

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

UNE Platform

Nov-2009

		Performance		Observations		Perf.		Wgtd.		Domain Clustering	
PO	Pre-Ordering	FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review	
PO-1-01-6020	Customer Service Record - EDI	NA	3.42		3,807	3.4169	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	8.47		2,069	8.4737	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.40				-1	5	-0.023	-0.250	
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	4.41		170	4.4118	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	5.00		3	5.0000	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering									Wgt.		
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		76.53		409		-2	10	-0.090	-0.286	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA		0	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		2.97		8,714		-2	5	-0.045	-0.143	
OR-4-16-1000	% On Time PCN - 1 Business Day		97.38		3,816		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.08		8,710		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		358		0	5	0.000	0.000	
OR-6-03-3140	% Accuracy - LSRC - Platform		4.16		769		0	5	0.000	0.000	
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		FP	CLEC	FP	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	59.68	36.18	563	199	4.05	5.8111	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	18.95	12.80	10,119	656	1.58	4.1437	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	20.27	59.18	1,238	49	5.86	-5.6689	-2	10	-0.090	-0.143
PR-4-02-3100	Average Delay Days - Total - POTS	2.75	9.89	2,169	263	11.65	1.07	-6.6820	-2	15	-0.135
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.24	2.04	1,238	49	0.72	-1.0626	-1	5	-0.023	-0.036
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.16	0.00	1,238	49	0.58	0.2762	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.49	0.69	877	432	1.80	5.4386	0	10	0.000	0.000
MR Maintenance & Repair		Performance		Observations		FP Std		Sampling		Perf.	
		FP	CLEC	FP	CLEC	Deviation	Error	Diff.	Score	Wgt.	Wgtd.
MR-1-01-6050	Average Response Time - Create Trouble	1.42	19.22		2,056			17.8034	-2	2	-0.018
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	74.54		528			74.5379	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	8.33	15.63	372	32	5.09	-1.0657	-1	10	-0.045	-0.049
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	17.39	0.00	23	12	13.50	1.2885	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	38.95	49.96	372	32	18.70	8.98	-1.8927	-2	5	-0.045
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	24.09	16.00	23	12	16.44	15.23	1.0287	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	82.22	69.23	270	13	10.86	1.4858	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	54.44	53.85	270	13	14.14	0.3325	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	22.96	23.08	270	13	11.94	0.2725	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	9.40	15.87	2,042	63	3.73	-1.4500	-1	10	-0.045	-0.049
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	20.00	12.50	45	8	15.35	0.9797	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	50.85	63.39	2,042	63	24.63	6.39	-2.3954	-2	5	-0.045
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	46.46	24.65	45	8	25.59	19.14	1.6881	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	91.19	96.15	1,441	26	5.61	-0.4620	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	72.80	84.62	1,441	26	8.81	-1.1345	-1	5	-0.023	-0.025
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	41.43	57.69	1,441	26	9.75	-1.4592	-1	5	-0.023	-0.025
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.76	13.91	2,482	115	2.96	-0.9162	-1	10	-0.045	-0.049
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		97.94		101,397,678			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample											
Totals							-21	222	-0.694		

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

Nov-2009

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				0	5	0.000	0.000			
PO-1-01-6020 Customer Service Record - EDI			NA	3.42		3,807		3.4169	NA	0	NA	0.000		
PO-1-03-6020 Address Validation - EDI			NA	8.47		2,069		8.4737	NA	0	NA	0.000		
PO-2-02-6020 OSS Interface Availability - Prime - EDI				99.40				-1	5	-0.036	-0.167			
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	4.41		170		4.4118	NA	0	NA	0.000		
PO-1-03-6050 Address Validation - Web GUI			NA	5.00		3		5.0000	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				87.14		280		-2	10	-0.145	-0.385			
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				2.97		8,714		-2	2	-0.029	-0.077			
OR-4-16-1000 % On Time PCN - 1 Business Day				97.38		3,816		0	2	0.000	0.000			
OR-4-17-1000 % On Time BCN - 2 Business Day				99.08		8,710		0	2	0.000	0.000			
OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop				100.00		206		0	5	0.000	0.000			
OR-6-03-3331 % Accuracy - LSRC - Loop				5.90		915		-1	5	-0.036	-0.096			
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			2.75	9.89		2,169	263	11.65	1.07	-6.6820	-2	5	-0.072	-0.111
PR-4-04-3113 % Missed Appointment - FP - Dispatch - Loop-New			20.27	57.14		1,238	259		2.75	-11.4981	-2	20	-0.290	-0.444
PR-5-01-3112 % Missed Appointment - Facilities - Loop			0.24	1.16		1,238	259		0.34	-1.4895	-1	5	-0.036	-0.056
PR-5-02-3112 % Orders Held for Facilities > 15 days - Loop			0.16	0.00		1,238	259		0.27	0.5887	0	5	0.000	0.000
PR-6-01-3113 % Installation Troubles within 30 days - Loop New			7.01	NA		585	NA		0.00	NA	NA	0	NA	0.000
PR-6-02-3520 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut				NA		NA				NA	0	0	NA	0.000
PR-6-02-3523 % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut				NA		NA				NA	0	0	NA	0.000
PR-6-02-3525 % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut				NA		NA				NA	0	0	NA	0.000
PR-9-01-3520 % On Time Performance-Loop-Basic Hot Cut				100.00		106				0	10	0	0.000	0.000
PR-9-01-3523 % On Time Performance-Loop-Lg Job Hot Cut				NA		NA				NA	0	0	NA	0.000
PR-9-01-3525 % On Time Performance-Loop-Batch Hot Cut				NA		NA				NA	0	0	NA	0.000
PR-9-04-3525 % On Time Batch Due Date-Loop-Batch Hot Cut				NA		NA				NA	0	0	NA	0.000
MR Maintenance & Repair										Diff.				
MR-1-01-6050 Average Response Time - Create Trouble			1.42	19.22		2,056				17.8034	-2	2	-0.029	-0.038
										Stat. Score				
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop			9.24	36.00		2,414	125		2.66	-7.7560	-2	10	-0.145	-0.192
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop			48.30	37.04		2,414	125	23.81	4.58	2.4564	0	5	0.000	0.000
MR-4-07-3112 % Out of Service > 12 Hours - Loop			69.91	71.79		1,695	39		7.43	-0.0542	0	5	0.000	0.000
MR-4-08-3112 % Out of Service > 24 Hours - Loop			38.41	33.33		1,695	39		7.88	0.8061	0	5	0.000	0.000
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop			10.76	10.87		2,482	138		2.71	0.0666	0	10	0.000	0.000
MR-3-02-3112 % Missed Repair Appointments - CO - Loop			19.15	20.00		47	10		13.70	0.3185	0	10	0.000	0.000
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop			40.78	38.37		47	10	24.76	17.11	0.0964	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-15	138	-0.819	

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

Nov-2009

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	3.42		3,807	3,4169	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	8.47		2,069	8,4737	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.40				-1	5	-0.027	-0.250
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.41		170	4,4118	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	5.00		3	5,0000	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	74.54			216		-2	10	-0.107	-0.222
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	NA			NA		0	0	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	2.97			8,714		-2	5	-0.053	-0.111
OR-4-16-1000	% On Time PCN - 1 Business Day	97.38			3,816		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day	99.08			8,710		0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	100.00			216		0	10	0.000	0.000
OR-6-03-2000	% Accuracy - LSRC	1.21			165		0	10	0.000	0.000
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	59.68	8.00	563	25	10.03	5,6184	0	5	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	18.95	23.13	10,119	536	1.74	-2,2975	-2	20	-0.214
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	20.27	35.90	1,238	39	6.54	-2,0684	-2	10	-0.107
PR-4-02-2100	Average Delay Days - Total - POTS	2.75	48.02	2,169	138	11.65	-31,5089	-2	15	-0.160
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.24	2.56	1,238	39	0.80	-1,1911	-1	5	-0.027
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.16	0.00	1,238	39	0.65	0,2473	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.49	6.58	877	76	3.66	1,0675	0	15	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.42	19.22		2,056		17,8034	-2	2	-0.021
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	74.54		528		74,5379	NA	0	NA
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	8.33	17.14	372	35	4.89	-1,3786	-1	10	-0.053
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	17.39	16.67	23	6	17.38	SS	NA	0	NA
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	38.95	59.06	372	35	18.70	8.62	-2,3324	-2	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	24.09	9.06	23	6	16.44	19.60	1,5744	0	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	82.22	92.31	270	13	10.86	-0,5020	0	5	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	54.44	76.92	270	13	14.14	-1,3194	-1	5	-0.027
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	22.96	30.77	270	13	11.94	-0,3629	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.40	0.00	2,042	3	16.86	SS	NA	0	NA
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	20.00	NA	45	NA	0.00	NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	50.85	33.42	2,042	3	24.63	28.88	1,0976	0	5
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	46.46	NA	45	NA	25.59	0.00	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	91.19	50.00	1,441	2	20.06	SS	NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	72.80	50.00	1,441	2	31.49	SS	NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	41.43	0.00	1,441	2	34.86	SS	NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.76	0.00	2,482	44	4.71	2,2829	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		97.94		101,397,678			0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-18	187	-0.850

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

Nov-2009

PO		Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review			
Pre-Ordering		FP	CLEC	FP	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI		NA		NA		0.0000	NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.40				-1	5	-0.078	-0.227			
PO-1-06-6030	Mechanized Loop Qualification - CORBA		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		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		100.00		4			0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		4			0	2	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		2.97		8.714			-2	2	-0.063	-0.333		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.38		3.816			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.08		8.710			0	2	0.000	0.000		
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale		17.14	3.14	7	7	18.33	20.15	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale		100.00	100.00	4	2		0.00	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale		75.00	71.43	4	7		27.14	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale		NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale		25.00	33.33	8	9		21.04	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	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops		22.00	2.71	1	34	0.00	42.03	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops			58.54		82			-2	10	-0.313	-0.500	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops		7.01	NA	585	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops		100.00	4.88	2	82		0.00	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			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-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		1.42	19.22		2.056		17.8034	-2	2	-0.063	-0.074	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale		66.67	NA	6	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale		62.50	NA	8	NA		0.00	NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale		126.79	NA	6	NA	24.17	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		17.55	NA	8	NA	7.41	0.00	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale		64.29	NA	14	NA		0.00	NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale		100.00	NA	1	NA		0.00	NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale		28.57	NA	14	NA		0.00	NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops		9.27	57.14	2,417	7		10.98	-2.8590	-2	5	-0.156	-0.185
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops		19.15	NA	47	NA		0.00	NA	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops		48.74	34.79	2,417	7	0.00	18.92	1.3420	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops		41.80	NA	47		0.00	0.00	NA	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops		59.89	71.43	556	7		18.64	-0.2021	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops		69.87	100.00	1,696	1		45.90	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops		10.81	22.22	2,489	9		10.37	-0.6603	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	-9	64	-0.672		

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

Nov-2009

OR		Ordering		Performance	Observations		Perf.							
		CLEC		FP	CLEC	Score	Wgt.	Wgtd. Score						
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			1	0	5	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			0.00		NA	NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA			0.00		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			0.00		NA	NA	0	0.000	
MR		Maintenance & Repair												
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00				NA	NA	0	0.000	
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA					NA	NA	0	0.000	
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA					NA	NA	0	0.000	
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA					NA	NA	0	0.000	
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA					NA	NA	0	0.000	
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA					NA	NA	0	0.000	
NP		Network Performance												
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA							NA	0	0.000		
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA							NA	0	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample											Totals	0	5	0.000

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

Fair Point New Hampshire				Nov-2009					
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	17,406	11,604	7,134	-				\$36,144
	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	17,406	11,604	7,134					
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-					
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-					
ORDERING									
2	% On Time Ordering Notification	46,416	58,020	19,023	-	\$0	\$0		\$123,460
	OR-1-02 % On Time LSRC -Flow Through	46,416	58,020	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	-	-	-					
	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	\$29,010	\$69,625	\$19,755	\$42,396	\$0	\$0		\$160,785
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	-		-					
	PR-4-02 Average Delay Days - Total	17,406	13,925	6,585					
	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	11,604	55,700	4,390					
	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			8,780					
	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			Nov-2009							
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
4	PR-4-07	% On Time Performance - LNP					\$0			\$0
5		Hot Cut Performance		-						\$0
	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		-						
	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	\$ 42,210	\$27,850	\$9,131	\$21,198	\$0	\$0		\$100,389
	MR-3-01	Missed Repair Appointments - Loop - Bus.	10,444		9,131					
	MR-3-01	Missed Repair Appointments - Loop - Res.	14,795		-					
	MR-3-01	Missed Repair Appointments - Loop		27,850						
	MR-3-01	% Missed Repr Appt -Loop-2W Digi-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				21,198				
	MR-3-01	% Missed Repair Appt -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.	-		-					
	MR-4-08	Out of Service >24Hrs. - Res.	7,398		-					
	MR-4-08	Out of Service >24Hrs. - Total		-			-			
	MR-5-01	% Repeat Reports within 30 Days	9,573	-	-					
	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					\$0			\$0
8		Collocation							\$19,567	\$19,567
	NP-2-01/2	% OT Response to Request for Collocation - Total							-	
	NP-2-05/6	% On Time - Physical Collocation - Total							13,044	
	NP-2-07/8	Average Delay Days - Total							6,522	
RESOLUTION PROCESS										
9		Resolution Process							\$571	\$571
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							-	
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days							571	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
Month Total			\$135,043	\$167,099	\$55,043	\$63,594	\$0	\$0	\$20,137	\$440,915

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	2	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	40.0	5	-2	20
NP-2-07/8	Average Delay Days - Total	54.7	3	-2	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

	Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-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	94.36	8,317	-1	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00	2,685	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	50.00	100.00	2	2		50.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	61.54	100.00	13	4		27.82	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	20.00	1	5		0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	40.00	NA	5	NA		0.00	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	20.92	17.88	12	8	65.92	18.56	SS	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	NA	4	NA		0.00	NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	4	NA		0.00	NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	42.86	21.05	21	19		15.67	1.83	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	NA	12.50	NA	8		8.00	NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	NA	6.00	NA	1	0.00	1.00	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	NA	0.00	NA	8		8.00	NA	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	1	NA		0.00	NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	1.00	NA	1	NA	0.00	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA		0.00	NA	NA	0

MR Maintenance & Repair											
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	23.15	NA	6	NA	18.11	0.00	NA	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.49	10.43	3	4	0.00	18.81	SS	NA	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA		0.00	NA	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	11.11	35.71	9	14		13.43	-0.81	0	10	
"NA" - no activity "UD" - under development "SS" - Small Sample										Total	15

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

Special Provisions Report

Special Provision - UNE Ordering

Nov-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
SEP-2009	100.00	256	256	SEP-2009	100.00	256	256
OCT-2009	100.00	150	150	OCT-2009	100.00	150	150
NOV-2009	100.00	358	358	NOV-2009	100.00	358	358
Overall	100.00	764	764	Overall	100.00	764	764

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
SEP-2009	100.00	212	212	SEP-2009	100.00	212	212
OCT-2009	100.00	173	173	OCT-2009	100.00	173	173
NOV-2009	100.00	206	206	NOV-2009	100.00	206	206
Overall	100.00	591	591	Overall	100.00	591	591

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
SEP-2009	NA	-	-	SEP-2009	NA	-	-
OCT-2009	100.00	2,028	2,028	OCT-2009	100.00	2,028	2,028
NOV-2009	100.00	3,295	3,295	NOV-2009	100.00	3,295	3,295
Overall	100.00	5,323	5,323	Overall	100.00	5,323	5,323

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	CLEC	CLEC	
		Performance	Observations	Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	106	98.89	90
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	NA	0	NA	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	7.36	1	0.32	1
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.18	209	2.71	369
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC	0.74		1.52	
		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.

Fair Point New Hampshire

Change Control Assurance Plan

Nov-2009

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

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

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

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

PO-7-04-6000 Delay Hours - Failed/Rejected Test Deck Transactions	R3		\$	-
Transactions failed, no workaround				

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

Nov-2009

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.694	\$ 251,044	
Unbundled Network Elements - Loop	-0.819	\$ 376,567	
Resale	-0.850	\$ 57,056	
Digital Subscriber Lines	-0.672	\$ 114,111	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 798,778
# CRITICAL MEASURES			
1 OSS Interface		\$ 36,144	
2 % On Time Ordering Notification		\$ 123,460	
3 Installation Performance		\$ 160,785	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 100,389	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ 19,567	
9 Resolution Processes		\$ 571	
Critical Measure Total			\$ 440,915
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 1,239,693

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

Nov-2009

		Performance		Observations		Perf.		Wgtd.		Domain Clustering			
PO	Pre-Ordering	FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review			
PO-1-01-6020	Customer Service Record - EDI	NA	3.42		3,807		3.4169	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.47		2,069		8.4737	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.40				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	4.41		170		4.4118	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	5.00		3		5.0000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
OR Ordering										Wgt.			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		76.53		409		-2	10	-0.090	-0.286			
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA		0	0	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		2.97		8,714		-2	5	-0.045	-0.143			
OR-4-16-1000	% On Time PCN - 1 Business Day		97.38		3,816		0	5	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		99.08		8,710		0	5	0.000	0.000			
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		358		0	5	0.000	0.000			
OR-6-03-3140	% Accuracy - LSRC - Platform		4.16		769		0	5	0.000	0.000			
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		FP	CLEC	FP	CLEC								
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	59.68	36.18		563	199	4.05	5.8111	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	18.95	12.80	10,119	656		1.58	4.1437	0	20	0.000	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	20.27	59.18	1,238	49		5.86	-5.6689	-2	10	-0.090	-0.143	
PR-4-02-3100	Average Delay Days - Total - POTS	2.75	9.89	2,169	263	11.65	1.07	-6.6820	-2	15	-0.135	-0.214	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.24	2.04	1,238	49		0.72	-1.0626	-1	5	-0.023	-0.036	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.16	0.00	1,238	49		0.58	0.2762	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.49	0.69	877	432		1.80	5.4386	0	10	0.000	0.000	
MR Maintenance & Repair		Performance FP	CLEC	Observations FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.42	19.22		2,056			17.8034	-2	2	-0.018	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	74.54		528			74.5379	NA	0	NA	0.000	
Stat. Score													
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	8.33	15.63	372	32		5.09	-1.0657	-1	10	-0.045	-0.049	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	17.39	0.00	23	12		13.50	1.2885	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	38.95	49.96	372	32	18.70	8.98	-1.8927	-2	5	-0.045	-0.049	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	24.09	16.00	23	12	16.44	15.23	1.0287	0	5	0.000	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	82.22	69.23	270	13		10.86	1.4858	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	54.44	53.85	270	13		14.14	0.3325	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	22.96	23.08	270	13		11.94	0.2725	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	9.40	15.87	2,042	63		3.73	-1.4500	-1	10	-0.045	-0.049	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	20.00	12.50	45	8		15.35	0.9797	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	50.85	63.39	2,042	63	24.63	6.39	-2.3954	-2	5	-0.045	-0.049	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	46.46	24.65	45	8	25.59	19.14	1.6881	0	5	0.000	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	91.19	96.15	1,441	26		5.61	-0.4620	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	72.80	84.62	1,441	26		8.81	-1.1345	-1	5	-0.023	-0.025	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	41.43	57.69	1,441	26		9.75	-1.4592	-1	5	-0.023	-0.025	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.76	13.91	2,482	115		2.96	-0.9162	0	10	0.000	0.000	
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		97.94	#####				0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-19	222	-0.626

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

Nov-2009

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

Nov-2009

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	3.42		3,807		3.4169	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	8.47		2,069		8.4737	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.40					0	5	0.000	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.41		170		4.4118	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	5.00		3		5.0000	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	74.54			216			-2	10	-0.107	-0.222
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	NA			NA			0	0	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	2.97			8,714			-2	5	-0.053	-0.111
OR-4-16-1000	% On Time PCN - 1 Business Day	97.38			3,816			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day	99.08			8,710			0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	100.00			216			0	10	0.000	0.000
OR-6-03-2000	% Accuracy - LSRC	1.21			165			0	10	0.000	0.000
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	59.68	8.00	563	25		10.03	5.6184	0	5	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	18.95	23.13	10,119	536		1.74	-2.2975	-2	20	-0.214
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	20.27	35.90	1,238	39		6.54	-2.0684	-2	10	-0.107
PR-4-02-2100	Average Delay Days - Total - POTS	2.75	48.02	2,169	138	11.65	1.44	-31.5089	-2	15	-0.160
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.24	2.56	1,238	39		0.80	-1.1911	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.16	0.00	1,238	39		0.65	0.2473	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.49	6.58	877	76		3.66	1.0675	0	15	0.000
MR Maintenance & Repair											
		Diff.									
MR-1-01-6050	Average Response Time - Create Trouble	1.42	19.22		2,056			17.8034	-2	2	-0.021
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	74.54		528			74.5379	NA	0	NA
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	8.33	17.14	372	35		4.89	-1.3786	-1	10	-0.053
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	17.39	16.67	23	6		17.38	SS	NA	0	NA
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	38.95	59.06	372	35	18.70	8.62	-2.3324	-2	5	-0.053
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	24.09	9.06	23	6	16.44	19.60	1.5744	0	5	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	82.22	92.31	270	13		10.86	-0.5020	0	5	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	54.44	76.92	270	13		14.14	-1.3194	-1	5	-0.027
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	22.96	30.77	270	13		11.94	-0.3629	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.40	0.00	2,042	3		16.86	SS	NA	0	NA
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	20.00	NA	45	NA		0.00	NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	50.85	33.42	2,042	3	24.63	28.88	1.0976	0	5	0.000
MR-4-03-2120	Mean Time To Repair - CO Trouble - Res.	46.46	NA	45	NA	25.59	0.00	NA	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	91.19	50.00	1,441	2		20.06	SS	NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	72.80	50.00	1,441	2		31.49	SS	NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	41.43	0.00	1,441	2		34.86	SS	NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.76	0.00	2,482	44		4.71	2.2829	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		97.94		101,397,678				0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals		
									-16	187	-0.797

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

Nov-2009

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	NA		NA	0.0000	NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI			99.40				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			100.00		4		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request			100.00		4		0	2	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		2.97		8.714			-2	2	-0.063	-0.333		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.38		3.816			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.08		8.710			0	2	0.000	0.000		
PR Provisioning			FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale		17.14	3.14	7	7	18.33	20.15	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale		100.00	100.00	4	2		0.00	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale		75.00	71.43	4	7		27.14	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale		NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale		25.00	33.33	8	9		21.04	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	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops		22.00	2.71	1	34	0.00	42.03	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops			58.54		82			-2	10	-0.313	-0.500	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops		7.01	NA	585	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops		100.00	4.88	2	82		0.00	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			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-4-02-3340	Average Delay Days -Total -Line Share/Split		NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split		NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split		NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split		NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split		NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair			FP	CLEC	FP	CLEC		Diff.	Perf. Score	Wgt	Wgt'd Score		
MR-1-01-6050	Average Response Time - Create Trouble		1.42	19.22		2.056		17.8034	-2	2	-0.063	-0.074	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale		66.67	NA	6	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale		62.50	NA	8	NA		0.00	NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale		126.79	NA	6	NA	24.17	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		17.55	NA	8	NA	7.41	0.00	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale		64.29	NA	14	NA		0.00	NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale		100.00	NA	1	NA		0.00	NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale		28.57	NA	14	NA		0.00	NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops		9.27	57.14	2,417	7		10.98	-2.8590	-2	5	-0.156	-0.185
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops		19.15	NA	47	NA		0.00	NA	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops		48.74	34.79	2,417	7	0.00	18.92	1.3420	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops		41.80	NA	47		0.00	0.00	NA	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops		59.89	71.43	556	7		18.64	-0.2021	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops		69.87	100.00	1,696	1		45.90	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops		10.81	22.22	2,489	9		10.37	-0.6603	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	-8	64	-0.594		

"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

Nov-2009

OR	Ordering	Performance		Observations		Perf.		
		FP	CLEC	FP	CLEC	Score	Wgt.	Wgtd. Score
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)		100.00		1	0	5	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		Performance		Observations		Perf.		
		FP	CLEC	FP	CLEC	Score	Wgt.	Wgtd. 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	0	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days		NA		NA	NA	0	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days		NA		NA	NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days		NA		NA	NA	0	0.000
MR		Performance		Observations		Perf.		
		FP	CLEC	FP	CLEC	Score	Wgt.	Wgtd. Score
MR-4-01-5000	Mean Time to Repair - Total		NA		NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours		NA		NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours		NA		NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours		NA		NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours		NA		NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days		NA		NA	NA	0	0.000
NP		Performance		Observations		Perf.		
		FP	CLEC	FP	CLEC	Score	Wgt.	Wgtd. Score
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA			NA	0	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA			NA	0	0.000
Totals						0	5	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			Nov-2009							
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
4	PR-4-07	% On Time Performance - LNP					\$0			\$0
5		Hot Cut Performance		-						\$0
	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		-						
	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	\$ 32,636	\$27,850	\$9,131	\$21,198	\$0	\$0		\$90,815
	MR-3-01	Missed Repair Appointments - Loop - Bus.	10,444		9,131					
	MR-3-01	Missed Repair Appointments - Loop - Res.	14,795		-					
	MR-3-01	Missed Repair Appointments - Loop		27,850						
	MR-3-01	% Missed Repr Appt -Loop-2W Dgltl-UNE/Resale								
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				21,198				
	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.	-		-					
	MR-4-08	Out of Service >24Hrs. - Res.	7,398		-					
	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					\$0			\$0
8		Collocation							\$19,567	\$19,567
	NP-2-01/2	% OT Response to Request for Collocation - Total							-	
	NP-2-05/6	% On Time - Physical Collocation - Total							13,044	
	NP-2-07/8	Average Delay Days - Total							6,522	
RESOLUTION PROCESS										
9		Resolution Process							\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							-	
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days							-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
Month Total			\$108,063	\$155,495	\$47,909	\$63,594	\$0	\$0	\$19,567	\$394,627

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	2	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	40.0	5	-2	20
NP-2-07/8	Average Delay Days - Total	54.7	3	-2	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0	2
DR-10-02-100% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0	20
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	94.36	8,317	0	2	
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00	2,685	0	20	
					22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200 % OT LSR -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	NA	NA	NA	0	0
OR-1-06-1200 % OT LSR/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	NA	NA	NA	0	0
OR-2-04-1200 % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0	0
OR-2-06-1200 % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	NA	0
PR-4-01-1210 % Missed Appointment -FP -DS0 -UNE/Resale	50.00	100.00	2	2	50.00	SS	NA	0
PR-4-01-1211 % Missed Appointment -FP -DS1 -UNE/Resale	61.54	100.00	13	4	27.82	SS	NA	0
PR-4-01-1213 % Missed Appointment -FP -DS3 -UNE/Resale	100.00	20.00	1	5	0.00	SS	NA	0
PR-4-01-1214 % Missed Appointment -FP -Other -UNE/Resale	40.00	NA	5	NA	0.00	NA	NA	0
PR-4-02-1200 Average Delay Days - Total -UNE/Resale	20.92	17.88	12	8	65.92	SS	NA	0
PR-5-01-1200 % Missed Appointment - Facilities -UNE/Resale	0.00	NA	4	NA	0.00	NA	NA	0
PR-5-02-1200 % Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	4	NA	0.00	NA	NA	0
PR-6-01-1200 % Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0
PR-8-01-1200 % Open Orders in a Hold Status > 30 Days -UNE/Resale	42.86	21.05	21	19	15.67	1.83	0	5
PR-4-01-3510 % Missed Appointment - FP - Total - EEL	NA	12.50	NA	8	8.00	NA	NA	0
PR-4-02-3510 Average Delay Days - Total - EEL	NA	6.00	NA	1	0.00	1.00	NA	0
PR-8-01-3510 % Open Orders in a Hold Status >30 Days -EEL	NA	0.00	NA	8	8.00	NA	NA	0
PR-4-01-3530 % Missed Appointment - FP - Total - IOF	100.00	NA	1	NA	0.00	NA	NA	0
PR-4-02-3530 Average Delay Days - IOF	1.00	NA	1	NA	0.00	0.00	NA	0
PR-8-01-3530 % Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA	0.00	NA	NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	NA	0
MR-4-01-1216 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	23.15	NA	6	NA	18.11	0.00	NA	0
MR-4-01-1217 Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.49	10.43	3	4	0.00	18.81	SS	0
MR-4-06-1216 % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
MR-4-08-1216 % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA	0.00	NA	NA	0
MR-4-06-1217 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
MR-4-08-1217 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
MR-5-01-1200 % Repeat Reports w/in 30 days -UNE/Resale	11.11	35.71	9	14	13.43	-0.81	0	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								15

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

Special Provisions Report

Special Provision - UNE Ordering

Nov-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
SEP-2009	100.00	256	256	SEP-2009	100.00	256	256
OCT-2009	100.00	150	150	OCT-2009	100.00	150	150
NOV-2009	100.00	358	358	NOV-2009	100.00	358	358
Overall	100.00	764	764	Overall	100.00	764	764

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
SEP-2009	100.00	212	212	SEP-2009	100.00	212	212
OCT-2009	100.00	173	173	OCT-2009	100.00	173	173
NOV-2009	100.00	206	206	NOV-2009	100.00	206	206
Overall	100.00	591	591	Overall	100.00	591	591

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
SEP-2009	NA	-	-	SEP-2009	NA	-	-
OCT-2009	100.00	2,028	2,028	OCT-2009	100.00	2,028	2,028
NOV-2009	100.00	3,295	3,295	NOV-2009	100.00	3,295	3,295
Overall	100.00	5,323	5,323	Overall	100.00	5,323	5,323

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	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	106	98.89	90
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	NA	0	NA	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	7.36	1	0.32	1
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.18	209	2.71	369
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC	0.74		1.52	
		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.

Fair Point New Hampshire

Change Control Assurance Plan

Nov-2009

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

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

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

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

PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$ -
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Total Market Adjustment		\$	-
UNE Platform allocation	31.43%	\$	-
UNE Loop allocation	47.14%	\$	-
Resale allocation	7.14%	\$	-
DSL allocation	14.29%	\$	-

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

Nov-2009

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.626	\$ 229,904	
Unbundled Network Elements - Loop	-0.783	\$ 376,567	
Resale	-0.797	\$ 57,056	
Digital Subscriber Lines	-0.594	\$ 94,892	
Trunks	0.000	\$ -	
Mode of Entry Total		\$	758,418
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 123,460	
3 Installation Performance		\$ 160,785	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 90,815	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ 19,567	
9 Resolution Processes		\$ -	
Critical Measure Total		\$	394,627
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$	-
CHANGE CONTROL		\$	-
Grand Total		\$	1,153,046

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