

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

Jan-2011

PO	Pre-Ordering	Performance		Observations			Diff.	Perf. Score	Wgt.	vqto. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC	CLEC						
PO-1-01-6020	Customer Service Record - EDI	NA	2.72			4,084	2.7226	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	6.57			1,997	6.5729	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	2.37			38	2.3684	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	7.67			9	7.6667	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-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		98.18			165		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00			214		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.25			2,425		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.08			2,292		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.97			2,416		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		76.39			288		-2	5	-0.046	-0.111	
OR-6-03-3140	% Accuracy - LSRC - Platform		2.47			566		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		95.37			259		0	5	0.000	0.000	
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	
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	59.61	13.04	411	23		10.51	4.7709	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.93	9.78	5,663	225		1.15	-4.8620	-2	20	-0.184	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.39	16.67	618	30		5.45	-1.5465	-1	10	-0.046	-0.071
PR-4-02-3100	Average Delay Days - Total - POTS	2.16	5.95	224	39	2.85	0.50	5.0000	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.49	16.67	618	30		1.30	-5.0000	-2	5	-0.046	-0.071
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	16.67	618	30		0.00	-5.0000	-2	5	-0.046	-0.071
PR-6-01-3140	% Installation Troubles within 30 days - Platform	18.89	11.68	1,080	137		3.55	2.0144	0	10	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.89	111.44			1,915		108.5459	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	162.62			410		162.6220	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	28.20	30.00	266	60		6.43	-0.4491	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.00	5.26	25	19		12.17	0.9617	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.65	20.92	266	60	12.20	1.74	-3.7190	-2	5	-0.046	-0.057
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	11.64	10.30	25	19	9.51	2.89	0.4174	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	62.63	90.48	190	21		11.13	-3.0737	-2	5	-0.046	-0.057
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.79	61.90	190	21		11.02	-2.5369	-2	5	-0.046	-0.057
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.26	19.05	190	21		5.13	-2.4741	-2	5	-0.046	-0.057
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	5.81	0.00	1,376	12		6.78	0.0275	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	1.75	0.00	57	2		9.44	SS	NA	0	NA	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	20.55	15.96	1,376	12	17.71	5.13	0.3494	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	12.32	19.30	57	2	14.04	10.10	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	84.27	87.50	1,017	8		12.92	-0.6633	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	61.85	62.50	1,017	8		17.24	-0.3730	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	15.14	12.50	1,017	8		12.72	0.3941	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.16	5.38	1,724	93		3.07	1.0688	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.98			106,411,155			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample												
									Totals	-19	217	-0.571

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

PRELIM

UNE LOOP

Jan-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC			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	2.72		4,084	2.7226	NA	0	NA	0.000			
PO-1-03-6020	Address Validation - EDI	NA	6.57		1,997	6.5729	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	2.37		38	2.3684	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	7.67		9	7.6667	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		89.52		630		-2	10	-0.156	-0.278			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		98.78		82		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.25		2,425		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		98.08		2,292		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		97.97		2,416		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.67		300		0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		2.99		1,171		0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.71		1,749		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			
PR Provisioning													
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.				
PR-4-02-3100	Average Delay Days - Total - POTS	2.16	5.95	224	39	2.85	0.50	5.0000	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.39	11.11	618	54		4.14	-0.6875	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.49	0.00	618	57		0.96	0.7295	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	618	57		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	14.49	NA	621	NA			NA	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	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA	0.000	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		26				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	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	0.000	
MR Maintenance & Repair													
Diff.													
MR-1-01-6050	Average Response Time - Create Trouble	2.89	111.44		1,915			108.5459	-2	2	-0.031	-0.054	
Stat. Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.44	37.78	1,642	90		3.17	-7.0873	-2	10	-0.156	-0.270	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.06	11.45	1,642	89	16.91	1.84	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	57.69	34.62	1,184	26		9.80	2.1420	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	13.60	19.23	1,184	26		6.80	-1.1074	-1	5	-0.039	-0.068	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.16	15.31	1,724	98		3.00	-2.0710	-2	10	-0.156	-0.270	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.52	40.00	46	5		11.63	SS	NA	0	NA	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	5.69	20.54	46	5	6.67	3.14	SS	NA	0	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample													
									Totals	-9	128	-0.539	

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

PRELIM

RESALE

Jan-2011

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	2.72		4,084	2.7226	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	6.57		1,997	6.5729	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.37		38	2.3684	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.67		9	7.6667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		97.17		106			10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		99.12		114			5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.25		2,425			5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.08		2,292			5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.97		2,416			5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		89.86		276		-2	10	-0.102	-0.182		
OR-6-03-2000	% Accuracy - LSRC		4.46		112			10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.56		277			5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		50.00		2		NA	0	NA	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
OR-2-06-2320	% OT LSR/ASRC Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	59.61	0.00	411	3	28.43	SS	NA	0	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.93	4.00	5,663	25	3.38	-0.9700	-1	20	-0.102	-0.143	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.39	22.22	618	9	9.79	-1.6837	-2	10	-0.102	-0.143	
PR-4-02-2100	Average Delay Days - Total - POTS	2.16	5.33	224	3	2.85	1.66	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.49	11.11	618	9	2.33	-3.0661	-2	5	-0.051	-0.071	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	618	9	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	18.61	0.00	1,080	49	5.68	3.8751	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.89	111.44		1,915		108.5459	-2	2	-0.020	-0.035	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	162.62		410		162.6220	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	28.20	28.57	266	21	10.20	-0.3168	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.00	0.00	25	16	12.81	1.4691	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.65	27.75	266	21	12.20	2.76	-3.3528	-2	5	-0.051	-0.088
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	11.64	14.54	25	16	9.51	3.04	-1.6054	-1	5	-0.025	-0.044
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	62.63	80.00	190	10	15.70	-1.4990	-1	5	-0.025	-0.044	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.79	70.00	190	10	15.55	-2.4805	-2	5	-0.051	-0.088	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.26	40.00	190	10	7.24	-3.5932	-2	5	-0.051	-0.088	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.81	0.00	1,376	1	23.41	SS	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	1.75	NA	57	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	20.55	19.80	1,376	1	17.71	17.71	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	12.32	NA	57	NA	14.04		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	84.27	NA	1,017	NA			NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	61.85	NA	1,017	NA			NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	15.14	NA	1,017	NA			NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.16	2.63	1,724	38	4.73	1.1344	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.98		106,411,155				5	0.000		
								Totals	-17	197	-0.579	

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

DSL

Jan-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.79		312		5.7885	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	4.17		24		4.1667	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		17			0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		3			0	2	0.000	0.000		
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		0.00		1			NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		50.00		2			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		98.55		138			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		0.25		2,425			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.08		2,292			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.97		2,416			0	2	0.000	0.000		
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale		2.00	NA	2	NA	1.41	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale		100.00	NA	1	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	3	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale		250.00	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			NA	0	0.000	0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops		NA	2.50	4	0.00	4.00	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.92		48			0	10	0.000	0.000		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops		14.49	NA	621	NA		NA	0	0.000	0.000		
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops		NA	4.08	49		49.00	SS	NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA	NA	NA			NA	0	0.000	0.000		
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA	NA	NA			NA	0	0.000	0.000		
PR-4-02-3340	Average Delay Days -Total -Line Share/Split		NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble		2.89	111.44		1,915		108.5459	-2	2	-0.058	-0.074	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale		NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale		0.00	NA	2	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale		NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		18.80	NA	2	NA	0.74	NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale		100.00	NA	2	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	2	NA		NA	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops		9.44	31.82	1,642	22	6.28	-3.2109	-2	5	-0.145	-0.185	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops		6.52	0.00	46	1	24.96	SS	NA	0	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops		19.06	13.39	1,642	20	16.91	3.80	2,4044	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops		5.69	1.45	46	1	6.67	6.74	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops		72.34	90.48	188	21	10.29	1.6057	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops		57.69	0.00	1,184	1	49.43	SS	NA	0	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops		9.15	15.00	1,726	20	6.49	-1.7676	-2	10	-0.290	-0.370	
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	-6	69	-0.493		

"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**

PRELIM TRUNKS

Jan-2011

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score	
		CLEC	FP	CLEC	FP				
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:	75.00		4		NA	0	0.000	
OR-1-13-5000	% On Time Design Layout Record	0.00		2		-1	10	-0.250	
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	96.78		1,398		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	1.00				-2	10	-0.500	
"NA" - no activity "UD" - under development "SS" - Small Sample						Totals	-3	40	-0.750

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

Fair Point New Hampshire		PRELIM							Jan-2011	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
PRE-ORDERING										
1	OSS Interface	-	-	-	-	-	-	-	\$0	
	PO-1-05 Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	-	
ORDERING										
2	% On Time Ordering Notification	-	58,020	-	-	\$27,393	\$6,848	-	\$92,262	
	OR-1-02 % On Time LSRC - Flow Through	-	58,020	-	-	-	-	-	-	
	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	-	-	-	-	27,393	-	-	-	
	OR-1-19 % OT Resp. - Req. for inbound Aug. (<=192)	-	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-	
	OR-4-16 % On Time PCN - 1 Bus. Dav	-	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	6,848	-	-	
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-	
	OR-2-06 %OT LSR/ASRC Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-	
PROVISIONING										
3	Installation Performance	\$33,652	\$0	\$9,987	\$0	\$0	\$8,560	-	\$52,199	
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W xDSL Loop	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - Line Share/Split	-	-	-	-	-	-	-	-	
	PR-4-04 Missed Appointments - Dispatch	10,444	-	4,756	-	-	-	-	-	
	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	-	5,231	-	-	-	-	-	
	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 - DSO - UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - DS1 - UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - DS3 - UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - Other - UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - UNE/Resale	-	-	-	-	-	-	-	-	
	PR-5-01 % Missed Appointment - Facilities - UNE/Resale	-	-	-	-	-	-	-	-	
	PR-5-02 % Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-	-	-	-	-	
	PR-6-01 % Installation Troubles within 30 days - UNE/Resale	-	-	-	-	-	-	-	-	
	PR-8-01 % Open Orders in Hold Status > 30 Days - UNE/Resale	-	-	-	-	-	3,424	-	-	
	PR-4-01 % Missed Appointment - FP - Total - EEL	-	-	-	-	-	5,136	-	-	
	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	
5 Hot Cut Performance										
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	\$0	
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	\$0	
	PR-6-02 % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	\$0	
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	\$0	
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	\$0	
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	\$0	
MAINTENANCE										
6	Maintenance Performance	\$ 8,703	\$64,751	\$5,707	\$63,594	\$0	\$0	-	\$142,755	
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-	
	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 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.	8,703	-	5,707	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Total	-	9,051	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports within 30 Days	-	27,850	-	-	-	-	-	-	
	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	-	-	-	42,396	-	-	-	-	
	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-4-06 % Out of Service >4 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	-	-	-	-	\$27,393	-	-	\$27,393	
8 Collocation										
	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	\$0	\$0	
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-	
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-	-	
RESOLUTION PROCESS										
9	Resolution Process	-	-	-	-	-	-	\$0	\$0	
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-	
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-	
	BI-3-04 % CLEC Billing Claims Acknwldgd w/ 2 Bus Days	-	-	-	-	-	-	-	-	
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-	
Month Total		\$42,355	\$122,771	\$15,694	\$63,594	\$54,787	\$15,409	\$0	\$314,609	

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	NA	NA	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	2	0	20
NP-2-07/8	Average Delay Days - Total	0.0	2	0	10
					30

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	3,784	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,737	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	12	-2	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	9	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP		FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	0.00	NA	1	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	52.00	0.00	25	8	20.29	2.36	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	20.00	NA	5	5.00	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	8.38	15.38	13	8	5.17	12.45	SS	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	NA	1	NA		NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	1	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	13.04	80.00	23	10	12.76	-4.20	-2	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	37.50	53.85	16	13	18.08	-1.26	-1	10
PR-4-02-3510	Average Delay Days - Total - EEL	6.00	17.14	6	7	4.00	13.21	SS	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	6.25	28.57	16	7	10.97	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	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	0.00	NA	0	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	6.90	0.00	5	3	0.00	18.51	SS	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	3.42	10.71	2	2	0.00	18.16	SS	NA
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	0.00	NA	1		1.00	SS	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	0.00	NA	1		1.00	SS	NA
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	28.57	20.00	7	5	26.45	SS	NA	0

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

Total 50

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

Special Provision - UNE Ordering

Jan-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.41	2,008	\$ -
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	-	\$ -

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
NOV-2010	94.38	338	319	NOV-2010	93.82	340	319
DEC-2010	82.24	304	250	DEC-2010	83.28	299	249
JAN-2011	76.39	288	220	JAN-2011	76.39	288	220
Overall	84.84	930	789	Overall	85.01	927	788

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
NOV-2010	98.18	440	432	NOV-2010	98.18	440	432
DEC-2010	98.84	344	340	DEC-2010	98.84	344	340
JAN-2011	96.67	300	290	JAN-2011	96.67	300	290
Overall	97.97	1,084	1,062	Overall	97.97	1,084	1,062

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
NOV-2010	95.04	242	230	NOV-2010	95.04	242	230
DEC-2010	81.30	262	213	DEC-2010	81.30	262	213
JAN-2011	84.59	344	291	JAN-2011	84.55	343	290
Overall	86.56	848	734	Overall	86.54	847	733

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 Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	26	100.00	32
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	NA		NA	
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	0.91	137	0.79	202
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

Jan-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.571	\$ 396,386	
Unbundled Network Elements - Loop	-0.539	\$ 281,434	
Resale	-0.579	\$ 90,088	
Digital Subscriber Lines	-0.493	\$ 75,674	
Trunks	-0.750	<u>\$ 39,500</u>	
Mode of Entry Total			\$ 883,081
 # CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 92,262	
3 Installation Performance		\$ 52,199	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 142,755	
7 Final Trunk Groups Blocked		\$ 27,393	
8 Collocation		<u>\$ -</u>	
9 Resolution Processes		<u>\$ -</u>	
Critical Measure Total			\$ 314,609
Individual Rule Payments:			\$ 1,209
 SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 1,198,899</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

FINAL

UNE Platform

Jan-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	vgrd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	2.72		4,084	2.7226	NA	0	NA	0.000
PO-1-03-6020	Address Validation -EDI	NA	6.57		1,997	6.5729	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	2.37		38	2.3684	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	7.67		9	7.6667	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		98.18		165		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		214		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.25		2,425		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		98.08		2,292		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		97.97		2,416		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		76.39		288		-2	5	-0.046	-0.111
OR-6-03-3140	% Accuracy - LSRC - Platform		2.47		566		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		95.37		259		0	5	0.000	0.000
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
PR Provisioning										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	59.61	13.04	411	23	10.51	4.7709	0	5	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.93	9.78	5,663	225	1.15	-4.8620	-2	20	-0.184
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.39	16.67	618	30	5.45	-1.5465	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.16	5.95	224	39	2.85	0.50	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.49	16.67	618	30	1.30	-5.0000	-2	5	-0.046
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	16.67	618	30	0.00	-5.0000	-2	5	-0.046
PR-6-01-3140	% Installation Troubles within 30 days - Platform	18.89	11.68	1,080	137	3.55	2.0144	0	10	0.000
MR maintenance & repair										
Stat. Score										
MR-1-01-6050	Average Response Time - Create Trouble	2.89	111.44		1,915		108.5459	-2	2	-0.018
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	162.62		410		162.6220	NA	0	NA
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	28.20	30.00	266	60	6.43	-0.4491	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.00	5.26	25	19	12.17	0.9617	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.65	20.92	266	60	12.20	-3.7190	-2	5	-0.046
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	11.64	10.30	25	19	9.51	2.89	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	62.63	90.48	190	21	11.13	-3.0737	-2	5	-0.046
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.79	61.90	190	21	11.02	-2.5369	-2	5	-0.046
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.26	19.05	190	21	5.13	-2.4741	-2	5	-0.046
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	5.81	0.00	1,376	12	6.78	0.0275	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	1.75	0.00	57	2	9.44	SS	NA	0	NA
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	20.55	15.96	1,376	12	17.71	5.13	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	12.32	19.30	57	2	14.04	10.10	SS	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	84.27	87.50	1,017	8	12.92	-0.6633	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	61.85	62.50	1,017	8	17.24	-0.3730	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	15.14	12.50	1,017	8	12.72	0.3941	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.16	5.38	1,724	93	3.07	1.0688	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.98		#####			0	5	0.000
								Totals		
								-18	217	-0.525

"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 FINAL
Performance Assurance Plan Report

UNE LOOP

Jan-2011

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	2.72		4,084	2.7226	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	6.57		1,997	6.5729	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				NA	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	2.37		38	2.3684	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.67		9	7.6667	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-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		89.52		630		-2	10	-0.156	-0.278		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		98.78		82		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.25		2,425		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.08		2,292		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.97		2,416		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.67		300		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		2.99		1,171		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.71		1,749		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		
PR Provisioning												
PR-4-02-3100	Average Delay Days - Total - POTS	2.16	5.95	224	39	2.85	0.50	5.0000	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.39	11.11	618	54		4.14	-0.6875	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.49	0.00	618	57		0.96	0.7295	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	618	57		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	14.49	NA	621	NA			NA	NA	0	NA	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		26			0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.89	111.44		1,915			108.5459	-2	2	-0.031	-0.054
Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.44	37.78	1,642	90		3.17	-7.0873	-2	10	-0.156	-0.270
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.06	11.45	1,642	89	16.91	1.84	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	57.69	34.62	1,184	26		9.80	2.1420	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	13.60	19.23	1,184	26		6.80	-1.1074	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.16	15.31	1,724	98		3.00	-2.0710	-2	10	-0.156	-0.270
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.52	40.00	46	5		11.63	SS	NA	0	NA	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	5.69	20.54	46	5	6.67	3.14	SS	NA	0	NA	0.000
								Totals	-8	128	-0.500	

"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

FINAL

RESALE

Jan-2011

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	2.72		4,084	2.7226	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	6.57		1,997	6.5729	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	2.37		38	2.3684	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.67		9	7.6667	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		97.17		106		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		99.12		114		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.25		2,425		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.08		2,292		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.97		2,416		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		89.86		276		-2	10	-0.102	-0.182		
OR-6-03-2000	% Accuracy - LSRC		4.46		112		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.56		277		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		50.00		2		NA	0	NA	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	59.61	0.00	411	3		28.43	SS	NA	0		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	2.93	4.00	5,663	25		3.38	-0.9700	-1	20		
PR-4-02-2100	Average Delay Days - Total - POTS	9.39	22.22	618	9		9.79	-1.6837	-2	10		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	2.16	5.33	224	3	2.85	1.66	SS	NA	15		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.49	11.11	618	9		2.33	-3.0661	-2	5		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	0.00	0.00	618	9		0.00	5.0000	0	5		
		18.61	0.00	1,080	49		5.68	3.8751	0	15		
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble		2.89	111.44		1,915		108.5459	-2	2		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)		NA	162.62		410		162.6220	NA	0		
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	28.20	28.57	266	21		10.20	-0.3168	0	10		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.00	0.00	25	16		12.81	1.4691	0	10		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.65	27.75	266	21	12.20	2.76	-3.3528	-2	5		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	11.64	14.54	25	16	9.51	3.04	-1.6054	0	5		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	62.63	80.00	190	10		15.70	-1.4990	-1	5		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.79	70.00	190	10		15.55	-2.4805	-2	5		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.26	40.00	190	10		7.24	-3.5932	-2	5		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	5.81	0.00	1,376	1		23.41	SS	NA	0		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	1.75	NA	57	NA			NA	NA	0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	20.55	19.80	1,376	1	17.71	17.71	SS	NA	0		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	12.32	NA	57	NA	14.04		NA	NA	0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	84.27	NA	1,017	NA			NA	NA	0		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	61.85	NA	1,017	NA			NA	NA	0		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	15.14	NA	1,017	NA			NA	NA	0		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.16	2.63	1,724	38		4.73	1.1344	0	10		
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.98		106,411,155				0	5		
									Totals	-16	197	-0.553

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

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DSL

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PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.79		312		5.7885	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	4.17		24		4.1667	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		17			0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		3			0	2	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		0.00		1			NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		50.00		2			NA	0	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		98.55		138			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/ASRC 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/ASRC Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.25		2,425			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.08		2,292			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.97		2,416			0	2	0.000	0.000	
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.00	NA	2	NA	1.41		NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	NA	1	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	3	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	250.00	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	2.50	4	0.00	4.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.92		48				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	14.49	NA	621	NA			NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	4.08		49		49.00	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
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.89	111.44		1,915							
Stat Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	18.80	NA	2	NA	0.74		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	NA	2	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	2	NA			NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	9.44	31.82	1,642	22		6.28	-3.2109	-2	5	-0.145	-0.185
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.52	0.00	46	1		24.96	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	19.06	13.39	1,642	20	16.91	3.80	2.4044	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5.69	1.45	46	1	6.67	6.74	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	72.34	90.48	188	21		10.29	1.6057	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	57.69	0.00	1,184	1		49.43	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.15	15.00	1,726	20		6.49	-1.7676	-2	10	-0.290	-0.370
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals		-6	69	-0.493

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**

FINAL

TRUNKS

Jan-2011

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score		
		CLEC	FP	FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:	75.00			4	NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	0.00			2	-1	10	-0.250		
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	96.78		1,398			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	1.00					-2	10	-0.500	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-3	40	-0.750

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

Fair Point New Hampshire		FINAL						Jan-2011		
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
PRE-ORDERING										
1	OSS Interface	-	-	-	-	-	-	-	\$0	
PO-1-06	Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	-	
PO-1-06	Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	-	
PO-1-06	Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	-	
PO-2-02	OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	-	
PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	-	
PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	-	
PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	-	
ORDERING										
2	% On Time Ordering Notification	-	58,020	-	-	\$27,393	\$6,848	-	\$92,262	
OR-1-02	% On Time LSRG - Flow Through	-	58,020	-	-	-	-	-	-	
OR-1-04	%OT LSRG - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-	
OR-1-04	%OT LSRG - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	-	
OR-1-04	%OT LSRG - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-	
OR-1-12	% On Time FOC	-	-	-	-	-	-	-	-	
OR-1-13	% On Time Design Layout Record	-	-	-	-	27,393	-	-	-	
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 LSRG - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	6,848	-	-	
OR-1-06	%OT LSRG/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-	
OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-	
PROVISIONING										
3	Installation Performance	\$23,208	\$0	\$9,987	\$0	\$0	\$8,560	-	\$41,756	
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - 2W xDSL Loop	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - Line Share/Split	-	-	-	-	-	-	-	-	
PR-4-04	Missed Appointments - Dispatch	-	-	4,756	-	-	-	-	-	
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	-	5,231	-	-	-	-	-	
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	-	-	-	-	-	3,424	-	-	
PR-4-01	% Missed Appointment - FP - Total - EEL	-	-	-	-	-	5,136	-	-	
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	Hot Cut Performance	-	-	-	-	-	-	-	\$0	
PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-	
PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-	
PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-	
PR-9-01	% On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-	
PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-	
PR-9-01	% On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-	
MAINTENANCE										
6	Maintenance Performance	\$ 8,703	\$55,700	\$5,707	\$63,594	\$0	\$0	-	\$133,703	
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-	
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.	8,703	-	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	-	27,850	-	-	-	-	-	-	
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	-	-	-	42,396	-	-	-	-	
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-4-06	% 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	-	-	-	-	\$27,393	-	-	\$27,393	
Collocation										
8	Collocation	-	-	-	-	-	-	\$0	\$0	
NP-2-01/2	% OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-	
NP-2-05/6	% On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-	
NP-2-07/8	Average Delay Days - Total	-	-	-	-	-	-	-	-	
RESOLUTION PROCESS										
9	Resolution Process	-	-	-	-	-	-	\$0	\$0	
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-	
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-	
BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-	
BI-3-05	% CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-	
Month Total		\$31,911	\$113,720	\$15,694	\$63,594	\$54,787	\$15,409	\$0	\$295,114	

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	NA	NA	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	2	0	20
NP-2-07/8	Average Delay Days - Total	0.0	2	0	10
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business D	100.00	3,784	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,737	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	12	-2	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	9	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	0.00	NA	1	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	52.00	0.00	25	8	20.29	2.36	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	20.00	NA	5	5.00	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	8.38	15.38	13	8	5.17	12.45	SS	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	NA	1	NA		NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	1	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	13.04	80.00	23	10	12.76	-4.20	-2	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	37.50	53.85	16	13	18.08	-1.26	-1	10
PR-4-02-3510	Average Delay Days - Total - EEL	6.00	17.14	6	7	4.00	13.21	SS	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	6.25	28.57	16	7	10.97	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	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	0.00	NA	0	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	6.90	0.00	5	3	0.00	18.51	SS	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	3.42	10.71	2	2	0.00	18.16	SS	NA
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	0.00	NA	1		1.00	SS	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	0.00	NA	1		1.00	SS	NA
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	28.57	20.00	7	5	26.45	SS	NA	0

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

Total 50

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

Special Provision - UNE Ordering

Jan-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.41	2,008	\$ -
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	-	\$ -

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
NOV-2010	94.38	338	319	NOV-2010	93.82	340	319
DEC-2010	82.24	304	250	DEC-2010	83.28	299	249
JAN-2011	76.39	288	220	JAN-2011	76.39	288	220
Overall	84.84	930	789	Overall	85.01	927	788

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
NOV-2010	98.18	440	432	NOV-2010	98.18	440	432
DEC-2010	98.84	344	340	DEC-2010	98.84	344	340
JAN-2011	96.67	300	290	JAN-2011	96.67	300	290
Overall	97.97	1,084	1,062	Overall	97.97	1,084	1,062

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
NOV-2010	95.04	242	230	NOV-2010	95.04	242	230
DEC-2010	81.30	262	213	DEC-2010	81.30	262	213
JAN-2011	84.59	344	291	JAN-2011	84.55	343	290
Overall	86.56	848	734	Overall	86.54	847	733

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 Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	26	100.00	32
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	NA		NA	
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	0.91	137	0.79	202
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

Jan-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.525	\$ 354,105	
Unbundled Network Elements - Loop	-0.500	\$ 249,723	
Resale	-0.553	\$ 85,283	
Digital Subscriber Lines	-0.493	\$ 75,674	
Trunks	-0.750	<u>\$ 39,500</u>	
Mode of Entry Total			\$ 804,285
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 92,262	
3 Installation Performance		\$ 41,756	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 133,703	
7 Final Trunk Groups Blocked		\$ 27,393	
8 Collocation		<u>\$ -</u>	
9 Resolution Processes		<u>\$ -</u>	
Critical Measure Total			\$ 295,114
Individual Rule Payments:			\$ 1,209
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 1,100,608</u>

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