

Fair Point New Hampshire  
Performance Assurance Plan Report

UNE Platform

Jul-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	3.69		4,416	3.6875	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	6.60		3,305	6.6033	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		98.27				-1	5	-0.023	-0.250		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	10.02		55	10.0182	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.07		14	6.0714	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		98.27				-1	5	-0.023	-0.250		
<b>OR Ordering</b>												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00		123		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		98.49		199		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.68		3,674		-1	5	-0.023	-0.053		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.29		3,638		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.89		3,666		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		84.17		259		-2	5	-0.046	-0.106		
OR-6-03-3140	% Accuracy - LSRC - Platform		1.92		365		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		96.75		308		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		1		0	2	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		
<b>PR Provisioning</b>												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	66.83	33.33	597	54	6.69	-4.9449	-2	5	-0.046	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.58	12.97	5,190	185	1.19	-5.0000	-2	20	-0.183	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	8.73	18.52	1,191	27	5.49	-1.3656	-1	10	-0.046	-0.071	
PR-4-02-3100	Average Delay Days - Total - POTS	2.13	3.81	238	36	0.00	-0.6125	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.76	0.00	1,191	27	1.69	5.0000	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.17	0.00	1,191	27	0.80	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	12.48	13.51	2,003	185	2.54	-0.3112	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	3.57	47.60		2,783		44.0238	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	71.47		981		71.4679	NA	0	NA	0.000	
<b>Stat. Score</b>												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	28.86	26.53	499	49	6.78	0.4941	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.00	18.18	15	11	15.88	0.6010	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	13.97	17.79	499	49	16.41	5.19	-1.3322	-1	5	-0.023	-0.029
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	10.79	18.66	15	11	8.78	12.32	-0.9737	-1	5	-0.023	-0.029
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	73.64	85.71	349	14	12.01	-1.3750	-1	5	-0.023	-0.029	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	38.11	35.71	349	14	13.24	0.4422	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	8.88	14.29	349	14	7.75	-1.1520	-1	5	-0.023	-0.029	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	8.74	13.92	3,307	79	3.22	-1.7150	-2	10	-0.091	-0.115	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	9.62	0.00	52	2	21.24	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.61	20.13	3,307	79	21.97	4.90	2.6045	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	12.96	11.55	52	2	15.92	24.20	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	90.82	87.50	2,430	16	7.24	0.9275	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	68.89	62.50	2,430	16	11.61	0.8314	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	23.95	18.75	2,430	16	10.70	0.7567	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.64	15.60	3,873	141	2.64	-1.9210	-2	10	-0.091	-0.115	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.99		121,623,235			0	5	0.000		
								Totals	-20	219	-0.680	

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

Jul-2010

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC		Diff.	Score	Wgt.	Score			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				0	5	0.000	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	3.69	4,416		3.6875	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	6.60	3,305		6.6033	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		98.27				-1	5	-0.034	-0.167		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA	NA		NA	NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	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	10.02	55		10.0182	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.07	14		6.0714	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		98.27				-1	5	-0.034	-0.167		
<b>OR Ordering</b>												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		100.00	139			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	285			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.68	3,674			-1	2	-0.014	-0.028		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.29	3,638			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.89	3,666			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		77.84	835			-2	5	-0.068	-0.139		
OR-6-03-3331	% Accuracy - LSRC - Loop		2.48	1,535			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.88	808			0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA	NA			NA	0	NA	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		NA	NA			NA	0	NA	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA	NA			NA	0	NA	0.000		
<b>PR Provisioning</b>												
PR-4-02-3100	Average Delay Days - Total - POTS	2.13	3.81	238	36	0.00	2.58	-0.6125	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	8.73	4.84	1,191	62		3.68	1.3633	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.76	1.64	1,191	61		1.14	-1.3940	-1	5	-0.034	-0.056
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.17	1.61	1,191	62		0.53	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.27	NA	1,321	NA		0.00	NA	NA	0	NA	0.000
PR-6-02-3520	% Installatn TrbIs w/in 7 days-Loop-Basic Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-6-02-3523	% Installatn TrbIs w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-6-02-3525	% Installatn TrbIs w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		38				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
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	3.57	47.60		2,783			44.0238	-2	2	-0.027	-0.038
<b>Stat. Score</b>												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	11.38	32.71	3,806	214		2.23	-5.0000	-2	10	-0.135	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	23.06	8.98	3,806	214	21.50	2.96	4.7597	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	65.00	15.94	2,754	69		5.81	8.4378	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	21.90	8.70	2,754	69		5.04	3.0549	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.64	6.90	3,873	232		2.08	2.0077	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	10.34	46.15	29	13		10.16	-2.9390	-2	10	-0.135	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	16.56	8.81	29	13	19.33	12.41	1.2265	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample Totals -12 148 -0.480												

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

Jul-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	3.69		4.416	3.6875	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	6.60		3,305	6.6033	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		98.27				-1	5	-0.026	-0.250		
PO-1-01-6050	Customer Service Record - Web GUI	NA	10.02		55	10.0182	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.07		14	6.0714	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		98.27				-1	5	-0.026	-0.250		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		98.33		60		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		93.67		79		-1	5	-0.026	-0.044		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.68		3,674		-1	5	-0.026	-0.044		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.29		3,638		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.89		3,666		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		94.59		314		-1	10	-0.053	-0.088		
OR-6-03-2000	% Accuracy - LSRC		1.78		169		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		97.63		379		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		3		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
<b>PR Provisioning</b>												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	66.83	73.08	597	26	9.43	0.4300	0	5	0.000	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.58	11.90	5,190	42	2.46	-3.1740	-2	20	-0.212	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	8.73	32.00	1,191	25	5.71	-3.5380	-2	10	-0.106	-0.133	
PR-4-02-2100	Average Delay Days - Total - POTS	2.13	1.64	238	14	0.00	3.97	0.1983	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.76	0.00	1,191	23	1.82	5.0000	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.17	0.00	1,191	24	0.84	5.0000	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	11.98	5.08	2,003	118	3.08	2.6592	0	15	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	3.57	47.60		2,783		44.0238	-2	2	-0.021	-0.048	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	71.47		981		71.4679	NA	0	NA	0.000	
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	28.86	40.74	499	27	8.95	-1.5090	-1	10	-0.053	-0.119	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.00	0.00	15	5	20.66	SS	NA	0	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.97	18.91	499	27	0.00	6.85	-1.4235	-1	5	-0.026	-0.060
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	10.79	8.78	15	5	8.78	16.02	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	73.64	100.00	349	6	18.14	-0.9827	-1	5	-0.026	-0.060	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	38.11	16.67	349	6	20.00	1.5830	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	8.88	0.00	349	6	11.71	5.0000	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.74	0.00	3,307	2	19.98	SS	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.62	NA	52	NA	0.00	NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.61	38.78	3,307	2	21.97	30.47	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	12.96	NA	52	NA	15.92	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	90.82	100.00	2,430	1	28.88	SS	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	68.89	100.00	2,430	1	46.30	SS	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	23.95	100.00	2,430	1	42.69	SS	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.64	2.94	3,873	34	5.31	2.0136	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.99		121,623,235			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-14	189	-0.603		

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**

**Jul-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		98.27				-1	5	-0.068	-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		98.27				-1	2	-0.027	-0.091		
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		7		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
<b>OR Ordering</b>												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		162		0	5	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		0.68		3,674		-1	2	-0.027	-0.091		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.29		3,638		0	2	0.000	0.000		
OR-4-17-1000	% On Time PCN - 2 Business Day		96.89		3,666		0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	2	NA	0.00	0.00	NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	100.00	NA	2	NA	0.00	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			NA	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	3.00	NA	10	0.00	10.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		92.05		88			-1	10	-0.135	-0.250	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.27	NA	1,321	NA	0.00	0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	3.30	1	91	0.00	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
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	3.57	47.60		2,783		44.0238	-2	2	-0.054	-0.063	
<b>Stat. Score</b>												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	0.00	5	1	0.00	0.00	SS	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	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	11.30	11.83	5	1	10.87	34.68	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	80.00	100.00	5	1	43.82	43.82	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	0.00	NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	40.00	0.00	5	1	53.67	53.67	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	11.38	43.75	3,806	32	5.64	-4.8320	-2	5	-0.135	-0.156	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	10.34	20.00	29	5	14.75	14.75	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	23.06	11.98	3,806	32	21.50	7.48	1.4828	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	16.56	3.03	29	5	19.33	18.00	2.1917	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	75.67	94.59	337	37	7.43	3,230.00	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	65.00	0.00	2,754	3	27.55	27.55	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.63	21.62	3,875	37	5.09	-1.7630	-2	10	-0.270	-0.313	
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	-10	74	-0.716		

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**

**Jul-2010**

OR	Ordering	Performance		Observations		Standard Deviation	Sample Error	Stat. Score	Perf.			
		FP	CLEC	FP	CLEC				Score	Wgt.	Wgt. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:		100.00		2				0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record		0.00		1				0	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 TimeTrunk ASR Reject		NA		NA				NA	0	0.000	
<b>PR Provisioning</b>												
PR-4-07-3540	% On Time Performance - LNP only	FP	CLEC	FP	CLEC				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	NA			NA	NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA			NA	NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA			NA	NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	NA	NA	NA			NA	NA	0	0.000	
<b>MR Maintenance &amp; Repair</b>												
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	
<b>NP Network Performance</b>												
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						0	10	0.000	
									Totals	0	35	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			Jul-2010							
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>										
1	<b>OSS Interface</b>		62,662	41,775	25,681	-	-	-	-	\$130,118
	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	31,331	20,887	12,841					
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-					
	PO-2-02	OSS Interface Availability - Prime - Web GUI	31,331	20,887	12,841					
<b>ORDERING</b>										
2	<b>% On Time Ordering Notification</b>		-	-	-	-	\$0	\$22,828	-	\$22,828
	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. Dav								
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl						11,414		
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl						11,414		
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale								
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale								
<b>PROVISIONING</b>										
3	<b>Installation Performance</b>		\$38,293	\$0	\$13,170	\$31,797	\$0	\$0	-	\$83,260
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,802	-	-	-	-	-	-	-
	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	9,283	-	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	-	8,780	-	-	-	-	-
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale								
	PR-4-05	% Missed Appt -No Disp -Line Share/Split								
	PR-4-14	% Completed On Time - 2W xDSL Loops				31,797				
	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 Hold 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								
4	PR-4-07	<b>% On Time Performance - LNP</b>					\$0			\$0
<b>Hot Cut Performance</b>										
5	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut								\$0
	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								
<b>MAINTENANCE</b>										
6	<b>Maintenance Performance</b>		\$ 40,904	\$27,850	\$10,272	\$50,875	\$0	\$0	-	\$129,902
	MR-3-01	Missed Repair Appointments - Loop - Bus.			10,272					
	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				16,958				
	MR-3-01	% Missed Repair Appt -Loop -Line Share/Split								
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops								
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops								
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops								
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split								
	MR-4-08	Out of Service >24Hrs. - Bus.	6,092							
	MR-4-08	Out of Service >24Hrs. - Res.								
	MR-4-08	Out of Service >24Hrs. - Total	17,406							
	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				33,917				
	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								
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04	<b>Final Trunk Groups Blocked</b>					\$0			\$0
<b>Collocation</b>										
8	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								
<b>RESOLUTION PROCESS</b>										
9	<b>Resolution Process</b>								\$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 Acknowledgd w/ 2 Bus Days								
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
<b>Month Total</b>			\$141,860	\$69,625	\$49,123	\$82,672	\$0	\$22,828	\$0	\$366,108

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	85.7	7	0	0
NP-2-07/8	Average Delay Days - Total	12.0	1	-2	0
					5

**Performance Report for Critical Measure # 9 - Resolution Performance**

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-100	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-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 D	99.50	993	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	11,108	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	0.00	8	-2	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	84.38	32	-2	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/Resal	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	9.52	0.00	21	6	13.59	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	0.00	2	12	0.00	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	4.50	NA	2	NA	0.00	NA	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA	NA	NA	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	60.87	38.46	23	13	16.93	1.65	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	5.26	0.00	19	6	10.46	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.00	NA	1	NA	0.00	0.00	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	38.89	0.00	18	3	30.40	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	2	NA	0.00	0.00	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	0.00	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	500.00	NA	1	NA	0.00	0.00	SS	0
MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.25	NA	5	NA	4.49	0.00	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.00	0.00	2	4	0.00	23.50	5.00	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA	0.00	0.00	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA	0.00	0.00	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	0.00	7	4	0.00	0.00	SS	0
"NA" - no activity "UD" - under development "SS" - Small Sample									Total
									30

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

Special Provision - UNE Ordering

Jul-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.01	1,116	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAY-2010	86.28	379	327	MAY-2010	86.17	376	324
JUN-2010	84.21	342	288	JUN-2010	84.16	341	287
JUL-2010	83.85	260	218	JUL-2010	84.17	259	218
Overall	84.91	981	833	Overall	84.94	976	829

<b>Market Adjustment *</b>	<b>\$ -</b>
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAY-2010	98.69	457	451	MAY-2010	99.12	455	451
JUN-2010	99.47	748	744	JUN-2010	99.46	746	742
JUL-2010	77.84	835	650	JUL-2010	77.84	835	650
Overall	90.44	2,040	1,845	Overall	90.52	2,036	1,843

<b>Market Adjustment *</b>	<b>\$ -</b>
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAY-2010	97.46	3,421	3,334	MAY-2010	97.40	3,421	3,332
JUN-2010	98.27	404	397	JUN-2010	98.26	403	396
JUL-2010	86.03	365	314	JUL-2010	87.47	359	314
Overall	96.54	4,190	4,045	Overall	96.63	4,183	4,042

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	38	100.00	29
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	0.24	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	1.07	264	0.89	345
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		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

Jul-2010

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

\* 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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<b>Total Market Adjustment</b>		\$ -
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

Jul-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.680	\$ 502,089	
Unbundled Network Elements - Loop	-0.480	\$ 233,868	
Resale	-0.603	\$ 47,446	
Digital Subscriber Lines	-0.716	\$ 114,111	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>			<b>\$ 897,514</b>
 <b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ 130,118	
2 % On Time Ordering Notification		\$ 22,828	
3 Installation Performance		\$ 83,260	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 129,902	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 366,108</b>
 <b>Individual Rule Payments:</b>			
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			<b>\$ -</b>
<b>CHANGE CONTROL</b>			<b>\$ -</b>
<b>Grand Total</b>			<b>\$ 1,263,622</b>

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**

**Jul-2010**

PO	Pre-Ordering	Performance		Observations		Perf.		Wgt.		Domain Clustering		
		FP	CLEC	FP	CLEC	Diff.	Score	Score	Score	Review		
PO-1-01-6020	Customer Service Record - EDI	NA	3.69		4,416	3.6875	NA	0	NA	0.000	0.000	
PO-1-03-6020	Address Validation -EDI	NA	6.60		3,305	6.6033	NA	0	NA	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		98.27			0	5	0	0.000	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	10.02		55	10.0182	NA	0	NA	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	6.07		14	6.0714	NA	0	NA	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		98.27			0	5	0	0.000	0.000	0.000	
<b>OR Ordering</b>												
Wgt.												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00		123		0	10	0.000	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		98.49		199		0	5	0.000	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.68		3,674		0	5	0.000	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		96.29		3,638		0	5	0.000	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		96.89		3,666		0	5	0.000	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		84.17		259		-2	5	-0.046	-0.106	0.000	
OR-6-03-3140	% Accuracy - LSRC - Platform		1.92		365		0	5	0.000	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		96.75		308		0	5	0.000	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		1		0	2	0.000	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA		NA	0	NA	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000	0.000	
<b>PR Provisioning</b>												
PR-1-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	66.83	33.33	597	54	6.69	-4.9449	-2	5	-0.046	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.58	12.97	5,190	185	1.19	-5.0000	-2	20	-0.183	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	8.73	18.52	1,191	27	5.49	-1.3656	-1	10	-0.046	-0.071	
PR-4-02-3100	Average Delay Days - Total - POTS	2.13	3.81	238	36	0.00	2.58	-0.6125	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.76	0.00	1,191	27	1.69	5.0000	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.17	0.00	1,191	27	0.80	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	12.48	13.51	2,003	185	2.54	-0.3112	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
Stat. Score												
MR-1-01-6050	Average Response Time - Create Trouble	3.57	47.60		2,783		44.0238	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	71.47		981		71.4679	NA	0	NA	0.000	
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	28.86	26.53	499	49	6.78	0.4941	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.00	18.18	15	11	15.88	0.6010	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	13.97	17.79	499	49	16.41	5.19	-1.3322	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	10.79	18.66	15	11	8.78	12.32	-0.9737	-1	5	-0.023	-0.029
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	73.64	85.71	349	14	12.01	-1.3750	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	38.11	35.71	349	14	13.24	0.4422	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	8.88	14.29	349	14	7.75	-1.1520	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	8.74	13.92	3,307	79	3.22	-1.7150	-2	10	-0.091	-0.115	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	9.62	0.00	52	2	21.24	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.61	20.13	3,307	79	21.97	4.90	2.6045	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	12.96	11.55	52	2	15.92	24.20	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	90.82	87.50	2,430	16	7.24	0.9275	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	68.89	62.50	2,430	16	11.61	0.8314	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	23.95	18.75	2,430	16	10.70	0.7567	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.64	15.60	3,873	141	2.64	-1.9210	-2	10	-0.091	-0.115	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.99		121,623,235				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-14	219	-0.543

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

Jul-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				0	5	0.000	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	3.69		4,416		3.6875	NA	0	NA			
PO-1-03-6020	Address Validation - EDI	NA	6.60		3,305		6.6033	NA	0	NA			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		98.27				0	5	0.000	0.000			
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	NA	0	NA			
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	NA	0	NA			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	NA	0	NA			
PO-1-01-6050	Customer Service Record - Web GUI	NA	10.02		55		10.0182	NA	0	NA			
PO-1-03-6050	Address Validation - Web GUI	NA	6.07		14		6.0714	NA	0	NA			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		98.27				0	5	0.000	0.000			
<b>OR Ordering</b>										Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		100.00		139		0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		285		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.68		3,674		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		96.29		3,638		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		96.89		3,666		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		77.84		835		-2	5	-0.068	-0.139			
OR-6-03-3331	% Accuracy - LSRC - Loop		2.48		1,535		0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.88		808		0	5	0.000	0.000			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
<b>PR Provisioning</b>										Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	2.13	3.81	238	36	0.00	2.58	-0.6125	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	8.73	4.84	1,191	62		3.68	1.3633	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.76	1.64	1,191	61		1.14	-1.3940	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.17	1.61	1,191	62		0.53	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.27	NA	1,321	NA		0.00	NA	NA	0	NA	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA			NA	NA	0	NA	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		38			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		
<b>MR Maintenance &amp; Repair</b>										Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	3.57	47.60		2,783			44.0238	-2	2	-0.027	-0.038	
										Stat. Score			
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	11.38	32.71	3,806	214		2.23	-5.0000	-2	10	-0.135	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	23.06	8.98	3,806	214	21.50	2.96	4.7597	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	65.00	15.94	2,754	69		5.81	8.4378	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	21.90	8.70	2,754	69		5.04	3.0549	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.64	6.90	3,873	232		2.08	2.0077	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	10.34	46.15	29	13		10.16	-2.9390	-2	10	-0.135	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	16.56	8.81	29	13	19.33	12.41	1.2265	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-8	148	-0.365

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

Jul-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	3.69		4,416	3.6875	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	6.60		3,305	6.6033	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		98.27				0	5	0.000	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	10.02		55	10.0182	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	6.07		14	6.0714	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		98.27				0	5	0.000	0.000	
<b>OR Ordering</b>											
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		98.33		60		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		93.67		79		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.68		3,674		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		96.29		3,638		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		96.89		3,666		0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		94.59		314		-1	10	-0.053	-0.088	
OR-6-03-2000	% Accuracy - LSRC		1.78		169		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		97.63		379		0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		3		0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000	
<b>PR Provisioning</b>											
		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	66.83	73.08	597	26		9.43	0.4300	0	5	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.58	11.90	5,190	42		2.46	-3.1740	-2	20	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	8.73	32.00	1,191	25		5.71	-3.5380	-2	10	
PR-4-02-2100	Average Delay Days - Total - POTS	2.13	1.64	238	14	0.00	3.97	0.1983	0	15	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.76	0.00	1,191	23		1.82	5.0000	0	5	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.17	0.00	1,191	24		0.84	5.0000	0	5	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	11.98	5.08	2,003	118		3.08	2.6592	0	15	
<b>MR Maintenance &amp; Repair</b>											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	3.57	47.60		2,783			44.0238	-2	2	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	71.47		981			71.4679	NA	0	
<b>Stat Score</b>											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	28.86	40.74	499	27		8.95	-1.5090	-1	10	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.00	0.00	15	5		20.66	SS	NA	0	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.97	18.91	499	27	0.00	6.85	-1.4235	-1	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	10.79	8.78	15	5	8.78	16.02	SS	NA	0	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	73.64	100.00	349	6		18.14	-0.9827	0	5	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	38.11	16.67	349	6		20.00	1.5830	0	5	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	8.88	0.00	349	6		11.71	5.0000	0	5	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.74	0.00	3,307	2		19.98	SS	NA	0	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.62	NA	52	NA		0.00	NA	NA	0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.61	38.78	3,307	2	21.97	30.47	SS	NA	0	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	12.96	NA	52	NA	15.92	0.00	NA	NA	0	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	90.82	100.00	2,430	1		28.88	SS	NA	0	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	68.89	100.00	2,430	1		46.30	SS	NA	0	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	23.95	100.00	2,430	1		42.69	SS	NA	0	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.64	2.94	3,873	34		5.31	2.0136	0	10	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		99.99		121,623,235				0	5	
								Totals	-9	189	-0.471

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**

**Jul-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		98.27				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		98.27				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00				0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		7		0	2	0.000	0.000		
					1							
<b>OR Ordering</b>												
OR-1-04-1341	% On Time LSR - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSR/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSR - No Facility Check - 2W xDSL Loops		100.00		162		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSR/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/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSR - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSR/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/ASRC 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		0.68		3.674		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.29		3.638		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.89		3.666		0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	2	NA		0.00	NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	100.00	NA	2	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			NA	NA	0	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	3.00	NA	10	0.00	10.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		92.05		88			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.27	NA	1,321	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	3.30	1	91		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
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	3.57	47.60		2,783		44.0238	-2	2	-0.054	-0.063	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	0.00	5	1		0.00	SS	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	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	11.30	11.83	5	10.87		34.68	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	80.00	100.00	5	1		43.82	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	40.00	0.00	5	1		53.67	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	11.38	43.75	3,806	32		5.64	-4.8320	-2	5	-0.135	-0.156
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	10.34	20.00	29	5		14.75	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	23.06	11.98	3,806	32	21.50	7.48	1.4828	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	16.56	3.03	29	5	19.33	18.00	2.1917	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	75.67	94.59	337	37		7.43	3.2300	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	65.00	0.00	2,754	3		27.55	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.63	21.62	3,875	37		5.09	-1.7630	-2	10	-0.270	-0.313
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	-6	74	-0.459		

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**

**Jul-2010**

OR	Ordering	Performance		Observations		FP	CLEC	Standard Deviation	Sample Error	Stat. Score	Perf.			
		FP	CLEC	FP	CLEC						Score	Wgt.	Wgt. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:		100.00		2						0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record		0.00		1						0	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 TimeTrunk ASR Reject		NA		NA						NA	0	0.000	
<b>PR Provisioning</b>														
PR-4-07-3540	% On Time Performance - LNP only		96.32		1,764						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	NA				NA	NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days		NA	NA	NA	NA				NA	NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days		NA	NA	NA	NA				NA	NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days		NA	NA	NA	NA				NA	NA	0	0.000	
<b>MR Maintenance &amp; Repair</b>														
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	
<b>NP Network Performance</b>														
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								0	10	0.000	
											Totals	0	35	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		Jul-2010							
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
1	<b>OSS Interface</b>	-	-	-	-	-	-	-	\$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	-	-	-	-	-	-	-	-
<b>ORDERING</b>									
2	<b>% On Time Ordering Notification</b>	-	-	-	-	\$0	\$22,828	-	\$22,828
	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 FCC	-	-	-	-	-	-	-	-
	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. Dav	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	11,414	-	-
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	11,414	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
<b>PROVISIONING</b>									
3	<b>Installation Performance</b>	\$38,293	\$0	\$13,170	\$0	\$0	\$0	-	\$51,463
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802	-	-	-	-	-	-	-
	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	9,283	-	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	-	6,780	-	-	-	-	-
	PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-05 % Missed Appt -No Disp -Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-14 % Completed On Time - 2W xDSL Loops	-	-	-	-	-	-	-	-
	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 -DS0 -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	-	-	-	-	-	-	-	-
4	PR-4-07 % On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
<b>5</b>									
	<b>Hot Cut Performance</b>	-	-	-	-	-	-	-	\$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	-	-	-	-	-	-	-	-
<b>MAINTENANCE</b>									
6	<b>Maintenance Performance</b>	\$ 34,812	\$27,850	\$10,272	\$50,875	\$0	\$0	-	\$123,810
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	10,272	-	-	-	-	-
	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 DigIt-UNE/Resale	-	-	-	-	-	-	-	-
	MR-3-01 % Missed Repr Appt -Loop -2W xDSL Loops	-	-	-	16,958	-	-	-	-
	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.	-	-	-	-	-	-	-	-
	MR-4-08 Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	-
	MR-5-01 % Repeat Reports within 30 Days	17,406	-	-	-	-	-	-	-
	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	-	-	-	33,917	-	-	-	-
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Split	-	-	-	-	-	-	-	-
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-06 % 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	-	-	-	-	-	-	-	-
<b>NETWORK PERFORMANCE</b>									
7	NP-1-04 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
<b>8</b>									
	<b>Collocation</b>	-	-	-	-	-	-	\$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	-	-	-	-	-	-	-	-
<b>RESOLUTION PROCESS</b>									
9	<b>Resolution Process</b>	-	-	-	-	-	-	\$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.	-	-	-	-	-	-	-	-
<b>Month Total</b>		\$73,106	\$27,850	\$23,442	\$50,875	\$0	\$22,828	\$0	\$198,101

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	85.7	7	0	0
NP-2-07/8	Average Delay Days - Total	12.0	1	-2	0
					5

**Performance Report for Critical Measure # 9 - Resolution Performance**

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-100	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-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 C	99.50	993	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	11,108	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	0.00	8	-2	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	84.38	32	-2	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/Resal	NA	NA	NA	0

  

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	NA	NA	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	9.52	0.00	21	6	13.59	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	0.00	2	12	0.00	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	4.50	NA	2	NA	0.00	NA	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	1	NA	0.00	NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	60.87	38.46	23	13	16.93	1.65	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	5.26	0.00	19	6	10.46	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.00	NA	1	NA	0.00	0.00	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	38.89	0.00	18	3	30.40	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	2	NA	0.00	NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	0.00	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	500.00	NA	1	NA	0.00	SS	NA	0

  

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	NA	NA	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.25	NA	5	NA	4.49	0.00	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.00	0.00	2	4	0.00	23.50	5.00	5	
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	0.00	NA	1	NA		0.00	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	0.00	7	4	0.00	SS	NA	0	
"NA" - no activity    "UD" - under development    "SS" - Small Sample									Total	30

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

Special Provision - UNE Ordering

Jul-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	99.01	1,116	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAY-2010	86.28	379	327	MAY-2010	86.17	376	324
JUN-2010	84.21	342	288	JUN-2010	84.16	341	287
JUL-2010	83.85	260	218	JUL-2010	84.17	259	218
Overall	84.91	981	833	Overall	84.94	976	829

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAY-2010	98.69	457	451	MAY-2010	99.12	455	451
JUN-2010	99.47	748	744	JUN-2010	99.46	746	742
JUL-2010	77.84	835	650	JUL-2010	77.84	835	650
Overall	90.44	2,040	1,845	Overall	90.52	2,036	1,843

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
MAY-2010	97.46	3,421	3,334	MAY-2010	97.40	3,421	3,332
JUN-2010	98.27	404	397	JUN-2010	98.26	403	396
JUL-2010	86.03	365	314	JUL-2010	87.47	359	314
Overall	96.54	4,190	4,045	Overall	96.63	4,183	4,042

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	38	100.00	29	
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	0.24	1	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	1.07	264	0.89	345	
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00		
		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)	100.00	5	\$ -

\* 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

Jul-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.543	\$ 375,245	
Unbundled Network Elements - Loop	-0.365	\$ 154,591	
Resale	-0.471	\$ 35,435	
Digital Subscriber Lines	-0.459	\$ 66,064	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>			<b>\$ 631,335</b>
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 22,828	
3 Installation Performance		\$ 51,463	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 123,810	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 198,101</b>
<b>Individual Rule Payments:</b>			
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			<b>\$ -</b>
<b>CHANGE CONTROL</b>			<b>\$ -</b>
<b>Grand Total</b>			<b>\$ 829,435</b>

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