

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

UNE Platform

Apr-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	2.76		3,446	2.7574	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	6.79		2,490	6.7851	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.23		57	5.2281	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.77		13	3.7692	0	2	0.000	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		96.20		184		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.48		194		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.04		2,532		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.85		2,375		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,529		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		89.06		265		-2	5	-0.044	-0.106		
OR-6-03-3140	% Accuracy - LSRC - Platform		1.97		458		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		99.08		217		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		14		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.75	8.33	502	12	14.12	-4.2972	-2	5	-0.044	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.52	4.85	5,826	206	1.11	-2.0949	-2	20	-0.178	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	4.95	0.00	687	18	5.18	0.2373	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.08	2.00	181	18	5.33	-0.3311	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.02	0.00	687	19	2.34	0.9364	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.15	0.00	687	19	0.89	1.9282	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	17.76	15.56	1,498	90	4.15	0.3660	0	10	0.000	0.000	
MR maintenance & repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.38	118.52		2,337		116.1431	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.85		630		133.8460	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.15	9.64	395	83	3.95	0.4334	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	3.03	0.00	66	12	5.38	0.5659	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.92	14.92	395	92	17.98	2.08	-0.7868	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	6.46	3.21	66	12	14.92	4.68	0.7248	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	52.31	62.50	260	32		9.36	-1.2822	-1	5	-0.022	-0.029
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	26.92	40.63	260	32		8.31	-1.7884	-2	5	-0.044	-0.057
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	3.85	2.86	260	35		3.46	0.2977	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	3.36	3.13	1,935	32		3.21	0.5479	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	2.38	0.00	126	2		10.87	SS	NA	0	NA	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	17.17	15.13	1,935	30	14.12	2.60	5.0000	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	8.15	1.04	126	2	13.23	9.43	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	79.71	66.67	1,311	12		11.66	0.7871	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	53.09	41.67	1,311	12		14.47	0.5002	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	5.72	14.29	1,311	14		6.24	-1.7147	-2	5	-0.044	-0.057
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.86	10.24	2,522	127		2.83	0.0411	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.53		196,438,854				0	5	0.000	
								Totals	-13	225	-0.396	

"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 PRELIM
Performance Assurance Plan Report**

UNE LOOP

Apr-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000	
PO-1-01-6020	Customer Service Record - EDI	NA	2.76		3,446		2.7574	0	2	0.000	
PO-1-03-6020	Address Validation - EDI	NA	6.79		2,490		6.7851	NA	0	NA	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA			NA	0	NA	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.23		57		5.2281	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.77		13		3.7692	0	2	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	
OR Ordering								Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		99.82		562			0	10	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		99.03		103			0	5	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.04		2,532			0	2	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		97.85		2,375			0	2	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,529			0	2	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.12		309			0	5	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		1.81		1,159			0	5	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.98		1,634			0	5	0.000	
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA			NA	0	NA	
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		NA		NA			NA	0	NA	
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA			NA	0	NA	
PR Provisioning								Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	2.08	2.00	181	18	5.33	1.32	-0.3311	0	5	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	4.95	5.80	687	69		2.74	-0.6424	0	20	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.02	1.30	687	77		1.21	-0.8829	-1	5	-0.035
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.15	0.00	687	77		0.46	1.2771	0	5	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	13.33	0.00	818	153		2.99	5.0000	0	10	0.000
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA				NA	0	NA
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		12				0	10	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA
MR Maintenance & Repair								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	2.38	118.52		2,337			#####	-2	2	-0.028
								Stat. Score			
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	4.85	6.56	2,330	122		2.00	-1.0617	-1	10	-0.069
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	16.04	7.50	2,330	118	14.35	1.35	5.0000	0	5	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	48.45	13.73	1,550	51		7.11	5.0000	0	5	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	5.16	3.92	1,550	51		3.15	0.0226	0	5	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.86	3.31	2,522	121		2.90	2.7812	0	10	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	3.03	66.67	66	3		10.12	SS	NA	0	NA
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	5.33	6.03	66	3	15.27	9.02	SS	NA	0	NA
								Totals			
								-4 144 -0.132			

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

Apr-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	2.76		3,446	2.7574	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	6.79		2,490	6.7851	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.23		57	5.2281	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.77		13	3.7692	0	2	0.000	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		97.56		164		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		98.16		163		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.04		2,532		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.85		2,375		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,529		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		92.73		289		-1	10	-0.045	-0.085		
OR-6-03-2000	% Accuracy - LSRC		2.42		165		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.28		349		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		7		0	2	0.000	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		
PR Provisioning												
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	62.75	8.33	502	12		14.12	-4.2972	-2	5	-0.045	-0.067
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.52	4.84	5,826	62		2.00	-1.4575	-1	20	-0.090	-0.133
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	4.95	0.00	687	11		6.59	0.1891	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.08	1.17	181	6	5.33	2.21	0.8295	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.02	0.00	687	11		3.05	1.2499	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.15	0.00	687	11		1.16	2.1505	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	17.96	17.14	1,498	35		6.56	0.1442	0	15	0.000	0.000
MR Maintenance & Repair												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	2.38	118.52		2,337			116.1431	-2	2	-0.018	-0.030
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.85		630			133.8460	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.15	10.53	395	19		7.67	0.2313	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	3.03	0.00	66	5		7.95	SS	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.92	11.46	395	20	17.98	4.12	-0.0216	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	6.46	1.67	66	5	14.92	6.92	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	52.31	16.67	260	6		20.62	1.3204	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	26.92	16.67	260	6		18.32	0.0180	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	3.85	14.29	260	7		7.37	-1.8956	-2	5	-0.045	-0.075
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	3.36	0.00	1,935	3		10.41	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	2.38	NA	126	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	17.17	21.20	1,935	3	14.12	8.16	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	8.15	NA	126	NA	13.23		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	79.71	100.00	1,311	1		40.23	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	53.09	100.00	1,311	1		49.92	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	5.72	0.00	1,311	1		23.23	SS	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.86	7.41	2,522	27		6.02	0.1833	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.53		196,438,854				0	5	0.000	
								Totals	-8	222	-0.243	

"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

DSL

Apr-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	6.89		533	6.8893	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	3.48		21	3.4762	0	5	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		13		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		100.00		10		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		3		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		95.65		115		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		0.04		2,532		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.85		2,375		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,529		0	2	0.000	0.000		
PR Provisioning												
		FP	CLEC	FP	CLEC		Stat Score					
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.38	1.00	8	1	1.06	1.12	SS	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	50.00	NA	2		2.00	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	88.89	0.00	9	3		20.95	SS	0	2	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	0.00	NA	4		4.00	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	55.56	0.00	9	5		27.72	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		90.91		77				-1	10	-0.087	-0.098
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	35.00	1.38	1	8	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.37		76				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	13.33	0.00	818	104		3.54	4.7769	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	3.70	1	81		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
MR Maintenance & Repair												
		FP	CLEC	FP	CLEC		Diff.	Perf. Score	Wgt	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	2.38	118.52		2,337		#####	-2	2	-0.035	-0.061	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	1	3		0.00	SS	0	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	0.00	2	1		0.00	SS	0	2	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	21.85	38.22	1	3	0.00		SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	0.24	5.38	2	1	0.02	0.03	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	75.00	3	4		0.00	SS	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	0.00	3	4		0.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	4.85	4.55	2,330	44		3.27	0.3587	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	3.03	20.00	66	5		7.95	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	16.04	5.56	2,330	44	14.35	2.18	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5.33	10.80	66	5	15.27	7.08	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	83.15	93.88	273	49		5.81	1.8042	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	48.45	NA	1,550	NA			NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.86	13.46	2,523	52		4.36	-0.8404	-1	10	-0.087	-0.152
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	-4	115	-0.209	

"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

Apr-2011

OR	Ordering	Performance		Observations		Perf.				
		CLEC		FP	CLEC	Score	Wgt.	Wgt. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			15	0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	58.33			12	-2	10	-0.571		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			NA	NA	0	0.000		
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA	NA	0	0.000		
PR Provisioning				FP						
PR-4-07-3540	% On Time Performance - LNP only	97.46			1,340	0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	NA			NA	NA	0	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	NA	NA	NA	NA	NA	0	0.000		
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA	NA	0	0.000		
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA	NA	0	0.000		
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	NA	NA	NA	NA	0	0.000		
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	NA	0	0.000
NP Network Performance										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	NA					NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	NA					NA	0	0.000	
						Totals	-2	35	-0.571	

"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		PRELIM					Apr-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	-	-	-	-	\$18,262	\$0		\$18,262
	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					18,262			
	OR-1-19 % OT Resp. -Req. for Inbound Aug. (<=192)								
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl								
	OR-2-04 %OT LSR Rej - No Facility Check - 2W xDSL Loops								
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Split								
	OR-4-16 % On Time PCN - 1 Bus. Day								
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl								
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl								
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale								
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale								
PROVISIONING									
3	Installation Performance	\$29,010	\$0	\$9,658	\$0	\$0	\$0		\$38,668
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802		2,195					
	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								
	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		7,463					
	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								
	PR-4-01 % Missed Appointment - FP - Total - EEL								
	PR-4-02 Average Delay Days - Total - EEL								
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL								
	PR-4-01 % Missed Appointment - FP - Total - IOF								
	PR-4-02 Average Delay Days - IOF								
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF								
4	PR-4-07 % On Time Performance - LNP					\$0			\$0
MAINTENANCE									
5	Hot Cut Performance								\$0
	PR-6-02 % 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								
6	Maintenance Performance	\$ 8,703	\$16,710	\$3,567	\$17,665	\$0	\$5,992		\$52,637
	MR-3-01 Missed Repair Appointments - Loop - Bus.								
	MR-3-01 Missed Repair Appointments - Loop - Res.								
	MR-3-01 Missed Repair Appointments - Loop		16,710						
	MR-3-01 % Missed Repr Appt -Loop-2W Digtl-UNE/Resale								
	MR-3-01 % Missed Repr Appt -Loop -2W xDSL Loops								
	MR-3-01 % Missed Repair 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.			3,567					
	MR-4-08 Out of Service >24Hrs. - Res.	8,703							
	MR-4-08 Out of Service >24Hrs. - Total								
	MR-5-01 % Repeat Reports within 30 Days								
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 Days -2W xDSL Loops				17,665				
	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						2,853		
	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						3,139		
NETWORK PERFORMANCE									
7	NP-1-04 Final Trunk Groups Blocked					\$0			\$0
8	Collocation							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total								
	NP-2-05/6 % On Time - Physical Collocation - Total								
	NP-2-07/8 Average Delay Days - Total								
RESOLUTION PROCESS									
9	Resolution Process							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04 % CLEC Billing Claims Acknwldgd w/ 2 Bus Days								
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
Month Total		\$37,713	\$16,710	\$13,225	\$17,665	\$18,262	\$5,992	\$0	\$109,567

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	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business [100.00	3,444	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days afte	100.00	4,201	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	100.00	4	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	96.08	51	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/Resa	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	NA	1	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	35.38	7.29	65	96	7.68	4.28	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	0.00	1	2	0.00	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	8.28	3.43	25	7	10.21	11.78	1.27
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	NA	NA		NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	NA	NA		NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	28	70	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	20.90	5.10	67	98	6.44	2.86	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	35.38	NA	65	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	7.35	NA	23	NA	8.89		NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	21.54	0.00	65	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	1	NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	3.00	NA	1	NA	0.00		NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA		NA	NA

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	7.61	8.56	24	2	7.03	19.52	SS	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.97	11.32	70	72	3.91	4.27	-2.45	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	66.67	NA	3	NA			NA	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	3	NA			NA	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	50.00	NA	2	NA			NA	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA			NA	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	12.77	16.67	94	72	5.23	-0.93	-1	
								Total	60

"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.

Special Provision - UNE Ordering

Apr-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.11	1,851	\$ -
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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2011	86.60	388	336	FEB-2011	87.96	382	336
MAR-2011	92.88	351	326	MAR-2011	90.56	360	326
APR-2011	89.06	265	236	APR-2011	89.06	265	236
Overall	89.44	1,004	898	Overall	89.18	1,007	898

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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2011	99.15	235	233	FEB-2011	99.15	235	233
MAR-2011	95.56	315	301	MAR-2011	95.86	314	301
APR-2011	96.12	309	297	APR-2011	96.12	309	297
Overall	96.74	859	831	Overall	96.85	858	831

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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2011	85.14	296	252	FEB-2011	85.14	296	252
MAR-2011	97.91	239	234	MAR-2011	97.91	239	234
APR-2011	96.31	244	235	APR-2011	96.31	244	235
Overall	92.55	779	721	Overall	92.55	779	721

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	12	100.00	13
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-FP	17.03	237	15.17	222
		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)	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		\$ -
--	----	--	------

	% Test Deck Wgt. Failure	Test Deck Wgt.	Mrkt Adj.
PO-6-01-6000 % Software Validation	R3	R3	\$ -

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Apr-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.396	\$ 227,261	
Unbundled Network Elements - Loop	-0.132	\$ -	
Resale	-0.243	\$ -	
Digital Subscriber Lines	-0.209	\$ -	
Trunks	-0.571	<u>\$ 28,967</u>	
Mode of Entry Total			\$ 256,228
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 18,262	
3 Installation Performance		\$ 38,668	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 52,637	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		<u>\$ -</u>	
9 Resolution Processes		<u>\$ -</u>	
Critical Measure Total			\$ 109,567
Individual Rule Payments:			\$ 110
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 365,905</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

Apr-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	2.76		3,446	2.7574	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	6.79		2,490	6.7851	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.23		57	5.2281	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.77		13	3.7692	0	2	0.000	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		96.20		184		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		99.48		194		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.04		2,532		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.85		2,375		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,529		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		89.06		265		-2	5	-0.044	-0.106		
OR-6-03-3140	% Accuracy - LSRC - Platform		1.97		458		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		99.08		217		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		14		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.75	8.33	502	12	14.12	-4.2972	-2	5	-0.044	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.52	4.85	5,826	206	1.11	-2.0949	-2	20	-0.178	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	4.95	0.00	687	18	5.18	0.2373	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.08	2.00	181	18	5.33	1.32	-0.3311	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.02	0.00	687	19	2.34	0.9364	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.15	0.00	687	19	0.89	1.9282	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	17.76	15.56	1,498	90	4.15	0.3660	0	10	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.38	118.52		2,337		116.1431	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.85		630		133.8460	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.15	9.64	395	83	3.95	0.4334	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	3.03	0.00	66	12	5.38	0.5659	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.92	14.92	395	92	17.98	2.08	-0.7868	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	6.46	3.21	66	12	14.92	4.68	0.7248	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	52.31	62.50	260	32	9.36	-1.2822	-1	5	-0.022	-0.029	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	26.92	40.63	260	32	8.31	-1.7884	-2	5	-0.044	-0.057	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	3.85	2.86	260	35	3.46	0.2977	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	3.36	3.13	1,935	32	3.21	0.5479	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	2.38	0.00	126	2	10.87	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	17.17	15.13	1,935	30	14.12	2.60	5.0000	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	8.15	1.04	126	2	13.23	9.43	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	79.71	66.67	1,311	12	11.66	0.7871	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	53.09	41.67	1,311	12	14.47	0.5002	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	5.72	14.29	1,311	14	6.24	-1.7147	-2	5	-0.044	-0.057	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.86	10.24	2,522	127	2.83	0.0411	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.53		196,438,854			0	5	0.000		
								Totals	-13	225	-0.396	

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

Apr-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. 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	2.76		3,446	2.7574	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	6.79		2,490	6.7851	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.23		57	5.2281	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.77		13	3.7692	0	2	0.000	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		99.82		562		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		99.03		103		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.04		2,532		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.85		2,375		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,529		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.12		309		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		1.81		1,159		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.98		1,634		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	2.08	2.00	181	18	5.33	1.32	-0.3311	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	4.95	5.80	687	69		2.74	-0.6424	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.02	1.30	687	77		1.21	-0.8829	-1	5	-0.035	-0.045
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.15	0.00	687	77		0.46	1.2771	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	13.33	0.00	818	153		2.99	5.0000	0	10	0.000	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		12				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.38	118.52		2,337			#####	-2	2	-0.028	-0.054
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	4.85	6.56	2,330	122		2.00	-1.0617	-1	10	-0.069	-0.135
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	16.04	7.50	2,330	118	14.35	1.35	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	48.45	13.73	1,550	51		7.11	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	5.16	3.92	1,550	51		3.15	0.0226	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.86	3.31	2,522	121		2.90	2.7812	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	3.03	66.67	66	3		10.12	SS	NA	0	NA	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	5.33	6.03	66	3	15.27	9.02	SS	NA	0	NA	0.000
								Totals	-4	144	-0.132	

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

Apr-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	2.76		3,446	2.7574	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	6.79		2,490	6.7851	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	5.23		57	5.2281	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.77		13	3.7692	0	2	0.000	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		97.56		164		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		98.16		163		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.04		2,532		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.85		2,375		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,529		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		92.73		289		-1	10	-0.045	-0.085		
OR-6-03-2000	% Accuracy - LSRC		2.42		165		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.28		349		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		7		0	2	0.000	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		
PR Provisioning												
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	62.75	8.33	502	12		14.12	-4.2972	-2	5	-0.045	-0.067
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.52	4.84	5,826	62		2.00	-1.4575	-1	20	-0.090	-0.133
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	4.95	0.00	687	11		6.59	0.1891	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.08	1.17	181	6	5.33	2.21	0.8295	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.02	0.00	687	11		3.05	1.2499	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.15	0.00	687	11		1.16	2.1505	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	17.96	17.14	1,498	35		6.56	0.1442	0	15	0.000	0.000
MR Maintenance & Repair												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	2.38	118.52		2,337			116.1431	-2	2	-0.018	-0.030
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	133.85		630			133.8460	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.15	10.53	395	19		7.67	0.2313	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	3.03	0.00	66	5		7.95	SS	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.92	11.46	395	20	17.98	4.12	-0.0216	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	6.46	1.67	66	5	14.92	6.92	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	52.31	16.67	260	6		20.62	1.3204	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	26.92	16.67	260	6		18.32	0.0180	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	3.85	14.29	260	7		7.37	-1.8956	-2	5	-0.045	-0.075
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	3.36	0.00	1,935	3		10.41	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	2.38	NA	126	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	17.17	21.20	1,935	3	14.12	8.16	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	8.15	NA	126	NA	13.23		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	79.71	100.00	1,311	1		40.23	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	53.09	100.00	1,311	1		49.92	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	5.72	0.00	1,311	1		23.23	SS	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.86	7.41	2,522	27		6.02	0.1833	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.53		196,438,854				0	5	0.000	
								Totals	-8	222	-0.243	

"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

DSL

Apr-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	6.89		533		6.8893	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	3.48		21		3.4762	0	5	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		13			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		100.00		10			0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		3			0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		95.65		115			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		0.04		2,532			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		97.85		2,375			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.14		2,529			0	2	0.000	0.000		
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.38	1.00	8	1	1.06	1.12	SS	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	50.00	NA	2		2.00	SS	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	88.89	0.00	9	3		20.95	SS	0	2	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	0.00	NA	4		4.00	SS	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	55.56	0.00	9	5		27.72	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		90.91		77			-1	10	-0.087	-0.098		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	35.00	1.38	1	8	0.00		SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.37		76				0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	13.33	0.00	818	104		3.54	4.7769	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	3.70	1	81		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-4-03-3340	% 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	2.38	118.52		2,337			#####	-2	2	-0.035	-0.061	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	1	3		0.00	SS	0	2	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	0.00	2	1		0.00	SS	0	2	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	21.85	38.22	1	3	0.00		SS	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	0.24	5.38	2	1	0.02	0.03	SS	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	75.00	3	4		0.00	SS	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	0.00	3	4		0.00	SS	0	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	4.85	4.55	2,330	44		3.27	0.3587	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	3.03	20.00	66	5		7.95	SS	NA	0	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	16.04	5.56	2,330	44	14.35	2.18	5.0000	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	5.33	10.80	66	5	15.27	7.08	SS	NA	0	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	83.15	93.88	273	49		5.81	1.8042	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	48.45	NA	1,550	NA			NA	NA	0	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.86	13.46	2,523	52		4.36	-0.8404	-1	10	-0.087	-0.152	
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	-4	115	-0.209	

"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

TRUNKS

Apr-2011

OR	Ordering	Performance		Observations		Perf.			
		CLEC		FP	CLEC	Score	Wgt.	Wgt. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			15	0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record	58.33			12	-2	10	-0.571	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			NA	NA	0	0.000	
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA	NA	0	0.000	
PR Provisioning				FP					
PR-4-07-3540	% On Time Performance - LNP only	97.46			1,340	0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks	NA			NA	NA	0	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA	NA	NA	NA	NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA	NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA	NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	NA	NA	NA	NA	0	0.000	
MR Maintenance & Repair									
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	0	0.000
NP Network Performance									
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	NA				NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	NA				NA	0	0.000	
						Totals	-2	35	-0.571

"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					Apr-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	-	-	-	-	\$18,262	\$0		\$18,262
	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					18,262			
	OR-1-19 % OT Resp. -Req. for Inbound Aug. (<=192)								
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl								
	OR-2-04 %OT LSR Rej - No Facility Check - 2W xDSL Loops								
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Split								
	OR-4-16 % On Time PCN - 1 Bus. Day								
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl								
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl								
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale								
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale								
PROVISIONING									
3	Installation Performance	\$29,010	\$0	\$9,658	\$0	\$0	\$0		\$38,668
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802		2,195					
	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								
	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		7,463					
	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								
	PR-4-01 % Missed Appointment - FP - Total - EEL								
	PR-4-02 Average Delay Days - Total - EEL								
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL								
	PR-4-01 % Missed Appointment - FP - Total - IOF								
	PR-4-02 Average Delay Days - IOF								
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF								
4	PR-4-07 % On Time Performance - LNP					\$0			\$0
MAINTENANCE									
5	Hot Cut Performance								\$0
	PR-6-02 % 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								
6	Maintenance Performance	\$ 8,703	\$16,710	\$3,567	\$17,665	\$0	\$5,992		\$52,637
	MR-3-01 Missed Repair Appointments - Loop - Bus.								
	MR-3-01 Missed Repair Appointments - Loop - Res.								
	MR-3-01 Missed Repair Appointments - Loop		16,710						
	MR-3-01 % Missed Repr Appt -Loop-2W Digtl-UNE/Resale								
	MR-3-01 % Missed Repr Appt -Loop -2W xDSL Loops								
	MR-3-01 % Missed Repair Appointment -Loop -Line Share/Split								
	MR-3-02 % Missed Repair Appointment -CO -2W xDSL Loops								
	MR-4-03 Mean Time To Repair -CO -2W xDSL Loops								
	MR-4-04 % Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale								
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W xDSL Loops								
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -Line Share/Split								
	MR-4-08 Out of Service >24Hrs. - Bus.			3,567					
	MR-4-08 Out of Service >24Hrs. - Res.	8,703							
	MR-4-08 Out of Service >24Hrs. - Total								
	MR-5-01 % Repeat Reports within 30 Days								
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale								
	MR-5-01 % Repeat Reports w/in 30 Days -2W xDSL Loops				17,665				
	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						2,853		
	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						3,139		
NETWORK PERFORMANCE									
7	NP-1-04 Final Trunk Groups Blocked					\$0			\$0
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 Acknwldgd w/ 2 Bus Days								
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
Month Total		\$37,713	\$16,710	\$13,225	\$17,665	\$18,262	\$5,992	\$0	\$109,567

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	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business	100.00	3,444	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days aft	100.00	4,201	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/F	100.00	4	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/I	96.08	51	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 -DSO -UNE/Resale	100.00	NA	1	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	35.38	7.29	65	96	7.68	4.28	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	100.00	0.00	1	2	0.00	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	8.28	3.43	25	7	10.21	11.78	1.27
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	NA	NA		NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	NA	NA		NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	28	70	0.00	5.00	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	20.90	5.10	67	98	6.44	2.86	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	35.38	NA	65	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	7.35	NA	23	NA	8.89	NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	21.54	0.00	65	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	100.00	NA	1	NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	3.00	NA	1	NA	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA		NA	NA

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	7.61	8.56	24	2	7.03	19.52	SS	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.97	11.32	70	72	3.91	4.27	-2.45	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	66.67	NA	3	NA		NA	NA	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	3	NA		NA	NA	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	50.00	NA	2	NA		NA	NA	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA		NA	NA	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	12.77	16.67	94	72	5.23	-0.93	-1	
								Total	60

"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.

Special Provision - UNE Ordering

Apr-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.11	1,851	\$ -
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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2011	86.60	388	336	FEB-2011	87.96	382	336
MAR-2011	92.88	351	326	MAR-2011	90.56	360	326
APR-2011	89.06	265	236	APR-2011	89.06	265	236
Overall	89.44	1,004	898	Overall	89.18	1,007	898

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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2011	99.15	235	233	FEB-2011	99.15	235	233
MAR-2011	95.56	315	301	MAR-2011	95.86	314	301
APR-2011	96.12	309	297	APR-2011	96.12	309	297
Overall	96.74	859	831	Overall	96.85	858	831

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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
FEB-2011	85.14	296	252	FEB-2011	85.14	296	252
MAR-2011	97.91	239	234	MAR-2011	97.91	239	234
APR-2011	96.31	244	235	APR-2011	96.31	244	235
Overall	92.55	779	721	Overall	92.55	779	721

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	12	100.00	13
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-FP	17.03	237	15.17	222
		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)	NA		\$ -

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Apr-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>
MODE OF ENTRY		
Unbundled Network Elements - Platform	-0.396	\$ 227,261
Unbundled Network Elements - Loop	-0.132	\$ -
Resale	-0.243	\$ -
Digital Subscriber Lines	-0.209	\$ -
Trunks	-0.571	\$ <u>28,967</u>
Mode of Entry Total		\$ 256,228
# CRITICAL MEASURES		
1 OSS Interface		\$ -
2 % On Time Ordering Notification		\$ 18,262
3 Installation Performance		\$ 38,668
4 % On Time Performance - LNP		\$ -
5 Hot Cut Performance		\$ -
6 Maintenance Performance		\$ 52,637
7 Final Trunk Groups Blocked		\$ -
8 Collocation		\$ -
9 Resolution Processes		\$ <u>-</u>
Critical Measure Total		\$ 109,567
Individual Rule Payments:		\$ 110
SPECIAL PROVISIONS		
UNE Ordering		\$ -
UNE Flow Through		\$ -
UNE Hot Cut Loop		\$ -
Special Provision Total		\$ -
CHANGE CONTROL		\$ -
Grand Total		\$ <u>365,905</u>

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