

Fair Point New Hampshire
Performance Assurance Plan Report

UNE Platform

Apr-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	2.55		5,036	2.5469	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	7.10		3,261	7.1043	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.62		198	4.6162	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	7.00		2	7.0000	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering								Wgt.			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.48		540		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		96.08		51		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		11,742		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.44		3,542		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.67		11,594		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		92.97		612		-1	5	-0.022	-0.056	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.36		1,116		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		80.78		281		-2	5	-0.043	-0.111	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		0.00		1		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								Wgt.			
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	59.35	27.12	674	59	6.67	4.9487	0	5	0.000	
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	4.47	4.37	6,805	481	0.97	0.1893	0	20	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	11.78	24.00	883	25	6.54	-1.4699	-1	10	-0.043	
PR-4-02-3100	Average Delay Days - Total - POTS	2.53	2.51	408	37	5.84	2.70	0.8823	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.57	4.00	883	25	1.52	-1.0168	-1	5	-0.022	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.11	0.00	883	25	0.68	0.1660	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.30	8.81	1,883	193	2.30	0.6504	0	10	0.000	
MR Maintenance & Repair								Wgt.			
MR-1-01-6050	Average Response Time - Create Trouble	2.91	54.62		2,460		51.7110	-2	2	-0.017	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	93.57		673		93.5691	NA	0	0.000	
Stat. Score								Wgtd. Score			
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	22.79	40.63	487	32	7.66	-1.9988	-2	10	-0.086	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	17.86	8.33	28	12	13.21	1.2922	0	10	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	14.25	10.32	487	32	0.00	6.38	0.3826	0	5	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	20.65	6.66	28	12	0.00	13.97	0.4778	0	5	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	69.85	83.33	335	12		13.48	-0.6559	0	5	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	34.03	41.67	335	12		13.92	-0.2659	0	5	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.78	0.00	335	12		6.27	0.7623	0	5	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	4.27	17.86	2,625	112	1.95	-5.0984	-2	10	-0.086	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	9.23	0.00	65	6	12.35	0.7474	0	10	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	20.92	23.50	2,625	112	0.00	3.92	-1.8080	-2	5	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	11.17	4.53	65	6	0.00	13.44	-0.0725	0	5	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.71	100.00	1,750	36		5.89	-2.6404	-2	5	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.71	61.11	1,750	36		8.10	0.5073	0	5	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	17.26	33.33	1,750	36		6.36	-2.1496	-2	5	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.01	10.49	3,205	162	2.62	0.6912	0	10	0.000	
BI Billing								Wgt.			
BI-1-02-1000	% DUF in 4 Business Days		99.99		109,918,007			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals			
								-17 232 -0.448			

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

Apr-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	2.55		5,036	2.5469	NA	0	NA	0.000			
PO-1-03-6020	Address Validation - EDI	NA	7.10		3,261	7.1043	NA	0	NA	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000			
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000			
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.62		198	4.6162	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	7.00		2	7.0000	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
OR Ordering										Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.76		402		0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		12		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		11,742		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		99.44		3,542		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		99.67		11,594		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.12		452		0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		0.82		1,341		0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		79.69		261		-2	5	-0.077	-0.132			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		1		0	2	0.000	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										Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	2.53	2.51	408	37	5.84	2.70	0.8823	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	11.78	7.84	883	51		4.64	1.0939	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.57	0.00	883	51		1.08	0.5240	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.11	0.00	883	51		0.48	0.2338	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.30	0.00	1,068	1		26.03	SS	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		100.00		33				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	2.91	54.62		2,460			51.7110	-2	2	-0.031	-0.054	
										Stat. Score			
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.17	41.24	3,112	194		1.91	-12.4760	-2	10	-0.154	-0.270	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.83	20.46	3,112	194	18.25	2.95	-1.2071	-1	5	-0.038	-0.068	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	58.96	66.67	2,049	69		6.02	-1.1604	-1	5	-0.038	-0.068	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	15.18	23.19	2,049	69		4.39	-1.5930	-1	5	-0.038	-0.068	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.01	6.50	3,205	200		2.37	2.6379	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.27	75.00	44	4		7.78	SS	NA	0	NA	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	7.81	16.44	44	4	12.70	14.02	SS	NA	0	NA	0.000	
										Totals			
										-9	130	-0.377	

"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

Apr-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	2.55		5,036	2.5469	NA	0	NA	0.000			
PO-1-03-6020	Address Validation - EDI	NA	7.10		3,261	7.1043	NA	0	NA	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000			
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.62		198	4.6162	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	7.00		2	7.0000	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
OR Ordering													
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2		97.00		1,100		0	10	0.000	0.000			
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		22		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.03		11,742		0	5	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		99.44		3,542		0	5	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		99.67		11,594		0	5	0.000	0.000			
OR-5-03-2000	% Flow Through - Achieved - POTS		95.75		870		0	10	0.000	0.000			
OR-6-03-2000	% Accuracy - LSRC		2.21		181		0	10	0.000	0.000			
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.59		920		0	5	0.000	0.000			
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		27.27		11		-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													
PR-1-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	59.35	29.41	674	34	8.63	3.6239	0	5	0.000	0.000		
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	4.47	9.33	6,805	75	2.40	-1.6267	-1	20	-0.106	-0.133		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	11.78	15.38	883	13	9.01	-0.0827	0	10	0.000	0.000		
PR-4-02-2100	Average Delay Days - Total - POTS	2.53	2.00	408	9	5.84	5.29	0.1088	0	15	0.000	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.57	0.00	883	13		2.10	0.2701	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.11	0.00	883	13		0.94	0.1205	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.25	14.08	1,883	71		3.67	-1.0459	-1	15	-0.079	-0.100	
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble	2.91	54.62		2,460				51.7110	-2	2	-0.021	-0.048
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	93.57		673				93.5691	NA	0	NA	0.000
Stat Score													
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	22.79	34.29	487	35	7.34	-1.3222	-1	10	-0.053	-0.119		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	17.86	40.00	28	5	18.59	SS	NA	0	NA	0.000		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	14.25	18.36	487	35	0.00	6.12	-1.0643	-1	5	-0.026	-0.060	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	20.65	13.80	28	5	0.00	19.65	SS	NA	0	NA	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	69.85	90.00	335	10		14.73	-1.0267	-1	5	-0.026	-0.060	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.03	40.00	335	10		15.21	-0.0884	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.78	0.00	335	10		6.84	0.6979	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	4.27	20.00	2,625	5		9.05	SS	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.23	0.00	65	1		29.17	SS	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	20.92	13.40	2,625	5	0.00	18.21	SS	NA	0	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	11.17	5.27	65	1	10.30	31.74	SS	NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.71	100.00	1,750	3		20.22	SS	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.71	100.00	1,750	3		27.78	SS	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	17.26	66.67	1,750	3		21.84	SS	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.01	8.70	3,205	46		4.83	0.9097	0	10	0.000	0.000	
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		99.99		109,918,007				0	5	0.000		
								Totals	-9	189	-0.333		

"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

Apr-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		NA	0.0000	NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	NA		NA	0.0000	NA	0	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		11		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		40		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		0	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		0.03		11,742		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.44		3,542		0	2	0.000	0.000		
OR-4-17-1000	% On Time PCN - 2 Business Day		99.67		11,594		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.86	NA	7	NA	1.53	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	58.33	NA	12	NA		0.00	NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	16	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	15.38	NA	13	NA		0.00	NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		NA		0	0	0.000	0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.89	NA	9	0.00	9.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		78.57		42			-2	10	-0.290	-0.500	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.22	NA	1,052	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	9.30	NA	43		43.00	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-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	2.91	54.62		2,460		51,7110	NA	2	0.000	0.000	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	3	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	26.10	NA	3	NA	25.90	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	NA	3	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	0.00	NA	3	NA		0.00	NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.17	10.00	3,112	10		8.17	0.0641	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.27	50.00	44	2		10.78	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	19.83	12.04	3,112	10	0.00	12.63	1.2345	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	7.81	68.73	44	2	0.00	19.40	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	80.99	75.00	263	12		11.58	0.9069	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	58.96	NA	2,049			0.00	NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.01	0.00	3,205	14		8.71	1.3795	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	-2	69	-0.290		

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

Apr-2010

OR	Ordering	Performance CLEC		Observations		Perf.		
		FP	CLEC	FP	CLEC	Score	Wgt.	Wgtd. Score
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk		100.00		1	0	5	0.000
OR-1-13-5000	% On Time Design Layout Record		NA		NA	NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=		NA		NA	NA	0	0.000
OR-2-12-5020	% On Time Trunk ASR Reject		NA		NA	NA	0	0.000

PR	Provisioning	Performance CLEC		Observations		Standard Deviation	Sample Error	Stat. Score	Perf.		
		FP	CLEC	FP	CLEC				Score	Wgt.	Wgtd. Score
PR-4-07-3540	% On Time Performance - LNP only		97.17		2,264				0	20	0.000
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA				NA	0	0.000
PR-5-01-5000	% Missed Appointment - Facilities		NA		NA				NA	0	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days		NA		NA				NA	0	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days		NA		NA				NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days		NA		NA				NA	0	0.000

MR	Maintenance & Repair	Performance CLEC		Observations		Standard Deviation	Sample Error	Stat. Score	Perf.		
		FP	CLEC	FP	CLEC				Score	Wgt.	Wgtd. Score
MR-4-01-5000	Mean Time to Repair - Total		NA		NA	0.00			NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours		NA		NA				NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours		NA		NA				NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours		NA		NA				NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours		NA		NA				NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days		NA		NA				NA	0	0.000

NP	Network Performance	Performance CLEC		Observations		Standard Deviation	Sample Error	Stat. Score	Perf.			
		FP	CLEC	FP	CLEC				Score	Wgt.	Wgtd. Score	
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA						NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA						NA	0	0.000	
									Totals	0	25	0.000

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

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

Fair Point New Hampshire

Apr-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	-	-	-	-	\$0	\$0		\$0
OR-1-02	% On Time LSRC - Flow Through								
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	\$9,863	\$0	\$12,292	\$42,396	\$0	\$0		\$64,551
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	9,863							
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale								
PR-4-04	Missed Appts - Disp - Line Share/Split								
PR-4-05	Missed Appointments - No Dispatch			8,341					
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			3,951					
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-9-01	% Open Orders in a Hold Status >30 Days -EEL								
PR-4-01	% Missed Appointment - FP - Total - IOF								
PR-4-02	Average Delay Days - IOF								
PR-8-01	% Open Orders in a Hold Status >30 Days -IOF								
4	PR-4-07 % On Time Performance - LNP					\$0			\$0
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	\$ 43,515	\$41,078	\$9,131	\$0	\$0	\$0		\$93,725
MR-3-01	Missed Repair Appointments - Loop - Bus.	17,406		9,131					
MR-3-01	Missed Repair Appointments - Loop - Res.	17,406							
MR-3-01	Missed Repair Appointments - Loop		27,850						
MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale								
MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops								
MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split								
MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops								
MR-4-03	Mean Time To Repair -CO -2W xDSL Loops								
MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops								
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split								
MR-4-08	Out of Service >24Hrs. - Bus.								
MR-4-08	Out of Service >24Hrs. - Res.	8,703							
MR-4-08	Out of Service >24Hrs. - Total		13,229						
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							\$0	\$0
NP-2-01/2	% OT Response to Request for Collocation - Total								
NP-2-05/6	% On Time - Physical Collocation - Total								
NP-2-07/8	Average Delay Days - Total								
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 Acknwldgd w/ 2 Bus Days								
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
Month Total		\$53,379	\$41,078	\$21,423	\$42,396	\$0	\$0	\$0	\$158,276

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	100.0	4	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.	
DR-10-01-100% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0	
DR-10-02-100% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0	
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business I	100.00	3,391	0	2	
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days afte	100.00	3,367	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/R	37.50	8	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	70.00	10	NA	0
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resa	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	NA	0.00	NA	1	1.00	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	11.63	0.00	43	2	23.19	SS	0	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	50.00	0.00	2	11	38.44	1.30	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	4	NA	0.00	NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	8.33	1.33	6	6	1.95	15.96	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	4	23	0.00	SS	0	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	4	23	0.00	SS	0	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	NA	1	NA	0.00	SS	0	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	70.59	10.26	17	39	13.24	4.88	0	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	11.54	15.00	26	40	8.05	-0.01	0	
PR-4-02-3510	Average Delay Days - Total - EEL	8.33	1.33	3	6	7.94	19.54	SS	
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	61.54	0.00	13	37	15.69	3.92	0	
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	50.00	NA	2	NA	0.00	NA	0	
PR-4-02-3530	Average Delay Days - IOF	20.00	NA	1	NA	0.00	SS	0	
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	100.00	NA	1	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	8.40	0.00	4	1	0.00	31.01	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	0.00	-1.73	6	4	0.00	0.00	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	30.00	9.09	10	33	16.54	2.06	0

"NA" - no activity "UD" - under development "SS" - Small Sample Total **42**

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

Special Provision - UNE Ordering

Apr-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	80.26	542	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	50.00	2	\$ -
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
FEB-2010	100.00	264	264	FEB-2010	100.00	264	264
MAR-2010	89.98	848	763	MAR-2010	97.02	840	815
APR-2010	92.82	613	569	APR-2010	92.97	612	569
Overall	92.52	1,725	1,596	Overall	96.04	1,716	1,648

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
FEB-2010	100.00	372	372	FEB-2010	100.00	370	370
MAR-2010	83.01	359	298	MAR-2010	97.75	355	347
APR-2010	98.25	457	449	APR-2010	99.12	452	448
Overall	94.19	1,188	1,119	Overall	98.98	1,177	1,165

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
FEB-2010	97.14	3,922	3,810	FEB-2010	97.14	3,922	3,810
MAR-2010	-	5	-	MAR-2010	-	4	-
APR-2010	95.93	3,738	3,586	APR-2010	95.93	3,738	3,586
Overall	96.49	7,665	7,396	Overall	96.50	7,664	7,396

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	33	100.00	83
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		NA	
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	NA	0	0.52	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	1.05	241	1.29	383
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	1.64		1.19	
		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 3,4,5)	NA		\$ -

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

Apr-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.448	\$ 134,771	
Unbundled Network Elements - Loop	-0.377	\$ 170,446	
Resale	-0.333	\$ 18,618	
Digital Subscriber Lines	-0.290	\$ 32,432	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 356,267
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 64,551	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 93,725	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 158,276
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			\$ 582,876

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

Apr-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	2.55		5,036	2.5469	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	7.10		3,261	7.1043	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.62		198	4.6162	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	7.00		2	7.0000	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering								Wgt.			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.48		540		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		96.08		51		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		11,742		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.44		3,542		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.67		11,594		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		92.97		612		0	5	0.000	0.000	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.36		1,116		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		80.78		281		-2	5	-0.043	-0.111	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		0.00		1		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	59.35	27.12	674	59	6.67	4.9487	0	5	0.000	
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	4.47	4.37	6,805	481	0.97	0.1893	0	20	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	11.78	24.00	883	25	6.54	-1.4699	-1	10	-0.043	
PR-4-02-3100	Average Delay Days - Total - POTS	2.53	2.51	408	37	5.84	2.70	0.8823	0	15	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.57	4.00	883	25	1.52	-1.0168	-1	5	-0.022	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.11	0.00	883	25	0.68	0.1660	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.30	8.81	1,883	193	2.30	0.6504	0	10	0.000	
MR Maintenance & Repair		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
MR-1-01-6050	Average Response Time - Create Trouble	2.91	54.62		2,460			51.7110	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	93.57		673			93.5691	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	22.79	40.63	487	32	7.66		-1.9988	-2	10	-0.086
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	17.86	8.33	28	12	13.21	1.2922	0	10	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	14.25	10.32	487	32	0.00	6.38	0.3826	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	20.65	6.66	28	12	0.00	13.97	0.4778	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	69.85	83.33	335	12		13.48	-0.6559	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	34.03	41.67	335	12		13.92	-0.2659	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.78	0.00	335	12		6.27	0.7623	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	4.27	17.86	2,625	112	1.95		-5.0984	-2	10	-0.086
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	9.23	0.00	65	6		12.35	0.7474	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	20.92	23.50	2,625	112	0.00	3.92	-1.8080	-2	5	-0.043
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	11.17	4.53	65	6	0.00	13.44	-0.0725	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.71	100.00	1,750	36		5.89	-2.6404	-2	5	-0.043
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.71	61.11	1,750	36		8.10	0.5073	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	17.26	33.33	1,750	36		6.36	-2.1496	-2	5	-0.043
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.01	10.49	3,205	162		2.62	0.6912	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99		109,918,007			0	5	0.000	
								Totals	-16	232	-0.427

"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

UNE LOOP

Apr-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review				
		FP	CLEC	FP	CLEC									
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000				
PO-1-01-6020	Customer Service Record - EDI	NA	2.55		5,036	2.5469	NA	0	NA	0.000				
PO-1-03-6020	Address Validation - EDI	NA	7.10		3,261	7.1043	NA	0	NA	0.000				
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000				
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000				
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000				
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000				
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.62		198	4.6162	NA	0	NA	0.000				
PO-1-03-6050	Address Validation - Web GUI	NA	7.00		2	7.0000	NA	0	NA	0.000				
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000				
OR Ordering								Wgt.						
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.76		402		0	10	0.000	0.000				
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		12		0	5	0.000	0.000				
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.03		11,742		0	2	0.000	0.000				
OR-4-16-1000	% On Time PCN - 1 Business Day		99.44		3,542		0	2	0.000	0.000				
OR-4-17-1000	% On Time BCN - 2 Business Day		99.67		11,594		0	2	0.000	0.000				
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.12		452		0	5	0.000	0.000				
OR-6-03-3331	% Accuracy - LSRC - Loop		0.82		1,341		0	5	0.000	0.000				
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		79.69		261		-2	5	-0.077	-0.132				
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		1		0	2	0.000	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								Wgt.						
PR-4-02-3100	Average Delay Days - Total - POTS	2.53	2.51	408	37	5.84	2.70	0.8823	0	5	0.000	0.000		
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	11.78	7.84	883	51		4.64	1.0939	0	20	0.000	0.000		
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.57	0.00	883	51		1.08	0.5240	0	5	0.000	0.000		
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.11	0.00	883	51		0.48	0.2338	0	5	0.000	0.000		
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.30	0.00	1,068	1		26.03	SS	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		100.00		33				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	2.91	54.62		2,460				-2	2	-0.031	-0.054		
								Stat. Score						
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.17	41.24	3,112	194		1.91	-12.4760	-2	10	-0.154	-0.270		
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.83	20.46	3,112	194	18.25	2.95	-1.2071	0	5	0.000	0.000		
MR-4-07-3112	% Out of Service > 12 Hours - Loop	58.96	66.67	2,049	69		6.02	-1.1604	0	5	0.000	0.000		
MR-4-08-3112	% Out of Service > 24 Hours - Loop	15.18	23.19	2,049	69		4.39	-1.5930	0	5	0.000	0.000		
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.01	6.50	3,205	200		2.37	2.6379	0	10	0.000	0.000		
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.27	75.00	44	4		7.78	SS	NA	0	NA	0.000		
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	7.81	16.44	44	4	12.70	14.02	SS	NA	0	NA	0.000		
								Totals						
								-6			130		-0.262	

"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

Apr-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	2.55		5,036	2,5469	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	7.10		3,261	7,1043	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.62		198	4,6162	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.00		2	7,0000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2		97.00		1,100		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		22		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.03		11,742		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.44		3,542		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.67		11,594		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		95.75		870		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		2.21		181		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.59		920		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		27.27		11		-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												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	59.35	29.41	674	34	8.63	3.6239	0	5	0.000	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	4.47	9.33	6,805	75	2.40	-1.6267	-1	20	-0.106	-0.133	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	11.78	15.38	883	13	9.01	-0.0827	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	2.53	2.00	408	9	5.84	5.29	0.1088	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.57	0.00	883	13		2.10	0.2701	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.11	0.00	883	13		0.94	0.1205	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.25	14.08	1,883	71		3.67	-1.0459	0	15	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.91	54.62		2,460			51.7110	-2	2	-0.021	-0.048
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	93.57		673			93.5691	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	22.79	34.29	487	35	7.34	-1.3222	-1	10	-0.053	-0.119	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	17.86	40.00	28	5	18.59	SS	NA	0	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	14.25	18.36	487	35	0.00	6.12	-1.0643	-1	5	-0.026	-0.060
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	20.65	13.80	28	5	0.00	19.65	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	69.85	90.00	335	10		14.73	-1.0267	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.03	40.00	335	10		15.21	-0.0884	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.78	0.00	335	10		6.84	0.6979	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	4.27	20.00	2,625	5		9.05	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.23	0.00	65	1		29.17	SS	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	20.92	13.40	2,625	5	0.00	18.21	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	11.17	5.27	65	1	10.30	31.74	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.71	100.00	1,750	3		20.22	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.71	100.00	1,750	3		27.78	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	17.26	66.67	1,750	3		21.84	SS	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.01	8.70	3,205	46		4.83	0.9097	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		109,918,007				0	5	0.000	
								Totals	-7	189	-0.228	

"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

Apr-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	NA	NA	NA	0.0000	NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA	NA	NA		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	NA	0.0000	NA	0	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		11		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		40		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		0	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		0.03		11,742		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.44		3,542		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.67		11,594		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.86	NA	7	NA	1.53	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	58.33	NA	12	NA		0.00	NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	16	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	15.38	NA	13	NA		0.00	NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		NA			0	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.89	NA	9	0.00	9.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		78.57		42			-2	10	-0.290	-0.500	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.22	NA	1,052	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	9.30	NA	43		43.00	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	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-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	2.91	54.62		2,460		51,7110	NA	2	0.000	0.000	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	3	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	26.10	NA	3	NA	25.90	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	NA	3	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	0.00	NA	3	NA		0.00	NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.17	10.00	3,112	10		8.17	0.0641	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.27	50.00	44	2		10.78	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	19.83	12.04	3,112	10	0.00	12.63	1.2345	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	7.81	68.73	44	2	0.00	19.40	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	80.99	75.00	263	12		11.58	0.9069	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	58.96	NA	2,049			0.00	NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.01	0.00	3,205	14		8.71	1.3795	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
							Totals	-2	69	-0.290		

"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

Apr-2010

OR	Ordering	Performance CLEC		Observations		Standard Deviation	Sample Error	Stat. Score	Perf. Score Wgt. Wgtd. Score			
		FP	CLEC	FP	CLEC				Score	Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk		100.00		1				0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record		NA		NA				NA	0	0.000	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=		NA		NA				NA	0	0.000	
OR-2-12-5020	% On Time Trunk ASR Reject		NA		NA				NA	0	0.000	
PR Provisioning												
PR-4-07-3540	% On Time Performance - LNP only		97.17		2,264				0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA				NA	0	0.000	
PR-5-01-5000	% Missed Appointment - Facilities		NA		NA				NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days		NA		NA				NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days		NA		NA				NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days		NA		NA				NA	0	0.000	
MR Maintenance & Repair												
MR-4-01-5000	Mean Time to Repair - Total		NA		NA	0.00			NA	0	0.000	
MR-4-05-5000	% Out of Service >2 Hours		NA		NA				NA	0	0.000	
MR-4-06-5000	% Out of Service >4 Hours		NA		NA				NA	0	0.000	
MR-4-07-5000	% Out of Service >12 Hours		NA		NA				NA	0	0.000	
MR-4-08-5000	% Out of Service >24 Hours		NA		NA				NA	0	0.000	
MR-5-01-5000	% Repeat Reports w/in 30 Days		NA		NA				NA	0	0.000	
NP 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	
									Totals	0	25	0.000

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

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

Fair Point New Hampshire		Apr-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	-	-	-	-	\$0	\$0		\$0
OR-1-02	% On Time LSRC - Flow Through								
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	\$9,863	\$0	\$8,341	\$42,396	\$0	\$0		\$60,600
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	9,863							
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale								
PR-4-04	Missed Appts - Disp - Line Share/Split								
PR-4-05	Missed Appointments - No Dispatch			8,341					
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-9-01	% Open Orders in a Hold Status >30 Days -EEL								
PR-4-01	% Missed Appointment - FP - Total - IOF								
PR-4-02	Average Delay Days - IOF								
PR-8-01	% Open Orders in a Hold Status >30 Days -IOF								
4	PR-4-07 % On Time Performance - LNP					\$0			\$0
5									
Hot Cut Performance									
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	\$ 43,515	\$27,850	\$9,131	\$0	\$0	\$0		\$80,496
MR-3-01	Missed Repair Appointments - Loop - Bus.	17,406		9,131					
MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		-					
MR-3-01	Missed Repair Appointments - Loop		27,850						
MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale								
MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops								
MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split								
MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops								
MR-4-03	Mean Time To Repair -CO -2W xDSL Loops								
MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops								
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split								
MR-4-08	Out of Service >24Hrs. - Bus.								
MR-4-08	Out of Service >24Hrs. - Res.	8,703							
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									
NP-2-01/2	% OT Response to Request for Collocation - Total							\$0	\$0
NP-2-05/6	% On Time - Physical Collocation - Total								
NP-2-07/8	Average Delay Days - Total								
RESOLUTION PROCESS									
9	Resolution Process							\$0	\$0
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days								
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days								
BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days								
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
Month Total		\$53,379	\$27,850	\$17,472	\$42,396	\$0	\$0	\$0	\$141,096

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	100.0	4	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business D	100.00	3,391	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	3,367	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/Re	37.50	8	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Re	70.00	10	NA	0
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP		FP		Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	0.00	NA	1		1.00	NA	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	11.63	0.00	43	2		23.19	SS	NA	0	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	50.00	0.00	2	11		38.44	1.30	0	5	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	4	NA		0.00	NA	NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	8.33	1.33	6	6	1.95	15.96	SS	NA	5	
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	4	23		0.00	SS	NA	0	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	4	23		0.00	SS	NA	0	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	NA	1	NA		0.00	SS	NA	0	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	70.59	10.26	17	39		13.24	4.88	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	11.54	15.00	26	40		8.05	-0.01	0	10	
PR-4-02-3510	Average Delay Days - Total - EEL	8.33	1.33	3	6	7.94	19.54	SS	NA	5	
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	61.54	0.00	13	37		15.69	3.92	0	2	
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	50.00	NA	2	NA		0.00	NA	NA	0	
PR-4-02-3530	Average Delay Days - IOF	20.00	NA	1	NA	0.00	0.00	SS	NA	0	
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	100.00	NA	1	NA		0.00	NA	NA	0	

MR	Maintenance & Repair	FP		FP		Std Dev.	Sample Error	Stat. Score			
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	8.40	0.00	4	1	0.00	31.01	SS	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	0.00	-1.73	6	4	0.00	0.00	SS	NA	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	30.00	9.09	10	33		16.54	2.06	0	10	

"NA" - no activity "UD" - under development "SS" - Small Sample Total 42

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

Special Provision - UNE Ordering

Apr-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	80.26	542	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	50.00	2	\$ -
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
FEB-2010	100.00	264	264	FEB-2010	100.00	264	264
MAR-2010	89.98	848	763	MAR-2010	97.02	840	815
APR-2010	92.82	613	569	APR-2010	92.97	612	569
Overall	92.52	1,725	1,596	Overall	96.04	1,716	1,648

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
FEB-2010	100.00	372	372	FEB-2010	100.00	370	370
MAR-2010	83.01	359	298	MAR-2010	97.75	355	347
APR-2010	98.25	457	449	APR-2010	99.12	452	448
Overall	94.19	1,188	1,119	Overall	98.98	1,177	1,165

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
FEB-2010	97.14	3,922	3,810	FEB-2010	97.14	3,922	3,810
MAR-2010	-	5	-	MAR-2010	-	4	-
APR-2010	95.93	3,738	3,586	APR-2010	95.93	3,738	3,586
Overall	96.49	7,665	7,396	Overall	96.50	7,664	7,396

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	33	100.00	83
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		NA	
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	NA	0	0.52	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	1.05	241	1.29	383
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	1.64		1.19	
		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 3,4,5)	NA		\$ -

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

Apr-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.427	\$ 124,201	
Unbundled Network Elements - Loop	-0.262	\$ 91,169	
Resale	-0.228	\$ -	
Digital Subscriber Lines	-0.290	\$ 32,432	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 247,801
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 60,600	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 80,496	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 141,096
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			\$ 457,231

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