

Fair Point New Hampshire Performance Assurance Plan Report

UNE Platform

Dec-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	2.57	4,688		2.5730	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.11	1,939		8.1052	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.26				-1	5	-0.022	-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	3.00	204		3.0000	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	6.80	5		6.8000	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.26				-1	5	-0.022	-0.250	
OR Ordering											
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		72.35	980			-2	10	-0.088	-0.250	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		94.83	58			-1	5	-0.022	-0.063	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.73	753			-2	5	-0.044	-0.125	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.65	4,213			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00	753			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00	287			0	5	0.000	0.000	
OR-6-03-3140	% Accuracy - LSRC - Platform		2.09	670			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											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	33.29	11.68	1,394	137	4.22	5.7407	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	8.61	14.42	6,380	416	1.42	-4.9214	-2	20	-0.176	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	23.92	30.65	1,087	62	5.19	-1.0479	-1	10	-0.044	-0.071
PR-4-02-3100	Average Delay Days - Total - POTS	3.75	5.61	587	110	12.44	1.98	-0.9389	-1	15	-0.066
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.64	1.61	1,087	62	1.04	-0.3604	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.09	0.00	1,087	62	0.40	0.2324	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	11.61	5.08	1,861	315	1.95	3.3448	0	10	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.09	14.30	3,046			13.2151	-2	2	-0.018	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	70.58	784			70.5753	NA	0	NA	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	13.82	12.82	463	39	5.75	0.3727	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	10.00	0.00	20	11	11.26	0.8880	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	39.69	56.95	463	39	19.82	8.16	-3.0618	-2	5	-0.044
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	30.06	5.98	20	11	19.85	17.21	3.4316	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	85.63	88.24	334	17	8.72	0.1353	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	55.09	58.82	334	17	12.37	-0.5199	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	30.84	29.41	334	17	11.48	0.3642	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	10.95	16.28	2,485	86	3.42	-1.3435	-1	10	-0.044	-0.049
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	12.90	15.00	31	20	9.61	0.1796	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	46.58	52.09	2,485	86	25.55	5.47	-1.3709	-1	5	-0.022
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	35.30	64.57	31	20	26.69	13.71	-2.5063	-2	5	-0.044
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	89.19	96.67	1,868	30	5.72	-1.0275	-1	5	-0.022	-0.025
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	67.18	80.00	1,868	30	8.64	-1.3085	-1	5	-0.022	-0.025
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	33.73	33.33	1,868	30	8.70	0.2194	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.54	9.62	2,999	156	2.52	0.4756	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.72	113,887,996				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-21	227	-0.700	

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

Dec-2009

PO	Pre-Ordering	Performance		Observations		Perf.		Wgt.		Score	Domain Clustering Review			
		FP	CLEC	CLEC		Diff.	Score	Wgt.						
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0		NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	2.57		4,688		2.5730	NA	0	NA	0.000			
PO-1-03-6020	Address Validation - EDI	NA	8.11		1,939		8.1052	NA	0	NA	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.26					-1	5	-0.041	-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	3.00		204		3.0000	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	6.80		5		6.8000	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.26					-1	5	-0.041	-0.250			
OR Ordering								Wgt.						
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		95.69		766			0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		43			0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.73		753			-2	2	-0.033	-0.065			
OR-4-16-1000	% On Time PCN - 1 Business Day		98.65		4,213			0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		753			0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		226			0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		0.60		1,505			0	5	0.000	0.000			
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	3.75	5.61	587	110	12.44	1.98	-0.9389	-1	5	-0.041	-0.056		
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	23.92	33.33	1,087	111		4.25	-2.0291	-2	20	-0.325	-0.444		
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.64	1.80	1,087	111		0.80	-0.8426	-1	5	-0.041	-0.056		
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.09	0.00	1,087	111		0.30	0.3045	0	5	0.000	0.000		
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.53	NA	146	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	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		99.34		152				0	10	0.000	0.000		
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000		
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000		
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000		
MR Maintenance & Repair		Diff.												
MR-1-01-6050	Average Response Time - Create Trouble	1.09	14.30		3,046			13.2151	-2	2	-0.033	-0.054		
		Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	11.40	21.05		2,948	152	2.64	-3.2166	-2	10	-0.163	-0.270		
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	44.99	42.29		2,948	152	24.57	4.14	0.8481	0	5	0.000		
MR-4-07-3112	% Out of Service > 12 Hours - Loop	65.12	57.78		2,182	45	7.18	1.1758	0	5	0.000	0.000		
MR-4-08-3112	% Out of Service > 24 Hours - Loop	32.91	31.11		2,182	45	7.08	0.3985	0	5	0.000	0.000		
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.54	10.91		2,999	165	2.46	-0.0522	0	10	0.000	0.000		
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	4.55	20.00		22	5	10.32	SS	NA	0	NA	0.000		
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	25.15	72.63		22	5	16.20	21.50	SS	NA	0	NA		
"NA" - no activity "UD" - under development "SS" - Small Sample											Totals	-12	123	-0.715

"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

Dec-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	2.57		4,688	2.5730	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.11		1,939	8.1052	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.26				-1	5	-0.027	-0.250		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.00		204	3.0000	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.80		5	6.8000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.26				-1	5	-0.027	-0.250		
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	42.53			4,451		-2	10	-0.107	-0.182		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	94.12			68		-1	5	-0.027	-0.045		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	1.73			753		-2	5	-0.053	-0.091		
OR-4-16-1000	% On Time PCN - 1 Business Day	98.65			4,213		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day	100.00			753		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	100.00			1,201		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC	4.42			181		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	71.43			7		-1	5	-0.027	-0.045		
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	33.29	20.00	1,394	100	4.88	2.9613	0	5	0.000	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	8.61	6.60	6,380	591	1.21	1.7984	0	20	0.000	0.000	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	23.92	41.18	1,087	34	7.43	-2.0221	-2	10	-0.107	-0.133	
PR-4-02-2100	Average Delay Days - Total - POTS	3.75	3.85	587	41	12.44	3.07	-0.0322	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.64	2.94	1,087	34	1.39	-0.7756	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.09	0.00	1,087	34	0.53	0.1742	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	11.61	3.05	1,861	262	2.11	4.0468	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.09	14.30		3,046		13.2151	-2	2	-0.021	-0.048	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	70.58		784		70.5753	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	13.82	8.11	463	37	5.90	1.2728	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	10.00	0.00	20	2	22.25	SS	NA	0	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	39.69	57.79	463	37	19.82	8.36	-3.1559	-2	5	-0.053	-0.119
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	30.06	16.79	20	2	19.85	34.01	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	85.63	85.71	334	14		9.57	0.4529	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	55.09	64.29	334	14		13.57	-0.3936	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	30.84	50.00	334	14		12.60	-1.2069	-1	5	-0.027	-0.060
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	10.95	0.00	2,485	2		22.09	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	12.90	NA	31	NA		0.00	NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	46.58	60.57	2,485	2	25.55	35.29	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	35.30	NA	31	NA	26.69	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	89.19	100.00	1,868	2		21.97	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	67.18	100.00	1,868	2		33.22	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	33.73	100.00	1,868	2		33.45	SS	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.54	7.32	2,999	41	4.83	0.9175	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.72		113,887,996			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-15	187	-0.476		

"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

Dec-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	1.00		1		1.0000	NA	0	0.000	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI			99.26					-1	5	-0.066	-0.227
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			99.26					-1	2	-0.026	-0.091
PO-8-01-6000	% On Time - Manual Loop Qualification			100.00		6			0	2	0.000	0.000
PO-8-02-6000	% On Time - Engineering Record Request			100.00		1			0	2	0.000	0.000
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale			95.24		21			0	2	0.000	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	0	0.000	0.000
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	0	0.000	0.000
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	0	0.000	0.000
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops			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			1.73		753			-2	2	-0.053	-0.250
OR-4-16-1000	% On Time PCN - 1 Business Day			98.65		4,213			0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day			100.00		753			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	46.00	13.00	1	1	0.00	70.48	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	12.50	100.00	8	1		35.08	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	8	1		0.00	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	62.50	0.00	8	1		51.35	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		1				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	3.67	1	18	0.00	14.38	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		68.97		58				-2	10	-0.263	-0.333
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.64	100.00	144	1		26.65	SS	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	11.67	1	60		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			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				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	1.09	14.30		3,046		13.2151	-2	2		-0.053	-0.074
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	50.00	NA	2	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	8.33	NA	12	NA		0.00	NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	32.70	NA	2	NA	11.46	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	20.51	NA	12	NA	9.52	0.00	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	78.57	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	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	7.14	NA	14	NA		0.00	NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	11.42	30.00	2,950	10		10.08	-1.2947	-1	5	-0.066	-0.093
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	4.55	25.00	22	4		11.32	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	44.98	41.81	2,950	10	24.56	15.76	0.1252	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	25.15	56.60	22	4	16.20	23.58	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	65.01	50.00	806	14		12.86	1.4294	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	65.12	0.00	2,182	1		47.67	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.56	18.75	3,001	16		7.70	-0.7168	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	76	-0.526	

"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

Dec-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				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					
								FP							
PR		Provisioning		FP		CLEC		Standard Deviation		Sample Error		Stat. Score			
PR-4-07-3540	% On Time Performance - LNP only	92.97				2,974						-1	20	-0.143	
PR-4-15-5000	% On Time Provisioning - Trunks	NA				NA						NA	0	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA		NA		NA				0.00		NA	NA	0	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA		NA		NA				0.00		NA	NA	0	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	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				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	0.00	NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA		NA		NA		NA			0.00	NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA		NA		NA		NA			0.00	NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA		NA		NA		NA			0.00	NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA		NA		NA		NA			0.00	NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA		NA		NA		NA			0.00	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	-1	20	-0.143

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

Fair Point New Hampshire

Dec-2009

CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	38,293	38,293	15,694	-				\$92,281
	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	19,147	19,147	7,847					
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-						
	PO-2-02 OSS Interface Availability - Prime - Web GUI	19,147	19,147	7,847					
ORDERING									
2	% On Time Ordering Notification	46,416	-	19,023	-	\$0	\$0		\$65,439
	OR-1-02 % On Time LSRC -Flow Through	46,416	-	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	\$39,744	\$63,358	\$4,390	\$42,396	\$0	\$0		\$149,888
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	-		-					
	PR-4-02 Average Delay Days - Total	9,573	7,659	-					
	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	6,962	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	23,208		-					
	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

Dec-2009

CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
4	PR-4-07	% On Time Performance - LNP					\$19,175			\$19,175
5		Hot Cut Performance		-						\$0
	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		-						
	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	\$ 13,925	\$27,850	\$3,995	\$15,898	\$0	\$0		\$61,668
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-					
	MR-3-01	Missed Repair Appointments - Loop - Res.	13,925		-					
	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				15,898				
	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.	-		3,995					
	MR-4-08	Out of Service >24Hrs. - Res.	-		-					
	MR-4-08	Out of Service >24Hrs. - Total					-			
	MR-5-01	% Repeat Reports within 30 Days	-		-		-			
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-				
	MR-5-01	% Repeat Reports w/in 30 Days -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			\$138,379	\$129,502	\$43,102	\$58,294	\$19,175	\$0	\$19,567	\$408,018

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	1	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	25.0	4	-2	20
NP-2-07/8	Average Delay Days - Total	25.7	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	99.46	1,120	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00	3,388	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	100.00	7	0	10
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	100.00	100.00	1	2		0.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	70.59	100.00	17	1		46.89	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	100.00	NA	7		7.00	NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	100.00	NA	1		1.00	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	14.00	22.36	13	14	55.73	13.36	-0.63	0	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	0.00	NA	1		1.00	NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	0.00	NA	1		1.00	NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	100.00	58.82	18	17		0.00	0.00	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	64.29	50.00	14	6		23.38	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	4.33	18.00	9	3	4.09	13.57	SS	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	71.43	0.00	14	6		22.04	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA			NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA			NA	NA	0

Maintenance & Repair										
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	23.30	68.65	2	2	0.00	42.27	SS	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	44.23	92.02	4	4	34.37	35.12	SS	NA	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	100.00	NA	1		1.00	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	NA	0.00	NA	1		1.00	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	16.67	23.53	6	17		17.70	-0.39	0	10

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

Total 25

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

Special Provision - UNE Ordering

Dec-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
OCT-2009	100.00	150	150	OCT-2009	100.00	150	150
NOV-2009	100.00	358	358	NOV-2009	100.00	358	358
DEC-2009	100.00	287	287	DEC-2009	100.00	287	287
Overall	100.00	795	795	Overall	100.00	795	795

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
OCT-2009	100.00	173	173	OCT-2009	100.00	173	173
NOV-2009	100.00	206	206	NOV-2009	100.00	206	206
DEC-2009	100.00	226	226	DEC-2009	100.00	226	226
Overall	100.00	605	605	Overall	100.00	605	605

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
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
DEC-2009	88.40	3,225	2,851	DEC-2009	88.40	3,225	2,851
Overall	95.62	8,548	8,174	Overall	95.62	8,548	8,174

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	99.34	152	100.00	106
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 Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	2.12	5	7.36	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.40	196	2.18	209
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.98		0.74	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

Dec-2009

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.700	\$ 251,044	
Unbundled Network Elements - Loop	-0.715	\$ 376,567	
Resale	-0.476	\$ 35,435	
Digital Subscriber Lines	-0.526	\$ 80,478	
Trunks	-0.143	\$ -	
Mode of Entry Total			\$ 743,524
# CRITICAL MEASURES			
1 OSS Interface		\$ 92,281	
2 % On Time Ordering Notification		\$ 65,439	
3 Installation Performance		\$ 149,888	
4 % On Time Performance - LNP		\$ 19,175	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 61,668	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ 19,567	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 408,018
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 1,151,542

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