

Fair Point New Hampshire
Performance Assurance Plan Report

UNE Platform

Aug-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	2.91		4,190	2.9053	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.29		3,325	7.2911	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	5.19		57	5.1930	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.38		13	4.3846	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		96.20		184		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		201		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		3,222		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.38		3,211		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.16		3,218		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		90.56		339		-1	5	-0.022	-0.056		
OR-6-03-3140	% Accuracy - LSRC - Platform		0.98		307		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		95.67		323		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		0.00		1		NA	0	NA	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
PR Provisioning		FP	CLEC	FP	CLEC							
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	63.68	38.98	614	59	6.55	-3.8062	-2	5	-0.043	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	5.47	8.00	5,855	250	1.47	-1.7774	-2	20	-0.172	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.26	16.67	940	24	5.99	-1.4956	-1	10	-0.043	-0.071	
PR-4-02-3100	Average Delay Days - Total - POTS	1.93	2.63	407	32	0.00	-1.3911	-1	15	-0.065	-0.107	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.74	0.00	940	24	1.78	0.9852	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	940	24	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	14.71	14.53	1,801	172	2.83	0.0712	0	10	0.000	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	3.56	76.58		2,790			73.0180	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	118.62		645			118.6233	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	28.82	41.67	465	48	6.87	-1.9727	-2	10	-0.086	-0.098	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	16.00	40.00	25	10	13.72	-1.9199	-2	10	-0.086	-0.098	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.47	16.79	465	48	12.89	1.95	-1.7817	-2	5	-0.043	-0.049
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.41	21.23	25	10	8.45	3.16	-2.4624	-2	5	-0.043	-0.049
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	70.36	65.38	334	26	9.30	0.3334	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	31.14	50.00	334	26	9.43	-2.1408	-2	5	-0.043	-0.049	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.69	3.85	334	26	4.72	0.1692	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	7.47	22.09	2,437	86	2.88	-4.3473	-2	10	-0.086	-0.098	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	9.52	44.44	84	9	10.30	-2.9772	-2	10	-0.086	-0.098	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.42	20.58	2,437	86	17.92	1.97	1.1086	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	13.52	27.79	84	9	21.30	7.47	-1.4581	-1	5	-0.022	-0.025
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	87.52	92.00	1,666	25	6.66	-0.9820	-1	5	-0.022	-0.025	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	69.39	56.00	1,666	25	9.29	1.2113	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	25.87	24.00	1,666	25	8.82	0.0548	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.26	7.84	3,011	153	2.72	1.5542	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		115,737,575			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-25	232	-0.879	

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

Aug-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. 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	2.91		4,190	2.9053	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	7.29		3,325	7.2911	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	5.19		57	5.1930	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.38		13	4.3846	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		100.00		32		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		232		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		3,222		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.38		3,211		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.16		3,218		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		78.70		446		-2	5	-0.068	-0.125		
OR-6-03-3331	% Accuracy - LSRC - Loop		4.59		697		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.14		697		0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		3		0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		1		0	2	0.000	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	1.93	2.63	407	32	0.00	-1.3911	-1	5	-0.034	-0.056	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.26	8.33	940	60		3.86	0.0473	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.74	0.00	940	63		1.12	0.3428	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	940	63		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.83	200.00	1,099	1		28.38	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		23				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	3.56	76.58		2,790		73.0180	-2	2	-0.027	-0.038	
										Stat. Score		
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.89	31.32	2,902	182		2.38	-5.0000	-2	10	-0.136	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.24	8.08	2,902	182	17.39	1.33	10.6538	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	62.65	15.63	1,957	64		6.14	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	22.43	7.81	1,957	64		5.30	2.8638	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.26	6.40	3,011	203		2.38	2.5311	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	3.77	38.46	53	13		5.90	-3.6749	-2	10	-0.136	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	7.10	7.72	53	13	10.62	3.29	0.1297	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals		
										-9	147	-0.401

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

Aug-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	2.91		4,190	2.9053	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	7.29		3,325	7.2911	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	5.19		57	5.1930	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.38		13	4.3846	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 -2h		100.00		76		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		97.27		110		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.00		3,222		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.38		3,211		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.16		3,218		0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		94.43		287		-1	10	-0.052	-0.085	
OR-6-03-2000	% Accuracy - LSRC		0.00		47		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		97.72		351		0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		25.00		4		-2	2	-0.021	-0.034	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000	
PR Provisioning											
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat Score			
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	63.68	55.56	614	9	16.15	16.15	-0.8586	-1	5	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	5.47	18.18	5,855	44	3.44	3.44	-3.2528	-2	20	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.26	0.00	940	11	8.79	8.79	0.3961	0	10	
PR-4-02-2100	Average Delay Days - Total - POTS	1.93	2.88	407	8	0.00	0.00	-1.2988	-1	15	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.74	9.09	940	11	2.61	2.61	-2.7182	-2	5	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	940	11	0.00	0.00	5.0000	0	5	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	14.99	6.52	1,801	46	5.33	5.33	1.4496	0	15	
MR Maintenance & Repair											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	3.56	76.58		2,790			73.0180	-2	2	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	118.62		645			118.6233	NA	0	
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	28.82	40.91	465	22	9.88	9.88	-1.4321	-1	10	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	16.00	33.33	25	6	16.67	16.67	SS	NA	0	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.47	23.04	465	22	12.89	12.89	-2.3378	-2	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.41	12.16	25	6	8.45	8.45	-0.6137	0	5	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	70.36	100.00	334	9	15.43	15.43		NA	0	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	31.14	88.89	334	9	15.64	15.64	-3.9851	-2	5	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.69	33.33	334	9	7.82	7.82	-3.0094	-2	5	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.47	0.00	2,437	3	15.19	15.19	SS	NA	0	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.52	0.00	84	1	29.53	29.53	SS	NA	0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.42	31.34	2,437	3	17.92	17.92	10.35	SS	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	13.52	1.75	84	1	21.30	21.30	21.43	SS	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	87.52	100.00	1,666	2	23.39	23.39	SS	NA	0	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	69.39	100.00	1,666	2	32.61	32.61	SS	NA	0	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	25.87	0.00	1,666	2	30.98	30.98	SS	NA	0	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.26	15.63	3,011	32	5.83	5.83	-0.8699	-1	10	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		115,737,575				0	5	
								Totals	-19	191	-0.723

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

Aug-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	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		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		10		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		0.00		1		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		0.00		1		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		99.07		214		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		0.00		3,222		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.38		3,211		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.16		3,218		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.00	NA	1	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	4	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		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	1.00	NA	3	0.00	3.00	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.37		76			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.83	NA	1,099	NA		NA	NA	0	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	3.90	NA	77		77.00	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	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	3.56	76.58		2,790		73,0180	-2	2	-0.058	-0.074	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	50.00	NA	2	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	75.08	NA	1	NA	0.00		NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	145.41	NA	2	NA	80.84		NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	33.33	NA	3	NA			NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	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			NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	10.89	34.48	2,903	29		5.81	-3.6190	-2	5	-0.145	-0.185
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	3.77	33.33	53	3		11.31	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.24	9.11	2,903	29	17.39	3.25	4.0427	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	7.10	15.79	53	3	10.62	6.30	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	67.60	87.50	392	32		8.60	2.2610	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	62.65	100.00	1,957	1		48.39	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.25	15.63	3,013	32		5.83	-0.8714	-1	10	-0.145	-0.185
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	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	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		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	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	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	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	0	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-5	69	-0.348		

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

Aug-2010

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score		
		CLEC	FP	FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:	NA		NA		NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	NA		NA		NA	0	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA		NA		NA	0	0.000		
OR-2-12-5020	% On TimeTrunk ASR Reject	NA		NA		NA	0	0.000		
PR Provisioning		FP								
PR-4-07-3540	% On Time Performance - LNP only		95.65		1,887		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	0	0.000		
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA	NA	0	0.000		
PR-6-01-5000	% Installation Troubles w/in 30 Days	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	0	0.000		
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA	0	0.000	
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	0	0.000	
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	0	0.000	
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	0	0.000	
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	0	0.000	
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	0	0.000	
NP Network Performance										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	NA					NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	NA					NA	0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	0	20	0.000

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

Fair Point New Hampshire		Aug-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 - WFTS	-	-	-	-	-	-	-	
	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 LSR - Flow Through	-	-	-	-	-	-	-	
	OR-1-04 %OT LSR - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-04 %OT LSR - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	
	OR-1-04 %OT LSR - 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 LSR - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-06 %OT LSR/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
	OR-2-06 %OT LSR/ASRC Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
PROVISIONING									
3	Installation Performance	\$53,379	\$11,140	\$14,816	\$0	\$0	\$0	-	\$79,335
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802	-	1,097	-	-	-	-	
	PR-4-02 Average Delay Days - Total	13,925	11,140	4,939	-	-	-	-	
	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	10,444	-	-	-	-	-	-	
	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	-	-	-	-	-	-	-	
	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
Hot Cut Performance									
5	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	\$ 34,812	\$27,850	\$21,116	\$42,396	\$0	\$0	-	\$126,174
	MR-3-01 Missed Repair Appointments - Loop - Bus.	17,406	-	9,702	-	-	-	-	
	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 Digi-UNE/Resale	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt -Loop -2W xDSL Loops	-	-	-	21,198	-	-	-	
	MR-3-01 % Missed Repair Appt -Loop -Line Share/Split	-	-	-	-	-	-	-	
	MR-3-02 % Missed Repair Appointment -CO -2W xDSL Loops	-	-	-	-	-	-	-	
	MR-4-03 Mean Time To Repair -CO -2W xDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Dig-UNE/Resale	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W xDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -Line Share/Split	-	-	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Bus.	-	-	5,707	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports within 30 Days	-	-	5,707	-	-	-	-	
	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	-	-	-	21,198	-	-	-	
	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
Collocation									
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	-	-	-	-	-	-	-	
RESOLUTION PROCESS									
9	Resolution Process	-	-	-	-	-	-	\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$88,191	\$38,990	\$35,932	\$42,396	\$0	\$0	\$0	\$205,508

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.0	2	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					5

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	3,291	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,459	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	66.67	3	0	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	18	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	NA	NA	0
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	18.52	0.00	27	6	17.53	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	28.57	3	7	0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	6.20	11.50	5	2	0.00	20.18	SS	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	100.00	NA	2	NA		NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	50.00	NA	2	NA		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	46.43	66.67	28	3	30.30	SS	NA	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	5.00	0.00	20	2	16.16	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	2.00	NA	1	NA	0.00	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	38.89	0.00	18	1	50.09	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	3	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	100.00	NA	3	NA		NA	NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	NA	NA	0
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	15.81	NA	2	NA	0.00	NA	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.92	17.12	8	2	9.80	22.54	SS	NA
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	70.00	0.00	10	2	35.50	SS	NA	0

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

Total 10

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

Special Provision - UNE Ordering

Aug-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.04	1,020	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	75.00	4	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2010	84.21	342	288	JUN-2010	84.16	341	287
JUL-2010	83.85	260	218	JUL-2010	84.17	259	218
AUG-2010	90.53	338	306	AUG-2010	90.56	339	307
Overall	86.38	940	812	Overall	86.47	939	812

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
JUN-2010	99.47	748	744	JUN-2010	99.46	746	742
JUL-2010	77.84	835	650	JUL-2010	77.84	835	650
AUG-2010	78.75	447	352	AUG-2010	78.70	446	351
Overall	86.01	2,030	1,746	Overall	85.99	2,027	1,743

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
JUN-2010	98.27	404	397	JUN-2010	98.26	403	396
JUL-2010	86.03	365	314	JUL-2010	87.47	359	314
AUG-2010	96.05	304	292	AUG-2010	88.69	327	290
Overall	93.48	1,073	1,003	Overall	91.83	1,089	1,000

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	23	100.00	38
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	1.68	1	NA	0
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	0.84	248	1.07	264
		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

Aug-2010

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

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

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

PO-6-01-6000 % Software Validation	R3	R3	\$ -
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* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

Aug-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.879	\$ 502,089	
Unbundled Network Elements - Loop	-0.401	\$ 186,301	
Resale	-0.723	\$ 57,056	
Digital Subscriber Lines	-0.348	\$ 46,846	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 792,291
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 79,335	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 126,174	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 205,508
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			
			\$ -
Grand Total			\$ 997,800

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

Aug-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	2.91		4,190	2,9053	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.29		3,325	7.2911	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	5.19		57	5.1930	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.38		13	4.3846	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		96.20		184		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		201		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		3,222		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.38		3,211		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.16		3,218		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		90.56		339		-1	5	-0.022	-0.056		
OR-6-03-3140	% Accuracy - LSRC - Platform		0.98		307		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		95.67		323		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		0.00		1		NA	0	NA	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
PR Provisioning		FP	CLEC	FP	CLEC							
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	63.68	38.98	614	59	6.55	-3.8062	-2	5	-0.043	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	5.47	8.00	5,855	250	1.47	-1.7774	-2	20	-0.172	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.26	16.67	940	24	5.99	-1.4956	-1	10	-0.043	-0.071	
PR-4-02-3100	Average Delay Days - Total - POTS	1.93	2.63	407	32	0.00	-1.3911	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.74	0.00	940	24	1.78	0.9852	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	940	24	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	14.71	14.53	1,801	172	2.83	0.0712	0	10	0.000	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	3.56	76.58		2,790			73.0180	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	118.62		645			118.6233	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	28.82	41.67	465	48	6.87		-1.9727	-2	10	-0.086	-0.098
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	16.00	40.00	25	10	13.72		-1.9199	-2	10	-0.086	-0.098
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.47	16.79	465	48	12.89	1.95	-1.7817	-2	5	-0.043	-0.049
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.41	21.23	25	10	8.45	3.16	-2.4624	-2	5	-0.043	-0.049
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	70.36	65.38	334	26		9.30	0.3334	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	31.14	50.00	334	26		9.43	-2.1408	-2	5	-0.043	-0.049
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.69	3.85	334	26		4.72	0.1692	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	7.47	22.09	2,437	86		2.88	-4.3473	-2	10	-0.086	-0.098
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	9.52	44.44	84	9		10.30	-2.9772	-2	10	-0.086	-0.098
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.42	20.58	2,437	86	17.92	1.97	1.1086	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	13.52	27.79	84	9	21.30	7.47	-1.4581	-1	5	-0.022	-0.025
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	87.52	92.00	1,666	25		6.66	-0.9820	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	69.39	56.00	1,666	25		9.29	1.2113	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	25.87	24.00	1,666	25		8.82	0.0548	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.26	7.84	3,011	153		2.72	1.5542	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		115,737,575				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-23	232	-0.793	

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

Aug-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	2.91		4,190		2.9053	NA	0	NA		
PO-1-03-6020	Address Validation - EDI	NA	7.29		3,325		7.2911	NA	0	NA		
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	5.19		57		5.1930	NA	0	NA		
PO-1-03-6050	Address Validation - Web GUI	NA	4.38		13		4.3846	NA	0	NA		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		100.00		32		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		232		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		3,222		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.38		3,211		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.16		3,218		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		78.70		446		-2	5	-0.068	-0.125		
OR-6-03-3331	% Accuracy - LSRC - Loop		4.59		697		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		99.14		697		0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		3		0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		1		0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-4-02-3100	Average Delay Days - Total - POTS	1.93	2.63	407	32	0.00	-1.3911	0	5	0.000		
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.26	8.33	940	60		3.86	0.0473	0	20		
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.74	0.00	940	63		1.12	0.3428	0	5		
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	940	63		0.00	5.0000	0	5		
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.83	200.00	1,099	1		28.38	SS	NA	0		
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA			NA	0	NA		
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA		
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	0	NA		
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		23			0	10	0.000		
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA		
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA		
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA		
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	3.56	76.58		2,790				-2	2		
Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.89	31.32	2,902	182		2.38	-5.0000	-2	10		
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.24	8.08	2,902	182	17.39	1.33	10.6538	0	5		
MR-4-07-3112	% Out of Service > 12 Hours - Loop	62.65	15.63	1,957	64		6.14	5.0000	0	5		
MR-4-08-3112	% Out of Service > 24 Hours - Loop	22.43	7.81	1,957	64		5.30	2.8638	0	5		
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.26	6.40	3,011	203		2.38	2.5311	0	10		
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	3.77	38.46	53	13		5.90	-3.6749	-2	10		
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	7.10	7.72	53	13	10.62	3.29	0.1297	0	5		
									Totals	-8	147	-0.367

"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

Aug-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	2.91		4,190	2.9053	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	7.29		3,325	7.2911	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	5.19		57	5.1930	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.38		13	4.3846	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 -2h		100.00		76		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		97.27		110		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.00		3,222		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.38		3,211		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.16		3,218		0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		94.43		287		-1	10	-0.052	-0.085	
OR-6-03-2000	% Accuracy - LSRC		0.00		47		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		97.72		351		0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		25.00		4		-2	2	-0.021	-0.034	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000	
PR Provisioning											
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score			
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	63.68	55.56	614	9		16.15	-0.8586	0	5	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	5.47	18.18	5,855	44		3.44	-3.2528	-2	20	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.26	0.00	940	11		8.79	0.3961	0	10	
PR-4-02-2100	Average Delay Days - Total - POTS	1.93	2.88	407	8	0.00		-1.2988	0	15	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.74	9.09	940	11		2.61	-2.7182	-2	5	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	940	11		0.00	5.0000	0	5	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	14.99	6.52	1,801	46		5.33	1.4496	0	15	
MR Maintenance & Repair											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	3.56	76.58		2,790			73.0180	-2	2	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	118.62		645			118.6233	NA	0	
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	28.82	40.91	465	22		9.88	-1.4321	-1	10	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	16.00	33.33	25	6		16.67	SS	NA	0	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.47	23.04	465	22	12.89	2.81	-2.3378	-2	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.41	12.16	25	6	8.45	3.84	-0.6137	0	5	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	70.36	100.00	334	9		15.43	SS	NA	0	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	31.14	88.89	334	9		15.64	-3.9851	-2	5	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.69	33.33	334	9		7.82	-3.0094	-2	5	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.47	0.00	2,437	3		15.19	SS	NA	0	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.52	0.00	84	1		29.53	SS	NA	0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.42	31.34	2,437	3	17.92	10.35	SS	NA	0	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	13.52	1.75	84	1	21.30	21.43	SS	NA	0	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	87.52	100.00	1,666	2		23.39	SS	NA	0	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	69.39	100.00	1,666	2		32.61	SS	NA	0	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	25.87	0.00	1,666	2		30.98	SS	NA	0	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.26	15.63	3,011	32		5.83	-0.8699	0	10	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		115,737,575				0	5	
								Totals	-16	191	-0.565

"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

Aug-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wtgd Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		NA		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		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		10		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		0.00		1		NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		0.00		1		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		99.07		214		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		0.00		3,222		0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.38		3,211		0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.16		3,218		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.00	NA	1	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	4	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		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	1.00	NA	3	0.00	3.00	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.37		76			0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.83	NA	1,099	NA		NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	3.90	NA	77	77.00	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	3.56	76.58		2,790		73.0180	-2	2	-0.058	-0.074
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	50.00	NA	2	NA		NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	75.08	NA	1	NA	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	145.41	NA	2	NA	80.84	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	33.33	NA	3	NA		NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		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		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	10.89	34.48	2,903	29	5.81	-3.6190	-2	5	-0.145	-0.185
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	3.77	33.33	53	3	11.31	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.24	9.11	2,903	29	17.39	3.25	4.0427	0	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	7.10	15.79	53	3	10.62	6.30	SS	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	67.60	87.50	392	32	8.60	2.2610	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	62.65	100.00	1,957	1	48.39	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.25	15.63	3,013	32	5.83	-0.8714	-1	10	-0.145	-0.185
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	-5	69	-0.348	

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

Aug-2010

OR	Ordering	Performance		Observations		Perf.				
		CLEC	FP	FP	CLEC	Score	Wgt.	Wgtd. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:	NA			NA	NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			NA	NA	0	0.000		
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA	NA	0	0.000		
PR Provisioning		FP								
PR-4-07-3540	% On Time Performance - LNP only	95.65		1,887			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	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA		NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	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	0	0.000	
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	NA	0	0.000
NP Network Performance										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	NA					NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	NA					NA	0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	0	20	0.000

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

Fair Point New Hampshire			Aug-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 - WFPTS	-	-	-	-	-	-	-	-
	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 Socls-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Socls-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
PROVISIONING										
3	Installation Performance		\$39,454	\$0	\$8,780	\$0	\$0	\$0	-	\$48,234
	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	10,444	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-	-
	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
MAINTENANCE										
5	Hot Cut Performance		-	-	-	-	-	-	-	\$0
	PR-6-02	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
	PR-6-02	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
	PR-6-02	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-
6	Maintenance Performance		\$ 34,812	\$27,850	\$15,409	\$42,396	\$0	\$0	-	\$120,467
	MR-3-01	Missed Repair Appointments - Loop - Bus.	17,406	-	9,702	-	-	-	-	-
	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 Digt-UNE/Resale	-	-	-	-	-	-	-	-
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops	-	-	-	21,198	-	-	-	-
	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.	-	-	5,707	-	-	-	-	-
	MR-4-08	Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	-
	MR-4-08	Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	-
	MR-5-01	% Repeat Reports within 30 Days	-	-	-	-	-	-	-	-
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-	-
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops	-	-	-	21,198	-	-	-	-
	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
RESOLUTION PROCESS										
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	-	-	-	-	-	-	-	-
9	Resolution Process		-	-	-	-	-	-	\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
Month Total			\$74,266	\$27,850	\$24,189	\$42,396	\$0	\$0	\$0	\$168,700

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.0	2	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					5

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 C	100.00	3,291	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,459	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	66.67	3	0	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	18	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	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	NA	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	18.52	0.00	27	6	17.53	SS	NA
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	28.57	3	7	0.00	SS	NA
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA		NA	NA
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	6.20	11.50	5	2	0.00	20.18	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	100.00	NA	2	NA		NA	NA
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	50.00	NA	2	NA		NA	NA
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA		NA	NA
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	46.43	66.67	28	3	30.30	SS	NA
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	5.00	0.00	20	2	16.16	SS	NA
PR-4-02-3510	Average Delay Days - Total - EEL	2.00	NA	1	NA	0.00		NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	38.89	0.00	18	1	50.09	SS	NA
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	3	NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	100.00	NA	3	NA		NA	NA

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	15.81	NA	2	NA	0.00		NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.92	17.12	8	2	9.80	22.54	SS
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	70.00	0.00	10	2	35.50	SS	NA

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

Total 10

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

Special Provision - UNE Ordering

Aug-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.04	1,020	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	75.00	4	\$ -
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* \$ -

* 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
JUN-2010	84.21	342	288	JUN-2010	84.16	341	287
JUL-2010	83.85	260	218	JUL-2010	84.17	259	218
AUG-2010	90.53	338	306	AUG-2010	90.56	339	307
Overall	86.38	940	812	Overall	86.47	939	812

Market Adjustment * \$ -

OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2010	99.47	748	744	JUN-2010	99.46	746	742
JUL-2010	77.84	835	650	JUL-2010	77.84	835	650
AUG-2010	78.75	447	352	AUG-2010	78.70	446	351
Overall	86.01	2,030	1,746	Overall	85.99	2,027	1,743

Market Adjustment * \$ -

OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUN-2010	98.27	404	397	JUN-2010	98.26	403	396
JUL-2010	86.03	365	314	JUL-2010	87.47	359	314
AUG-2010	96.05	304	292	AUG-2010	88.69	327	290
Overall	93.48	1,073	1,003	Overall	91.83	1,089	1,000

Market Adjustment * \$ -

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	23	100.00	38
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	1.68	1	NA	0
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	0.84	248	1.07	264
		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

PAP/CCAP Market Adjustment Summary

Aug-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.793	\$ 502,089	
Unbundled Network Elements - Loop	-0.367	\$ 154,591	
Resale	-0.565	\$ 45,044	
Digital Subscriber Lines	-0.348	\$ 46,846	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 748,569
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 48,234	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 120,467	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 168,700
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 917,269

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