

Fair Point New Hampshire  
Performance Assurance Plan Report

UNE Platform

Oct-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	3.13		4,481	3.1310	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	5.31		2,893	5.3104	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	8.41		37	8.4054	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	2.17		6	2.1667	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
<b>OR Ordering</b>		Wgt.									
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		99.47		190		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		96.79		218		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		2,840		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		96.98		2,781		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72		2,805		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		83.88		242		-2	5	-0.043	-0.111	
OR-6-03-3140	% Accuracy - LSRC - Platform		4.99		461		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		91.41		198		-1	5	-0.022	-0.056	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		NA	0	NA	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		NA	0	NA	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000	
<b>PR Provisioning</b>		FP	CLEC	FP	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	53.34	39.73	748	73	6.12	-2.3492	-2	5	-0.043	
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	2.06	15.64	7,530	179	1.07	-5.0000	-2	20	-0.172	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.54	4.35	755	23	6.22	0.3947	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.11	4.29	227	31	2.88	-2.5828	-2	15	-0.129	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.46	0.00	755	23	2.54	-0.5748	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	755	23	0.00	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	19.03	12.05	1,571	224	2.80	2.5304	0	10	0.000	
<b>MR Maintenance &amp; Repair</b>		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
MR-1-01-6050	Average Response Time - Create Trouble	4.60	101.18		2,617			96.5795	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	148.04		618			148.0356	NA	0	NA
		Stat. Score									
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	34.47	43.14	470	51	7.01	-1.3757	-1	10	-0.043	-0.049
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	7.69	4.17	26	24	7.54	0.0768	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	15.22	23.75	470	51	16.16	2.38	-2.9290	-2	5	-0.043
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	4.50	6.88	26	24	6.66	1.89	-0.9389	-1	5	-0.022
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.45	72.22	310	18		11.45	-0.7496	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	40.00	66.67	310	18		11.88	-2.4673	-2	5	-0.043
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.61	27.78	310	18		7.77	-2.1547	-2	5	-0.043
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	7.01	13.19	2,723	91		2.72	-2.2506	-2	10	-0.086
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.41	25.00	74	8		8.42	-2.2932	-2	10	-0.086
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.04	21.37	2,723	87	16.20	1.76	1.0165	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	8.52	10.13	74	8	12.18	4.53	-0.3593	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.22	70.37	1,894	27		6.88	1.7679	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	67.85	44.44	1,894	27		9.05	2.3021	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	23.39	13.79	1,894	29		7.92	0.9936	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.36	12.94	3,293	170		2.50	-0.7688	0	10	0.000
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		100.00		115,603,610			0	5	0.000	
		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

Oct-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	3.13		4,481	3.1310	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	5.31		2,893	5.3104	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	8.41		37	8.4054	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	2.17		6	2.1667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		100.00		130		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		98.36		61		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		2,840		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.98		2,781		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72		2,805		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.73		376		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		3.92		1,096		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.97		444		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	2.11	4.29	227	31	2.88	0.55	-2.5828	-2	5	-0.070	-0.111
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.54	4.11	755	73		3.60	1.3812	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.46	0.00	755	73		1.47	0.3585	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	755	73		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	16.22	0.00	746	5		16.54	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		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	4.60	101.18		2,617			96.5795	-2	2	-0.028	-0.038
<b>Stat. Score</b>												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	11.06	33.16	3,193	190		2.34	-5.0000	-2	10	-0.140	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.65	10.78	3,193	186	16.12	1.22	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	64.16	17.24	2,165	58		6.38	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	21.71	13.79	2,165	58		5.49	1.3105	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	11.36	8.72	3,293	195		2.34	1.0205	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	7.14	42.86	56	7		10.32	-2.9090	-2	10	-0.140	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	7.11	11.53	56	7	11.48	4.60	-1.0586	-1	5	-0.035	-0.048
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-9	143	-0.413

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

Oct-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	3.13		4,481	3.1310	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	5.31		2,893	5.3104	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	8.41		37	8.4054	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	2.17		6	2.1667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		99.34		151		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		97.92		96		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.07		2,840		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.98		2,781		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72		2,805		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		93.29		283		-1	10	-0.053	-0.088		
OR-6-03-2000	% Accuracy - LSRC		3.70		135		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		96.55		290		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		85.71		7		NA	0	NA	0.000		
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		
<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	53.34	43.48	748	23		10.56	-1.1455	-1	5	-0.026	-0.033
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.06	23.64	7,530	55		1.92	-5.0000	-2	20	-0.212	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.54	18.75	755	16		7.42	-1.5468	-1	10	-0.053	-0.067
PR-4-02-2100	Average Delay Days - Total - POTS	2.11	4.81	227	16	2.88	0.74	-2.1297	-2	15	-0.159	-0.200
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.46	0.00	755	16		3.03	0.8161	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	755	16		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	18.59	19.44	1,571	72		4.69	-0.3635	0	15	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	4.60	101.18		2,617			96.5795	-2	2	-0.021	-0.048
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	148.04		618			148.0356	NA	0	NA	0.000
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	34.47	31.58	470	38		8.02	0.1673	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	7.69	50.00	26	2		19.55	SS	NA	0	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.22	20.71	470	38	0.00		-2.1130	-2	5	-0.053	-0.119
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	4.50	4.33	26	2	6.66	4.89	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	66.45	70.59	310	17		11.76	-0.5971	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	40.00	52.94	310	17		12.20	-1.3053	-1	5	-0.026	-0.060
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.61	17.65	310	17		7.98	-1.1236	-1	5	-0.026	-0.060
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.01	33.33	2,723	3		14.75	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.41	NA	74	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.04	24.51	2,723	3	16.20	9.36	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	8.52	NA	74	NA	12.18		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.22	NA	1,894	NA			NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	67.85	NA	1,894	NA			NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	23.39	NA	1,894	NA			NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.36	2.33	3,293	43		4.87	1.7819	0	10	0.000	0.000
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		100.00		115,603,610				0	5	0.000	
								Totals	-13	189	-0.630	

"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

Oct-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		NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA	NA	NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	NA	NA	NA		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		9		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2		0	2	0.000	0.000		
<b>OR Ordering</b>												
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		80.00		5		NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	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		96.19		105		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		0.07		2,840		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.98		2,781		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.72		2,805		0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	5.67	1.50	3	2	2.52	2.30	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	50.00	2	2		0.00	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	33.33	25.00	3	4		36.00	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	3	6		0.00	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	60.00	0.00	5	6		29.66	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		1			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	12.00	87.67	1	3	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		96.97		66			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	16.22	0.00	746	1		36.89	SS	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	500.00	3.03	1	66		0.00	SS	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	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	4.60	101.18		2,617		96.5795	-2	2	-0.049	-0.074	
<b>Stat. Score</b>												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	5	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	69.95	NA	2	NA	72.20		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	83.46	NA	5	NA	136.65		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	57.14	NA	7	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	7	NA			NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	11.05	38.89	3,195	36		5.25	-4.5257	-2	5	-0.123	-0.185
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	7.02	100.00	57	1		25.77	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.64	7.29	3,195	36	16.12	2.70	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	7.03	6.63	57	1	11.40	11.50	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	70.51	91.89	234	37		8.07	2.7348	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	64.16	0.00	2,165	1		47.96	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.33	18.92	3,300	37		5.24	-1.6164	-1	10	-0.123	-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	81	-0.296		

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**

**Oct-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:	100.00			1	0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			NA	NA	0	0.000		
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA	NA	0	0.000		
<b>PR Provisioning</b>		FP								
PR-4-07-3540	% On Time Performance - LNP only	38.49		1,473			-2	20	-0.286	
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	
<b>MR Maintenance &amp; Repair</b>										
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
<b>NP Network Performance</b>										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00					0	5	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	-2	30	-0.286

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

Fair Point New Hampshire			Oct-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	\$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. Dav	-	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-	-
<b>PROVISIONING</b>										
3	<b>Installation Performance</b>		\$46,416	\$13,925	\$20,742	\$0	\$0	\$34,242	-	\$115,325
	PR-4-01	% Completed in 1 Day (1-5 lines No Disp.)	5,802	1,427	6,585	-	-	-	-	-
	PR-4-02	Average Delay Days - Total	17,406	13,925	6,585	-	-	-	-	-
	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	-	-	3,951	-	-	-	-	-
	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 Delav 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	-	-	-	-	-	34,242	-	-
	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>	-	-	-	-	\$27,393	-	-	\$27,393
<b>Hot Cut Performance</b>										
5	<b>Hot Cut Performance</b>		-	-	-	-	-	-	-	\$0
	PR-6-02	% Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
	PR-6-02	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
	PR-6-02	% Installn 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>		\$ 40,034	\$27,850	\$3,710	\$61,474	\$0	\$0	-	\$133,067
	MR-3-01	Missed Repair Appointments - Loop - Bus.	13,925	-	-	-	-	-	-	-
	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	-	-	-	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.	8,703	-	3,710	-	-	-	-	-
	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	-	-	-	40,276	-	-	-	-
	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	<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 Actim:ldgd w/ 2 Duo Days	-	-	-	-	-	-	-	-
	BI-3-05	%CLEC Billing Claims Rstvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
<b>Month Total</b>			\$86,450	\$41,775	\$24,452	\$61,474	\$27,393	\$34,242	\$0	\$275,786

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

**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 Days	100.00	2,383	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,318	0	20
					<b>22</b>

**Performance Report for Critical Measures - Specials**

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	0.00	1	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	93.33	15	NA	0
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	NA	1	NA		NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	64.29	66.67	112	3	28.03	SS	0	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	80.00	25.00	5	8	22.80	SS	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	7.00	2.00	77	4	5.03	13.08	SS	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	50.00	NA	2	NA		NA	0	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	2	NA		NA	0	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA		NA	0	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	9.01	57.14	111	7	11.16	-3.53	-2	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	63.55	NA	107	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	7.31	NA	68	NA	5.02	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	7.00	NA	100	NA		NA	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	80.00	NA	5	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	1.50	NA	4	NA	0.58	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	280.00	NA	5	NA		NA	NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	1.38	NA	2	NA	0.00	NA	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.38	8.64	9	1	2.10	21.58	SS	0
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	27.27	50.00	11	4	26.00	SS	NA	0
"NA" - no activity    "UD" - under development    "SS" - Small Sample								Total	5

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

Special Provision - UNE Ordering

Oct-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.95	642	\$ -
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
AUG-2010	90.53	338	306	AUG-2010	90.56	339	307
SEP-2010	88.56	367	325	SEP-2010	88.56	367	325
OCT-2010	83.88	242	203	OCT-2010	83.88	242	203
Overall	88.07	947	834	Overall	88.08	948	835

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
AUG-2010	78.75	447	352	AUG-2010	78.70	446	351
SEP-2010	94.19	413	389	SEP-2010	94.40	411	388
OCT-2010	99.73	376	375	OCT-2010	99.73	376	375
Overall	90.29	1,236	1,116	Overall	90.35	1,233	1,114

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
AUG-2010	96.05	304	292	AUG-2010	88.69	327	290
SEP-2010	89.06	384	342	SEP-2010	89.06	384	342
OCT-2010	85.52	359	307	OCT-2010	95.92	319	306
Overall	89.88	1,047	941	Overall	91.07	1,030	938

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	22
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	NA		0.00	31
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	0.25	1	0.41	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	1.27	279	0.89	232
		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	5.0000
		Greater of -	Tier II (2 mo)	or Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Oct-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>		
<b>MODE OF ENTRY</b>				
Unbundled Network Elements - Platform	-0.793	\$ 502,089		
Unbundled Network Elements - Loop	-0.413	\$ 186,301		
Resale	-0.630	\$ 104,502		
Digital Subscriber Lines	-0.296	\$ 32,432		
Trunks	-0.286	<u>\$ 14,922</u>		
<b>Mode of Entry Total</b>			\$	<b>840,246</b>
<b># CRITICAL MEASURES</b>				
1 OSS Interface		\$ -		
2 % On Time Ordering Notification		\$ -		
3 Installation Performance		\$ 115,325		
4 % On Time Performance - LNP		\$ 27,393		
5 Hot Cut Performance		\$ -		
6 Maintenance Performance		\$ 133,067		
7 Final Trunk Groups Blocked		\$ -		
8 Collocation		<u>\$ -</u>		
9 Resolution Processes		<u>\$ -</u>		
<b>Critical Measure Total</b>			\$	<b>275,786</b>
<b>Individual Rule Payments:</b>			\$	<b>2,016</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>			<u>\$</u>	<u><b>-</b></u>
<b>Grand Total</b>			<u>\$</u>	<u><b>1,118,047</b></u>

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

Fair Point New Hampshire  
Performance Assurance Plan Report

UNE Platform

Oct-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	3.13		4,481	3.1310	NA	0	NA	0.000
PO-1-03-6020	Address Validation - EDI	NA	5.31		2,893	5.3104	NA	0	NA	0.000
PO-2-02-6020	<b>OSS Interface Availability - Prime - EDI</b>		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	<b>OSS Interface Availability - Prime - CORBA</b>		NA				NA	0	NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	8.41		37	8.4054	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	2.17		6	2.1667	NA	0	NA	0.000
PO-2-02-6080	<b>OSS Interface Availability - Prime - Web GUI</b>		100.00				0	5	0.000	0.000
<b>OR Ordering</b>										
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		99.47		190		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		96.79		218		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		2,840		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		96.98		2,781		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72		2,805		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		83.88		242		-2	5	-0.043	-0.111
OR-6-03-3140	% Accuracy - LSRC - Platform		4.99		461		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		91.41		198		-1	5	-0.022	-0.056
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		NA	0	NA	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA		NA	0	NA	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000
<b>PR Provisioning</b>										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	53.34	39.73	748	73	6.12	-2.3492	-2	5	-0.043
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.06	15.64	7,530	179	1.07	-5.0000	-2	20	-0.172
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.54	4.35	755	23	6.22	0.3947	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.11	4.29	227	31	2.88	0.55	-2	15	-0.129
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.46	0.00	755	23	2.54	0.5748	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	755	23	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	19.03	12.05	1,571	224	2.80	2.5304	0	10	0.000
<b>MR Maintenance &amp; Repair</b>										
MR-1-01-6050	Average Response Time - Create Trouble	4.60	101.18		2,617		96.5795	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	148.04		618		148.0356	NA	0	NA
<b>Stat Score</b>										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	34.47	43.14	470	51	7.01	-1.3757	-1	10	-0.043
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	7.69	4.17	26	24	7.54	0.0768	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	15.22	23.75	470	51	16.16	2.38	-2	5	-0.043
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	4.50	6.88	26	24	6.66	1.89	-1	5	-0.022
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.45	72.22	310	18	11.45	-0.7496	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	40.00	66.67	310	18	11.88	-2.4673	-2	5	-0.043
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.61	27.78	310	18	7.77	-2.1547	-2	5	-0.043
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	7.01	13.19	2,723	91	2.72	-2.2506	-2	10	-0.086
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.41	25.00	74	8	8.42	-2.2932	-2	10	-0.086
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.04	21.37	2,723	87	16.20	1.76	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	8.52	10.13	74	8	12.18	4.53	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.22	70.37	1,894	27	6.88	1.7679	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	67.85	44.44	1,894	27	9.05	2.3021	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	23.39	13.79	1,894	29	7.92	0.9936	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.36	12.94	3,293	170	2.50	-0.7688	0	10	0.000
<b>BI Billing</b>										
BI-1-02-1000	% DUF in 4 Business Days		100.00		115,603,610			0	5	0.000
							Totals	-23	232	-0.793

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

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

Fair Point New Hampshire  
Performance Assurance Plan Report

UNE LOOP

Oct-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				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	3.13	4,481		3.1310	NA	0	NA	0.000			
PO-1-03-6020	Address Validation -EDI	NA	5.31	2,893		5.3104	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	8.41	37		8.4054	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	2.17	6		2.1667	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				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	130			0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		98.36	61			0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07	2,840			0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		96.98	2,781			0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72	2,805			0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.73	376			0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		3.92	1,096			0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.97	444			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>													
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.				
PR-4-02-3100	Average Delay Days - Total - POTS	2.11	4.29	227	31	2.88	0.55	-2.5828	-2	5	-0.070	-0.111	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.54	4.11	755	73		3.60	1.3812	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.46	0.00	755	73		1.47	0.3585	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	755	73		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	16.22	0.00	746	5		16.54	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		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	4.60	101.18		2,617			96.5795	-2	2	-0.028	-0.038	
Stat. Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	11.06	33.16	3,193	190		2.34	-5.0000	-2	10	-0.140	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.65	10.78	3,193	186	16.12	1.22	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	64.16	17.24	2,165	58		6.38	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	21.71	13.79	2,165	58		5.49	1.3105	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	11.36	8.72	3,293	195		2.34	1.0205	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	7.14	42.86	56	7		10.32	-2.9090	-2	10	-0.140	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	7.11	11.53	56	7	11.48	4.60	-1.0586	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample													
									Totals	-8	143	-0.378	

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

Oct-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	3.13		4,481	3.1310	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	5.31		2,893	5.3104	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	8.41		37	8.4054	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	2.17		6	2.1667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		99.34		151			0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		97.92		96			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.07		2,840			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		96.98		2,781			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72		2,805			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		93.29		283			-1	10	-0.053	-0.088	
OR-6-03-2000	% Accuracy - LSRC		3.70		135			0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		96.55		290			0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		85.71		7			NA	0	NA	0.000	
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	
<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	53.34	43.48	748	23	10.56	10.56	-1.1455	-1	5	-0.026	-0.033
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.06	23.64	7,530	55	1.92	1.92	-5.0000	-2	20	-0.212	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.54	18.75	755	16	7.42	7.42	-1.5468	-1	10	-0.053	-0.067
PR-4-02-2100	Average Delay Days - Total - POTS	2.11	4.81	227	16	2.88	0.74	-2.1297	-2	15	-0.159	-0.200
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.46	0.00	755	16	3.03	0.8161	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	755	16	0.00	0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	18.59	19.44	1,571	72	4.69	4.69	-0.3635	0	15	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	4.60	101.18		2,617			96.5795	-2	2	-0.021	-0.048
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	148.04		618			148.0356	NA	0	NA	0.000
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	34.47	31.58	470	38	8.02	8.02	0.1673	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	7.69	50.00	26	2	19.55	19.55	SS	NA	0	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.22	20.71	470	38	0.00	0.00	-2.1130	-2	5	-0.053	-0.119
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	4.50	4.33	26	2	6.66	4.89	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	66.45	70.59	310	17	11.76	11.76	-0.5971	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	40.00	52.94	310	17	12.20	12.20	-1.3053	-1	5	-0.026	-0.060
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.61	17.65	310	17	7.98	7.98	-1.1236	-1	5	-0.026	-0.060
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.01	33.33	2,723	3	14.75	14.75	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.41	NA	74	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.04	24.51	2,723	3	16.20	9.36	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	8.52	NA	74	NA	12.18		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.22	NA	1,894	NA			NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	67.85	NA	1,894	NA			NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	23.39	NA	1,894	NA			NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	11.36	2.33	3,293	43	4.87	4.87	1.7819	0	10	0.000	0.000
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		100.00		115,603,610				0	5	0.000	
								Totals	-13	189	-0.630	

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

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PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering			
		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	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		9		0	2	0.000	0.000			
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2		0	2	0.000	0.000			
<b>OR Ordering</b>													
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		80.00		5		NA	0	0.000	0.000			
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	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		96.19		105		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		0.07		2,840		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		96.98		2,781		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.72		2,805		0	2	0.000	0.000			
<b>PR Provisioning</b>													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	5.67	1.50	3	2	2.52	2.30	SS	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	50.00	2	2		0.00	SS	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	33.33	25.00	3	4		36.00	SS	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	3	6		0.00	SS	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	60.00	0.00	5	6		29.66	SS	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		1				0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	12.00	87.67	1	3	0.00		SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		96.97		66				0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	16.22	0.00	746	1		36.89	SS	NA	0	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	500.00	3.03	1	66		0.00	SS	NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0		0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0		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	0		0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	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	0		0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	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	4.60	101.18		2,617				96.5795	-2	2	-0.049	-0.074
<b>Stat Score</b>													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	5	NA			NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	69.95	NA	2	NA	72.20		NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO -2W Digital -UNE/Resale	83.46	NA	5	NA	136.65		NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	57.14	NA	7	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	7	NA			NA	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	11.05	38.89	3,195	36		5.25	-4.5257	-2	5	-0.123	-0.185	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	7.02	100.00	57	1		25.77	SS	NA	0	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.64	7.29	3,195	36	16.12	2.70	5.0000	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	7.03	6.63	57	1	11.40	11.50	SS	NA	0	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	70.51	91.89	234	37		8.07	2.7348	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	64.16	0.00	2,165	1		47.96	SS	NA	0	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.33	18.92	3,300	37		5.24	-1.6164	-1	10	-0.123	-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	
								Totals	-5	81	-0.296		

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

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

Fair Point New Hampshire  
Performance Assurance Plan Report

TRUNKS

Oct-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:	100.00			1	0	5	0.000			
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000			
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			NA	NA	0	0.000			
OR-2-12-5020	% On Time Trunk ASR Reject	NA			NA	NA	0	0.000			
PR Provisioning		FP									
PR-4-07-3540	% On Time Performance - LNP only	38.49		1,473				-2	20	-0.286	
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	
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	0.00						0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	NA						NA	0	0.000	
							Totals	-2	30	-0.286	

"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		Oct-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	\$0	-	\$0
	OR-1-02 % On Time LSRC -Flow Through	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-	
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-	
	OR-1-19 % OT Resp. -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-06 %OT LSR/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
<b>PROVISIONING</b>									
3	<b>Installation Performance</b>	\$46,416	\$13,925	\$20,742	\$0	\$0	\$34,242	-	\$115,325
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802	-	1,427	-	-	-	-	
	PR-4-02 Average Delay Days - Total	17,406	13,925	6,585	-	-	-	-	
	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	-	-	3,951	-	-	-	-	
	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 Delav Davs - 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	-	-	-	-	-	34,242	-	
	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>	-	-	-	-	\$27,393	-	-	\$27,393
5	<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>	\$ 40,034	\$27,850	\$3,710	\$61,474	\$0	\$0	-	\$133,067
	MR-3-01 Missed Repair Appointments - Loop - Bus.	13,925	-	-	-	-	-	-	
	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	-	-	-	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.	8,703	-	3,710	-	-	-	-	
	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	-	-	-	40,276	-	-	-	
	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
8	<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	-	-	-	-	-	-	-	
	DI 3 01 % CLEC Billing Claims Acknowledgd w/ 2 Bus Days	-	-	-	-	-	-	-	
	BI-3-05 %CLEC Billing Claims Rsvld w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
<b>Month Total</b>		\$86,450	\$41,775	\$24,452	\$61,474	\$27,393	\$34,242	\$0	\$275,786

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

**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	100.00	2,383	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,318	0	20
					<b>22</b>

**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	0.00	1	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	93.33	15	NA	0
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	NA	1	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	64.29	66.67	112	3	28.03	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	80.00	25.00	5	8	22.80	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	7.00	2.00	77	4	5.03	13.08	SS	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	50.00	NA	2	NA		NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	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	9.01	57.14	111	7	11.16	-3.53	-2	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	63.55	NA	107	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	7.31	NA	68	NA	5.02		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	7.00	NA	100	NA			NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	80.00	NA	5	NA			NA	0
PR-4-02-3530	Average Delay Days - IOF	1.50	NA	4	NA	0.58		NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	280.00	NA	5	NA			NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	1.38	NA	2	NA	0.00		NA	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.38	8.64	9	1	2.10	21.58	SS	NA
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	27.27	50.00	11	4		26.00	SS	NA

"NA" - no activity "UD" - under development "SS" - Small Sample Total 5

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

Special Provision - UNE Ordering

Oct-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.95	642	\$ -
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
AUG-2010	90.53	338	306	AUG-2010	90.56	339	307
SEP-2010	88.56	367	325	SEP-2010	88.56	367	325
OCT-2010	83.88	242	203	OCT-2010	83.88	242	203
Overall	88.07	947	834	Overall	88.08	948	835

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
AUG-2010	78.75	447	352	AUG-2010	78.70	446	351
SEP-2010	94.19	413	389	SEP-2010	94.40	411	388
OCT-2010	99.73	376	375	OCT-2010	99.73	376	375
Overall	90.29	1,236	1,116	Overall	90.35	1,233	1,114

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
AUG-2010	96.05	304	292	AUG-2010	88.69	327	290
SEP-2010	89.06	384	342	SEP-2010	89.06	384	342
OCT-2010	85.52	359	307	OCT-2010	95.92	319	306
Overall	89.88	1,047	941	Overall	91.07	1,030	938

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	22
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	NA		0.00	31
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	0.25	1	0.41	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	1.27	279	0.89	232
		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	5.0000
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Oct-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.793	\$ 502,089	
Unbundled Network Elements - Loop	-0.378	\$ 170,446	
Resale	-0.630	\$ 104,502	
Digital Subscriber Lines	-0.296	\$ 32,432	
Trunks	-0.286	<u>\$ 14,922</u>	
<b>Mode of Entry Total</b>			<b>\$ 824,390</b>
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 115,325	
4 % On Time Performance - LNP		\$ 27,393	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 133,067	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		<u>\$ -</u>	
9 Resolution Processes		<u>\$ -</u>	
<b>Critical Measure Total</b>			<b>\$ 275,786</b>
<b>Individual Rule Payments:</b>			<b>\$ 2,016</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>\$ 1,102,192</b>

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