

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

UNE Platform

Jan-2010

PO		Pre-Ordering		Performance		Observations		Perf.		Wgt.		Domain Clustering		
		FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review				
PO-1-01-6020 Customer Service Record - EDI		NA	2.71	3,430			2.7125	NA	0	NA	0.000			
PO-1-03-6020 Address Validation -EDI		NA	7.20	2,210			7.2018	NA	0	NA	0.000			
PO-2-02-6020 OSS Interface Availability - Prime - EDI			99.40					-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	4.51	166			4.5120	NA	0	NA	0.000			
PO-1-03-6050 Address Validation - Web GUI		NA	8.44	9			8.4444	NA	0	NA	0.000			
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			99.40					-1	5	-0.022	-0.250			
OR		Ordering						Wgt.						
OR-1-02-3140 % On Time LSRC - Flow Through - Platform - 2hrs			90.35	259				-1	10	-0.044	-0.125			
OR-2-02-3140 % On Time LSR Reject - Flow Through - Platform			100.00	27				0	5	0.000	0.000			
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			7.25	6,482				-2	5	-0.044	-0.125			
OR-4-16-1000 % On Time PCN - 1 Business Day			98.75	2,569				0	5	0.000	0.000			
OR-4-17-1000 % On Time BCN - 2 Business Day			94.78	6,475				-1	5	-0.022	-0.063			
OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			100.00	207				0	5	0.000	0.000			
OR-6-03-3140 % Accuracy - LSRC - Platform			3.88	464				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			66.67	3				0	0	0.000	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		64.97	14.04	431	57	6.72	5.3290	0	5	0.000	0.000			
PR-4-05-3140 % Missed Appointment- FP - No Dispatch - Platform		3.19	15.06	7,140	259	1.11	-8.3645	-2	20	-0.176	-0.286			
PR-4-04-3140 % Missed Appointment - FP - Dispatch - Platform		14.61	24.44	794	45	5.41	-3.0844	-2	10	-0.088	-0.143			
PR-4-02-3100 Average Delay Days - Total - POTS		4.54	3.93	509	101	12.23	2.27	0.2680	0	15	0.000	0.000		
PR-5-01-3140 % Missed Appointment - Facilities - Platform		1.01	1.96	794	51	1.44	-0.1750	0	5	0.000	0.000			
PR-5-02-3140 % Orders Held for Facilities > 15 days - Platform		0.38	0.00	794	51	0.89	0.4263	0	5	0.000	0.000			
PR-6-01-3140 % Installation Troubles within 30 days - Platform		12.71	6.53	1,400	199	2.52	2.4494	0	10	0.000	0.000			
MR		Maintenance & Repair		Performance		Observations		FP Std		Sampling		Perf. Score		
		FP	CLEC	FP	CLEC	Deviation	Error	Diff.	Score	Wgt.	Wgt'd. Score			
MR-1-01-6050 Average Response Time - Create Trouble		1.21	21.76	2,909				20.5469	-2	2	-0.018	-0.020		
MR-1-06-6050 Average Response Time - Test Trouble (POTS only)		NA	75.26	840				75.2583	NA	0	NA	0.000		
		Stat. Score												
MR-3-01-3144 % Missed Repair Appointments - Loop - Platform - Bus		7.29	8.57	398	35	4.58	-0.0262	0	10	0.000	0.000			
MR-3-02-3144 % Missed Repair Appointments - CO - Platform - Bus		12.00	10.53	25	19	9.89	0.6121	0	10	0.000	0.000			
MR-4-02-3144 Mean Time to Repair - Loop Trouble - Platform - Bus		19.46	28.18	398	35	0.00	6.98	-1.4064	-1	5	-0.022	-0.025		
MR-4-03-3144 Mean Time to Repair - CO Trouble - Platform - Bus		20.67	29.50	25	19	0.00	12.32	-0.4767	0	5	0.000	0.000		
MR-4-06-3144 % Out of Service >4 Hours - Platform - Bus		69.37	100.00	284	12	13.59	-2.1986	-2	5	-0.044	-0.049			
MR-4-07-3144 % Out of Service >12 Hours - Platform - Bus		34.15	75.00	284	12	13.98	-2.5280	-2	5	-0.044	-0.049			
MR-4-08-3144 % Out of Service > 24 Hours - Platform - Bus		10.92	41.67	284	12	9.19	-2.3863	-2	5	-0.044	-0.049			
MR-3-01-3145 % Missed Repair Appointments - Loop -Platform - Res		7.14	10.47	1,878	86	2.84	-0.9589	-1	10	-0.044	-0.049			
MR-3-02-3145 % Missed Repair Appointments - CO - Platform - Res		5.13	5.56	39	18	6.29	0.4892	0	10	0.000	0.000			
MR-4-02-3145 Mean Time to Repair - Loop Trouble - Platform - Res		23.39	20.41	1,878	86	0.00	4.67	0.2497	0	5	0.000	0.000		
MR-4-03-3145 Mean Time to Repair - CO Trouble - Platform - Res		10.29	10.20	39	18	0.00	8.66	0.0642	0	5	0.000	0.000		
MR-4-06-3145 % Out of Service >4 Hours - Platform - Res		86.74	85.71	1,282	28	6.48	0.4925	0	5	0.000	0.000			
MR-4-07-3145 % Out of Service >12 Hours - Platform - Res		67.47	42.86	1,282	28	8.95	2.8467	0	5	0.000	0.000			
MR-4-08-3145 % Out of Service > 24 Hours - Platform - Res		30.89	25.00	1,282	28	8.83	0.8683	0	5	0.000	0.000			
MR-5-01-3140 % Repeat Reports w/in 30 days - Platform		10.09	5.06	2,340	158	2.48	2.3654	0	10	0.000	0.000			
BI		Billing												
BI-1-02-1000 % DUF in 4 Business Days			99.89	#####				0	5	0.000				
		"NA" - no activity "UD" - under development "SS" - Small Sample												
		Totals -20 227 -0.634												

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

Jan-2010

		Performance		Observations		Perf.		Wgtd.		Domain Clustering		
PO	Pre-Ordering	FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review		
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	2.71	3,430		2.7125	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	7.20	2,210		7.2018	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.40				-1	5	-0.032	-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	4.51	166		4.5120	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.44	9		8.4444	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.40				-1	5	-0.032	-0.167		
OR Ordering								Wgt.				
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		92.86	546			-1	10	-0.065	-0.152		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	19			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		7.25	6,482			-2	2	-0.026	-0.061		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.75	2,569			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		94.78	6,475			-1	2	-0.013	-0.030		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00	393			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		0.76	2,106			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		0.00	3			-2	2	-0.026	-0.061		
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	4.54	3.93	509	101	12.23	2.27	0.2680	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	14.61	11.22	794	98		3.78	0.8951	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.01	0.00	794	119		0.98	1.0263	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.38	0.00	794	119		0.60	0.6265	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	10.98	33.33	874	3		18.08	SS	NA	0	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		75				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	1.21	21.76		2,909			20.5469	-2	2	-0.026	-0.038
								Stat. Score				
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.16	14.71	2,276	170		2.05	-3.1321	-2	10	-0.129	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.59	18.75	2,276	170	0.00	3.32	2.3739	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	61.77	61.29	1,546	62		6.29	0.2188	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	27.49	22.58	1,546	62		5.78	0.9965	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.09	6.56	2,340	183		2.31	1.7391	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	0.00	37.50	33	8		0.00	-2.5587	-2	10	-0.129	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	10.17	32.71	33	8	0.00	11.91	-2.9889	-2	5	-0.065	-0.096
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-16	145	-0.579	

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

Jan-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgld. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.71		3,430		2.7125	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	7.20		2,210		7.2018	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.40					-1	5	-0.026	-0.250	
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.51		166		4.5120	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.44		9		8.4444	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.40					-1	5	-0.026	-0.250	
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	95.20			1,249			0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	95.45			22			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	7.25			6,482			-2	5	-0.053	-0.088	
OR-4-16-1000	% On Time PCN - 1 Business Day	98.75			2,569			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day	94.78			6,475			-1	5	-0.026	-0.044	
OR-5-03-2000	% Flow Through - Achieved - POTS	100.00			487			0	10	0.000	0.000	
OR-6-03-2000	% Accuracy - LSRC	3.29			152			0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			2			0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	62.50			8			-2	2	-0.021	-0.035	
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	64.97	30.65	431	62		6.48	5.2751	0	5	0.000	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	3.19	3.41	7,140	528		0.79	-0.2722	0	20	0.000	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	14.61	35.00	794	20		8.00	-3.9814	-2	10	-0.106	-0.133
PR-4-02-2100	Average Delay Days - Total - POTS	4.54	3.85	509	85	12.23	2.44	0.2834	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.01	3.85	794	26		1.99	-0.6657	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.38	0.00	794	26		1.22	0.3090	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	12.71	2.45	1,400	204		2.50	4.1110	0	15	0.000	0.000
MR Maintenance & Repair												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	1.21	21.76		2,909			20.5469	-2	2	-0.021	-0.048
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	75.26		840			75.2583	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	7.29	15.38	398	26		5.26	-1.1101	-1	10	-0.053	-0.119
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.00	0.00	25	2		23.88	SS	NA	0	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	19.46	27.96	398	26	0.00	8.01	-1.4228	-1	5	-0.026	-0.060
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	20.67	2.55	25	2	0.00	29.76	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	69.37	76.92	284	13		13.07	-0.2332	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.15	46.15	284	13		13.45	-0.6072	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	10.92	23.08	284	13		8.84	-0.9303	-1	5	-0.026	-0.060
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.14	0.00	1,878	1		25.75	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.13	NA	39	NA		0.00	NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.39	15.66	1,878	1	0.00	42.34	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.29	NA	39	NA	0.00	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	86.74	100.00	1,282	1		33.93	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	67.47	100.00	1,282	1		46.87	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	30.89	0.00	1,282	1		46.22	SS	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.09	10.34	2,340	29		5.63	0.1828	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.89		100,118,199				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-14	189	-0.386	

"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

Jan-2010

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	0.50		2		0.5000	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.40					-1	5	-0.055	-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		99.40					-1	2	-0.022	-0.091	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		9			0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		3			0	2	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		60.00		5			-1	2	-0.022	-0.125	
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		7.25		6,482			-2	2	-0.044	-0.250	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.75		2,569			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		94.78		6,475			-1	2	-0.022	-0.125	
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.00	3.00	2	3	0.00	12.78	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	100.00	2	1		61.24	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	14.29	100.00	7	2		28.06	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	12		0.00	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	11.11	0.00	9	3		20.95	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		33.33		3				-1	10	-0.110	-0.111
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	4.00	1.27	1	11	0.00	20.47	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		82.98		47				-2	10	-0.220	-0.222
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	10.90	0.00	862	7		11.83	0.9219	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	4.17	1	48		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	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	1.21	21.76		2,909		20.5469	-2	2	-0.044	-0.074	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	66.67	NA	3	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	100.00	5	1		0.00	SS	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	14.52	NA	3	NA	0.00	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	197.71	12.77	5	1	0.00	0.00	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	50.00	100.00	8	1		53.03	SS	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	12.50	0.00	8	1		35.08	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.16	0.00	2,276	13		7.17	0.9986	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	0.00	0.00	33	2		0.00	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.59	16.87	2,276	13	0.00	11.63	0.8535	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	10.17	12.82	33	2	0.00	22.02	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	66.59	66.67	431	15		12.39	0.2981	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	61.77	NA	1,546	NA		0.00	NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.11	12.50	2,344	16		7.56	-0.0180	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	-11	91	-0.538	

"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

Jan-2010

OR Ordering		Performance	CLEC	Observations	FP	CLEC	Perf. Score	Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)		100.00			4	0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record		66.67			3	0	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	FP Standard Deviation	Sample Error	Stat. Score		
PR-4-07-3540	% On Time Performance - LNP only		92.39		2,443				-1 20 -0.143	
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA			0	0 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	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 0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA					NA	0 0 0.000	
Totals								-1	25	-0.143
"NA" - no activity "UD" - under development "SS" - Small Sample										

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

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

Fair Point New Hampshire					Jan-2010				
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	PO-1-06	OSS Interface	34,812	23,208	14,267	-			\$72,288
	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	17,406	11,604	7,134				
ORDERING									
2	OR-1-02	% On Time Ordering Notification	44,096	40,614	-	-	\$0	\$0	\$84,710
	OR-1-04	%OT LSRC - Flow Through	44,096	40,614	-	-			
	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	PR-3-01	Installation Performance	\$34,812	\$0	\$4,390	\$24,226	\$0	\$0	\$63,428
	PR-4-02	% Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-			
	PR-4-02	Average Delay Days - Total	-	-	-	-			
	PR-4-02	Average Delay Days - Total - 2W Digital				-			
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-			
	PR-4-02	Average Delay Days -Total -Line Share/Split				-			
	PR-4-04	Missed Appointments -Dispatch	11,604	-	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				24,226			
	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					Jan-2010					
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
4	PR-4-07	% On Time Performance - LNP					\$20,545			\$20,545
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	\$ 18,276	\$27,850	\$10,558	\$0	\$0	\$0		\$56,684
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		7,419					
	MR-3-01	Missed Repair Appointments - Loop - Res.	9,573		-					
	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			-					
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split			-					
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops			-					
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops			-					
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale			-					
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops			-					
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split			-					
	MR-4-08	Out of Service >24Hrs. - Bus.	8,703		3,139					
	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			\$131,997	\$91,672	\$29,215	\$24,226	\$20,545	\$0	\$19,567	\$317,222

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	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	33.3	9	-2	20
NP-2-07/8	Average Delay Days - Total	36.8	6	-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	99.98	5,166	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00	1,621	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	1	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	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	NA	1	NA	0.00	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	44.44	100.00	27	1	50.60	SS	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	66.67	25.00	6	4	30.43	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA	0.00	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	13.24	5.60	17	5	2.72	SS	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	25.00	NA	4	NA	0.00	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	4	NA	0.00	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA	0.00	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	40.00	33.33	35	15	15.12	0.76	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	42.86	30.00	21	10	19.01	1.08	0
PR-4-02-3510	Average Delay Days - Total - EEL	12.22	5.33	9	3	7.00	21.84	SS
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	42.86	0.00	21	10	19.01	2.25	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	66.67	NA	6	NA	0.00	NA	0
PR-4-02-3530	Average Delay Days - IOF	19.25	NA	4	NA	6.02	0.00	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	16.67	NA	6	NA	0.00	NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.82	NA	2	NA	0.00	0.00	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.69	94.93	2	2	0.00	23.16	SS
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA	0.00	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA	0.00	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA	0.00	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA	0.00	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	14.29	4	7	0.00	SS	NA
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								32

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

Jan-2010

		% 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	33.33	6	\$ 68,333
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*	\$ 68,333
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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%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
NOV-2009	100.00	358	358	NOV-2009	100.00	358	358
DEC-2009	100.00	287	287	DEC-2009	100.00	287	287
JAN-2010	100.00	209	209	JAN-2010	100.00	207	207
Overall	100.00	854	854	Overall	100.00	852	852

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
NOV-2009	100.00	206	206	NOV-2009	100.00	206	206
DEC-2009	100.00	226	226	DEC-2009	100.00	226	226
JAN-2010	100.00	395	395	JAN-2010	100.00	393	393
Overall	100.00	827	827	Overall	100.00	825	825

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
NOV-2009	100.00	3,295	3,295	NOV-2009	100.00	3,295	3,295
DEC-2009	88.38	3,225	2,850	DEC-2009	88.40	3,225	2,851
JAN-2010	93.61	1,613	1,510	JAN-2010	93.61	1,613	1,510
Overall	94.12	8,133	7,655	Overall	94.14	8,133	7,656

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	100.00	75	99.34	152
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 Durn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA	0	2.12	5
PR-9-08-3533	Avg Durn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.75	193	2.40	196
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durn HC Install Trbl-UNE POTS Loop Ttl HC	5.33		0.98	
		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

Jan-2010

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5	100.00	2	\$ -

* 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	\$ -
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* 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

Jan-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.634	\$ 229,904	
Unbundled Network Elements - Loop	-0.579	\$ 313,145	
Resale	-0.386	\$ 25,825	
Digital Subscriber Lines	-0.538	\$ 85,283	
Trunks	-0.143	\$ -	
Mode of Entry Total			\$ 654,157
# CRITICAL MEASURES			
1 OSS Interface		\$ 72,288	
2 % On Time Ordering Notification		\$ 84,710	
3 Installation Performance		\$ 63,428	
4 % On Time Performance - LNP		\$ 20,545	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 56,684	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ 19,567	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 317,222
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			\$ <u>1,039,712</u>

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

Jan-2010

PO		Pre-Ordering		Performance		Observations		Perf.		Wgt.		Domain Clustering	
		FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review			
PO-1-01-6020	Customer Service Record - EDI	NA	2.71		3,430		2.7125	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	7.20		2,210		7.2018	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	4.51		166		4.5120	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.44		9		8.4444	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.40					0	5	0.000	0.000		
OR Ordering										Wgt.			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		90.35		259			-1	10	-0.044	-0.125		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		27			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		7.25		6,482			-2	5	-0.044	-0.125		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.75		2,569			0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		94.78		6,475			0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		207			0	5	0.000	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform		3.88		464			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		66.67		3			0	0	0.000	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	64.97	14.04	431	57	6.72	5.3290	0	5	0.000	0.000		
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	3.19	15.06	7,140	259	1.11	-8.3645	-2	20	-0.176	-0.286		
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	14.61	24.44	794	45	5.41	-3.0844	-2	10	-0.088	-0.143		
PR-4-02-3100	Average Delay Days - Total - POTS	4.54	3.93	509	101	12.23	2.27	0.2680	0	15	0.000		
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.01	1.96	794	51	1.44	-0.1750	0	5	0.000	0.000		
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.38	0.00	794	51	0.89	0.4263	0	5	0.000	0.000		
PR-6-01-3140	% Installation Troubles within 30 days - Platform	12.71	6.53	1,400	199	2.52	2.4494	0	10	0.000	0.000		
MR Maintenance & Repair		Performance	Observations	FP Std	Sampling	Perf.	Score	Wgt.	Wgtd.				
		FP	CLEC	FP	CLEC	Deviation	Error	Diff.		Score			
MR-1-01-6050	Average Response Time - Create Trouble	1.21	21.76		2,909			20.5469	-2	2	-0.018		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	75.26		840			75.2583	NA	0	0.000		
Stat. Score													
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	7.29	8.57	398	35	4.58	-0.0262	0	10	0.000	0.000		
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	12.00	10.53	25	19	9.89	0.6121	0	10	0.000	0.000		
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	19.46	28.18	398	35	0.00	6.98	-1.4064	-1	5	-0.022		
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	20.67	29.50	25	19	0.00	12.32	-0.4767	0	5	0.000		
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	69.37	100.00	284	12	13.59	-2.1986	-2	5	-0.044	-0.049		
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	34.15	75.00	284	12	13.98	-2.5280	-2	5	-0.044	-0.049		
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	10.92	41.67	284	12	9.19	-2.3863	-2	5	-0.044	-0.049		
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	7.14	10.47	1,878	86	2.84	-0.9589	-1	10	-0.044	-0.049		
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.13	5.56	39	18	6.29	0.4892	0	10	0.000	0.000		
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.39	20.41	1,878	86	0.00	4.67	0.2497	0	5	0.000		
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	10.29	10.20	39	18	0.00	8.66	0.0642	0	5	0.000		
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	86.74	85.71	1,282	28	6.48	0.4925	0	5	0.000	0.000		
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	67.47	42.86	1,282	28	8.95	2.8467	0	5	0.000	0.000		
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	30.89	25.00	1,282	28	8.83	0.8683	0	5	0.000	0.000		
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.09	5.06	2,340	158	2.48	2.3654	0	10	0.000	0.000		
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		99.89		#####			0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample													
Totals								-17	227	-0.568			

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

Jan-2010

PO		Performance		Observations		Perf.		Wgtd.		Domain Clustering		
		FP	CLEC	CLEC	Diff.	Score	Wgt.	Score	Review			
Pre-Ordering												
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	2.71		3,430	2.7125	NA	0	NA	0.000		
PO-1-03-6020 Address Validation -EDI		NA	7.20		2,210	7.2018	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	4.51		166	4.5120	NA	0	NA	0.000		
PO-1-03-6050 Address Validation - Web GUI		NA	8.44		9	8.4444	NA	0	NA	0.000		
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			99.40				0	5	0.000	0.000		
OR Ordering												
OR-1-02-3331 % On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs			92.86		546		-1	10	-0.065	-0.152		
OR-2-02-3331 % On Time LSR Reject - Flow Thru - Loop/Pre-Qual			100.00		19		0	5	0.000	0.000		
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			7.25		6,482		-2	2	-0.026	-0.061		
OR-4-16-1000 % On Time PCN - 1 Business Day			98.75		2,569		0	2	0.000	0.000		
OR-4-17-1000 % On Time BCN - 2 Business Day			94.78		6,475		0	2	0.000	0.000		
OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			100.00		393		0	5	0.000	0.000		
OR-6-03-3331 % Accuracy - LSRC - Loop			0.76		2,106		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			0.00		3		-2	2	-0.026	-0.061		
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		4.54	3.93	509	101	12.23	2.27	0.2680	0	5	0.000	0.000
PR-4-04-3113 % Missed Appointment - FP - Dispatch - Loop-New		14.61	11.22	794	98		3.78	0.8951	0	20	0.000	0.000
PR-5-01-3112 % Missed Appointment - Facilities - Loop		1.01	0.00	794	119		0.98	1.0263	0	5	0.000	0.000
PR-5-02-3112 % Orders Held for Facilities > 15 days - Loop		0.38	0.00	794	119		0.60	0.6265	0	5	0.000	0.000
PR-6-01-3113 % Installation Troubles within 30 days - Loop New		10.98	33.33	874	3		18.08	SS	NA	10	0.000	0.000
PR-6-02-3520 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			NA		NA				NA	0	NA	0.000
PR-6-02-3523 % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut			NA		NA				NA	0	NA	0.000
PR-6-02-3525 % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut			NA		NA				NA	0	NA	0.000
PR-9-01-3520 % On Time Performance-Loop-Basic Hot Cut			100.00		75				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		1.21	21.76		2,909			20.5469	-2	2	-0.026	-0.038
								Stat. Score				
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop		7.16	14.71	2,276	170		2.05	-3.1321	-2	10	-0.129	-0.192
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop		22.59	18.75	2,276	170	0.00	3.32	2.3739	0	5	0.000	0.000
MR-4-07-3112 % Out of Service > 12 Hours - Loop		61.77	61.29	1,546	62		6.29	0.2188	0	5	0.000	0.000
MR-4-08-3112 % Out of Service > 24 Hours - Loop		27.49	22.58	1,546	62		5.78	0.9965	0	5	0.000	0.000
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop		10.09	6.56	2,340	183		2.31	1.7391	0	10	0.000	0.000
MR-3-02-3112 % Missed Repair Appointments - CO - Loop		0.00	37.50	33	8		0.00	-2.5587	-2	10	-0.129	-0.192
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop		10.17	32.71	33	8	0.00	11.91	-2.9889	-2	5	-0.065	-0.096
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-13	145	-0.497	

"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

Jan-2010

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	2.71		3,430		2.7125	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	7.20		2,210		7.2018	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	4.51		166		4.5120	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.44		9		8.4444	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.40					0	5	0.000	0.000	
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs	95.20			1,249			0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	95.45			22			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	7.25			6,482			-2	5	-0.053	-0.088	
OR-4-16-1000	% On Time PCN - 1 Business Day	98.75			2,569			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day	94.78			6,475			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS	100.00			487			0	10	0.000	0.000	
OR-6-03-2000	% Accuracy - LSRC	3.29			152			0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	100.00			2			0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	62.50			8			-2	2	-0.021	-0.035	
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	64.97	30.65	431	62		6.48	5.2751	0	5	0.000	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	3.19	3.41	7,140	528		0.79	-0.2722	0	20	0.000	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	14.61	35.00	794	20		8.00	-3.9814	-2	10	-0.106	-0.133
PR-4-02-2100	Average Delay Days - Total - POTS	4.54	3.85	509	85	12.23	2.44	0.2834	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.01	3.85	794	26		1.99	-0.6657	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.38	0.00	794	26		1.22	0.3090	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	12.71	2.45	1,400	204		2.50	4.1110	0	15	0.000	0.000
MR Maintenance & Repair												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	1.21	21.76		2,909			20.5469	-2	2	-0.021	-0.048
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	75.26		840			75.2583	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	7.29	15.38	398	26		5.26	-1.1101	-1	10	-0.053	-0.119
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.00	0.00	25	2		23.88	SS	NA	0	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	19.46	27.96	398	26	0.00	8.01	-1.4228	-1	5	-0.026	-0.060
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	20.67	2.55	25	2	0.00	29.76	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	69.37	76.92	284	13		13.07	-0.2332	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.15	46.15	284	13		13.45	-0.6072	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	10.92	23.08	284	13		8.84	-0.9303	-1	5	-0.026	-0.060
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.14	0.00	1,878	1		25.75	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.13	NA	39	NA		0.00	NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.39	15.66	1,878	1	0.00	42.34	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.29	NA	39	NA	0.00	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	86.74	100.00	1,282	1		33.93	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	67.47	100.00	1,282	1		46.87	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	30.89	0.00	1,282	1		46.22	SS	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.09	10.34	2,340	29		5.63	0.1828	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.89		100,118,199				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-11	189	-0.307	

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

Jan-2010

PO		Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering		
		FP	CLEC	FP	CLEC									
PO-1-06-6020	Mechanized Loop Qualification - EDI		NA	0.50		2		0.5000	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			99.40					0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification			100.00		9			0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request			100.00		3			0	2	0.000	0.000		
OR Ordering														
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale			NA		NA			NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale			60.00		5			-1	2	-0.022	-0.125		
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			7.25		6.482			-2	2	-0.044	-0.250		
OR-4-16-1000	% On Time PCN - 1 Business Day			98.75		2.569			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day			94.78		6.475			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		2.00	3.00		2	3	0.00	12.78	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale		50.00	100.00		2	1		61.24	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale		14.29	100.00		7	2		28.06	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	12		0.00	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale		11.11	0.00		9	3		20.95	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops			33.33			3			-1	10	-0.110	-0.111	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops		4.00	1.27		1	11	0.00	20.47	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops			82.98			47			-2	10	-0.220	-0.222	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops		10.90	0.00		862	7		11.83	0.9219	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops		0.00	4.17		1	48		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	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		1.21	21.76			2,909			20.5469	-2	2	-0.044	-0.074
Stat. Score														
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale		66.67	NA		3	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale		0.00	100.00		5	1		0.00	SS	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale		14.52	NA		3	NA	0.00	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		197.71	12.77		5	1	0.00	0.00	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale		50.00	100.00		8	1		53.03	SS	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		12.50	0.00		8	1		35.08	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops		7.16	0.00		2,276	13		7.17	0.9986	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops		0.00	0.00		33	2		0.00	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops		22.59	16.87		2,276	13	0.00	11.63	0.8535	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops		10.17	12.82		33	2	0.00	22.02	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops		66.59	66.67		431	15		12.39	0.2981	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops		61.77	NA		1,546	NA		0.00	NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops		10.11	12.50		2,344	16		7.56	-0.0180	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	91	-0.440	

"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

Jan-2010

OR Ordering		Performance CLEC	Observations FP CLEC	Perf. Score Wgt. Wgtd. Score							
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)		100.00		4	0	5	0.000				
OR-1-13-5000 % On Time Design Layout Record		66.67		3	0	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		92.39	2,443				-1	20	-0.143		
PR-4-15-5000 % On Time Provisioning - Trunks		NA	NA				0	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	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	25	-0.143	

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

Fair Point New Hampshire

Jan-2010

CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	-	-	-	-				\$0
	PO-1-06 Mechanized Loop Qualification - EDI				-				
	PO-1-06 Mechanized Loop Qualification - CORBA				-				
	PO-1-06 Mechanized Loop Qualification - Web GUI				-				
	PO-2-02 OSS Interface Availability - Prime - WPTS		-						
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-					
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-						
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-					
ORDERING									
2	% On Time Ordering Notification	44,096	40,614	-	-	\$0	\$0		\$84,710
	OR-1-02 % On Time LSRC -Flow Through	44,096	40,614	-					
	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	\$34,812	\$0	\$4,390	\$24,226	\$0	\$0		\$63,428
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	-		-					
	PR-4-02 Average Delay Days - Total	-	-	-					
	PR-4-02 Average Delay Days - Total - 2W Digital				-				
	PR-4-02 Average Delay Days - Total - 2W xDSL Loop				-				
	PR-4-02 Average Delay Days -Total -Line Share/Split				-				
	PR-4-04 Missed Appointments -Dispatch	11,604	-	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				24,226				
	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

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CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
4	PR-4-07	% On Time Performance - LNP					\$20,545			\$20,545
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	\$ 18,276	\$27,850	\$10,558	\$0	\$0	\$0		\$56,684
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		7,419					
	MR-3-01	Missed Repair Appointments - Loop - Res.	9,573		-					
	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			-					
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split			-					
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops			-					
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops			-					
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale			-					
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops			-					
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split			-					
	MR-4-08	Out of Service >24Hrs. - Bus.	8,703		3,139					
	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			\$97,184	\$68,464	\$14,948	\$24,226	\$20,545	\$0	\$19,567	\$244,934

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

Fair Point New Hampshire

Jan-2010

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	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	33.3	9	-2	20
NP-2-07/8	Average Delay Days - Total	36.8	6	-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	99.98		5,166	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00		1,621	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	1	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	NA	1	NA	0.00	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	44.44	100.00	27	1	50.60	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	66.67	25.00	6	4	30.43	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	13.24	5.60	17	5	2.72	17.24	SS	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	25.00	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	40.00	33.33	35	15	15.12	0.76	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	42.86	30.00	21	10	19.01	1.08	0	10
PR-4-02-3510	Average Delay Days - Total - EEL	12.22	5.33	9	3	7.00	21.84	SS	5
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	42.86	0.00	21	10	19.01	2.25	0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	66.67	NA	6	NA	0.00	NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	19.25	NA	4	NA	6.02	0.00	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	16.67	NA	6	NA	0.00	NA	NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.82	NA	2	NA	0.00	0.00	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.69	94.93	2	2	0.00	23.16	SS	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		0.00	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		0.00	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	14.29	4	7		0.00	SS	0
"NA" - no activity "UD" - under development "SS" - Small Sample									Total
									32

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

Jan-2010

		% 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	33.33	6	\$ 68,333
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* \$ 68,333

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

UNE Platform allocation	40.00%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

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
NOV-2009	100.00	358	358	NOV-2009	100.00	358	358
DEC-2009	100.00	287	287	DEC-2009	100.00	287	287
JAN-2010	100.00	209	209	JAN-2010	100.00	207	207
Overall	100.00	854	854	Overall	100.00	852	852

Market Adjustment * \$ -

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
NOV-2009	100.00	206	206	NOV-2009	100.00	206	206
DEC-2009	100.00	226	226	DEC-2009	100.00	226	226
JAN-2010	100.00	395	395	JAN-2010	100.00	393	393
Overall	100.00	827	827	Overall	100.00	825	825

Market Adjustment * \$ -

OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
NOV-2009	100.00	3,295	3,295	NOV-2009	100.00	3,295	3,295
DEC-2009	88.38	3,225	2,850	DEC-2009	88.40	3,225	2,851
JAN-2010	93.61	1,613	1,510	JAN-2010	93.61	1,613	1,510
Overall	94.12	8,133	7,655	Overall	94.14	8,133	7,656

Market Adjustment * \$ -

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	75	99.34	152
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	NA	0	NA	0
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA	0	2.12	5
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.75	193	2.40	196
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC	5.33		0.98	
		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

Jan-2010

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	100.00	2	\$ -

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

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

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

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

Jan-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.568	\$ 198,193	
Unbundled Network Elements - Loop	-0.497	\$ 249,723	
Resale	-0.307	\$ 16,216	
Digital Subscriber Lines	-0.440	\$ 66,064	
Trunks	-0.143	\$ -	
Mode of Entry Total			\$ 530,196
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 84,710	
3 Installation Performance		\$ 63,428	
4 % On Time Performance - LNP		\$ 20,545	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 56,684	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ 19,567	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 244,934
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			<u><u>\$ 843,463</u></u>

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