delay Days - IOF						-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF						-		

Fair Point New Hampshire									
Aug-2009									
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other
4	PR-4-07	% On Time Performance - LNP					\$0		
5		Hot Cut Performance		139,249					
	PR-6-02	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut		-					
	PR-6-02	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-					
	PR-6-02	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		139,249					
	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	\$ 43,515	\$27,850	\$9,274	\$14,132	\$0	\$0	\$94,771
	MR-3-01	Missed Repair Appointments - Loop - Bus.	17,406		7,134				
	MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		-				
	MR-3-01	Missed Repair Appointments - Loop		27,850					
	MR-3-01	% Missed Repr Appt -Loop-2W DigtL-UNE/Resale				-			
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				14,132			
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-			
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-			
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-			
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-			
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-			
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-			
	MR-4-08	Out of Service >24Hrs. - Bus.	8,703		-				
	MR-4-08	Out of Service >24Hrs. - Res.	-		2,140				
	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 -2W xDSL Loops				-			
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-			
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						-	
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale						-	
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						-	
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						-	
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale						-	
NETWORK PERFORMANCE									
7	NP-1-04	Final Trunk Groups Blocked					\$27,393		\$27,393
8		Collocation							\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total							-
	NP-2-05/6	% On Time - Physical Collocation - Total							-
	NP-2-07/8	Average Delay Days - Total							-
RESOLUTION PROCESS									
9		Resolution Process							\$0
	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 Acknwldgd w/ 2 Bus Days							-
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-
Month Total			\$151,117	\$259,103	\$52,076	\$56,528	\$27,393	\$0	\$546,216

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	100.0	6	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	2	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					35

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	NA	NA	NA	0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	98.45	1,808	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00	1,272	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	NA	NA	NA	0
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	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		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	100.00	NA	1		1.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	36.36	NA	11	NA		0.00	NA	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	NA	1	NA		0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	100.00	NA	2	NA		0.00	SS	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	22.71	5.00	7	1	24.64	44.79	SS	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	NA	NA		0.00	SS	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	NA	NA		0.00	SS	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA		0.00	SS	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	35.71	33.33	14	3		30.48	SS	NA	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	0.00	0.00	1	2		0.00	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	NA	NA	NA	NA	0.00	0.00	SS	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	200.00	0.00	1	2		0.00	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	1	NA		0.00	SS	NA	0
PR-4-02-3530	Average Delay Days - IOF	1.00	NA	1	NA	0.00	0.00	SS	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA		0.00	SS	NA	0

MR	Maintenance & Repair										
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA	0.00	0.00	SS	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.58	8.66	18	2	3.65	15.57	SS	NA	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA		0.00	SS	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	44.44	100.00	18	2		37.04	SS	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA		0.00	SS	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	18	2		0.00	SS	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	11.11	20	18		0.00	-0.78	0	10	
"NA" - no activity "UD" - under development "SS" - Small Sample										Total	10

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

Special Provision - UNE Ordering

Aug-2009

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

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2009	100.00	349	349	JUN-2009	100.00	346	346
JUL-2009	100.00	269	269	JUL-2009	100.00	269	269
AUG-2009	100.00	143	143	AUG-2009	100.00	143	143
Overall	100.00	761	761	Overall	100.00	758	758

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2009	99.54	218	217	JUN-2009	99.54	218	217
JUL-2009	100.00	175	175	JUL-2009	100.00	175	175
AUG-2009	100.00	74	74	AUG-2009	100.00	74	74
Overall	99.79	467	466	Overall	99.79	467	466

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2009	NA	-	-	JUN-2009	NA	-	-
JUL-2009	NA	-	-	JUL-2009	NA	-	-
AUG-2009	NA	-	-	AUG-2009	NA	-	-
Overall	-	-	-	Overall	-	-	-

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

Special Provision - Hot Cut - Loop Performance

		Current Month CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	82.35	85	99.09	110
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	0	0.00	0
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA	0	NA	0
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.86	556	1.78	464
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtm HC Install Trbl-UNE POTS Loop Ttl HC	1.05		0.00	
		Greater of - Tier II (2 mo) or Tier III (1mo)		Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ 182,222	\$ -	\$ 182,222
	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.

Fair Point New Hampshire

Change Control Assurance Plan

Aug-2009

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	66.67	6	\$ 68,500

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

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

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

PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$ -
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Total Market Adjustment		\$	68,500
UNE Platform allocation	31.43%	\$	21,529
UNE Loop allocation	47.14%	\$	32,293
Resale allocation	7.14%	\$	4,893
DSL allocation	14.29%	\$	9,786

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

Aug-2009

	<u>Weighted Score</u>	<u>Market Adjustment</u>
MODE OF ENTRY		
Unbundled Network Elements - Platform	-0.962	\$251,044
Unbundled Network Elements - Loop	-0.811	\$376,567
Resale	-0.802	\$57,056
Digital Subscriber Lines	-0.638	\$104,502
Trunks	-2.000	<u>\$57,056</u>
Mode of Entry Total		\$846,224

CRITICAL MEASURES

1	OSS Interface	\$0
2	% On Time Ordering Notification	\$150,378
3	Installation Performance	\$134,426
4	% On Time Performance - LNP	\$0
5	Hot Cut Performance	\$139,249
6	Maintenance Performance	\$94,771
7	Final Trunk Groups Blocked	\$27,393
8	Collocation	<u>\$0</u>
9	Resolution Processes	<u>\$0</u>
Critical Measure Total		\$546,216

Individual Rule Payments: Not Shown (needs two months of data)

SPECIAL PROVISIONS

UNE Ordering	-
UNE Flow Through	-
UNE Hot Cut Loop	\$182,222
Special Provision Total	\$182,222

CHANGE CONTROL \$68,500

Grand Total \$ 1,643,163

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