

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM

UNE Platform

Aug-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.76		3,920	2,7610	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.66		2,568	8,6554	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	2.32		73	2,3151	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.50		12	7,5000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		95.33		150		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		97.06		238		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		2,253		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,239		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.40		2,246		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		80.07		271		-2	5	-0.045	-0.106		
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		304		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		98.57		140		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		30		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
<b>PR Provisioning</b>												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	61.85	25.00	540	40	7.96	-4.7417	-2	5	-0.045	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.73	1.99	4,248	151	1.35	0.2259	0	20	0.000	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	15.44	14.29	777	35	6.24	0.1049	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.03	3.36	236	11	2.99	0.92	-0.9895	-1	15	-0.067	-0.107
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.03	2.86	777	35	1.74	-1.6097	-1	5	-0.022	-0.036	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	777	35	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.02	3.53	1,645	170	2.19	2.0864	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.92		4,197		13.2495	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	109.69		1,091		109.6911	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.09	11.34	637	97	3.55	0.0117	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	3.77	7.69	53	13	5.90	-1.3012	-1	10	-0.045	-0.057	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.83	11.42	637	97	14.73	1.61	0.2752	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	5.68	5.10	53	13	6.36	1.97	-0.0216	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	50.79	72.73	441	33	9.02	-2.6658	-2	5	-0.045	-0.057	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	29.25	45.45	441	33	8.21	-2.0917	-2	5	-0.045	-0.057	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.76	12.12	441	33	3.84	-1.9910	-2	5	-0.045	-0.057	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	6.34	0.00	3,659	56	3.28	1.9386	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.54	50.00	153	2	17.59	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	22.49	16.10	3,659	56	23.25	3.13	2.2668	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	14.28	22.86	153	2	35.15	25.02	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.26	93.75	2,639	16	8.89	-1.4180	-1	5	-0.022	-0.029	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.36	56.25	2,639	16	12.08	0.3472	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	17.85	6.25	2,639	16	9.60	0.8643	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.60	6.55	4,502	168	2.31	1.2078	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.95		132,093,721			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample												
Totals								-16	223	-0.399		

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

Aug-2011

PO	Pre-Ordering	Performance		Observations	CLEC	Diff.	Perf. Score	Wgt.	Perf. Score	Wgtd. Score	Domain Clustering Review		
		FP	CLEC										
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.76		3,920		2.7610	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.66		2,568		8.6554	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	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.32		73		2.3151	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.50		12		7.5000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
<b>OR Ordering</b>													
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.00		550			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		118			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		2,253			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,239			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.40		2,246			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.41		390			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		192			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		98.76		1,536			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			0	0	NA	0.000		
<b>PR Provisioning</b>													
PR-4-02-3100	Average Delay Days - Total - POTS	2.03	3.36	236	11	2.99	0.92	-0.9895	-1	5	-0.030	-0.038	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	15.44	6.00	777	50		5.27	1.7106	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.03	0.00	777	51		1.46	0.2534	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	777	52		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	5.89	0.00	934	108		2.39	2.8702	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		159				0	10	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	
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		55				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.92		4,197			13.2495	-2	2	-0.024	-0.038	
Stat. Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.19	6.62	4,296	136		2.25	0.0414	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	20.70	7.44	4,296	136	21.74	1.89	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	58.63	8.33	3,029	36		8.26	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.01	5.56	3,029	36		6.15	1.5662	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.60	8.78	4,502	148		2.46	0.1531	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	1.89	28.57	53	7		5.47	-3.0835	-2	10	-0.120	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	8.65	5.59	53	7	19.86	7.99	0.1771	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample													
									Totals	-5	167	-0.174	

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

Aug-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		3,920	2.7610	0	2	0.000	0.000			
PO-1-03-6020	Address Validation -EDI	NA	8.66		2,568	8.6554	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	2.32		73	2.3151	0	2	0.000	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	7.50		12	7.5000	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
<b>OR Ordering</b>													
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs		100.00		30		0	10	0.000	0.000			
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		96.55		116		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.00		2,253		0	5	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,239		0	5	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.40		2,246		0	5	0.000	0.000			
OR-5-03-2000	% Flow Through - Achieved - POTS		93.42		243		-1	10	-0.045	-0.085			
OR-6-03-2000	% Accuracy - LSRC		0.22		445		0	10	0.000	0.000			
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		99.14		350		0	5	0.000	0.000			
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		5		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			
<b>PR Provisioning</b>													
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat Score					
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	61.85	41.67	540	12	14.18	14.18	-1.7005	-2	5	-0.045	-0.067	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.73	7.04	4,248	71	1.95	1.95	-2.2011	-2	20	-0.182	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	15.44	14.29	777	7	13.72	13.72	0.5376	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	2.03	1.00	236	7	2.99	1.15	5.0000	0	15	0.000	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.03	0.00	777	7	3.83	1.4792	0	5	0.000	0.000		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	777	7	0.00	5.0000	0	5	0.000	0.000		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.96	0.00	1,645	41	4.28	1.8144	0	15	0.000	0.000		
<b>MR Maintenance &amp; Repair</b>													
		Diff.											
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.92		4,197			13.2495	-2	2	-0.018	-0.030	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	109.69		1,091			109.6911	NA	0	NA	0.000	
<b>Stat Score</b>													
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.09	19.44	637	36	5.58	5.58	-1.5000	-1	10	-0.045	-0.075	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	3.77	0.00	53	5	8.91	8.91	SS	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.83	9.71	637	36	14.73	2.52	0.8524	0	5	0.000	0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.68	7.59	53	5	6.36	2.98	SS	NA	0	NA	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	50.79	70.59	441	17	12.36	12.36	-1.8774	-2	5	-0.045	-0.075	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	29.25	23.53	441	17	11.24	0.2019	0	5	0.000	0.000		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.76	5.88	441	17	5.26	-0.8641	-1	5	-0.023	-0.037		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	6.34	0.00	3,659	3	14.08	14.08	SS	0	10	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.54	NA	153	NA			NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	22.49	29.69	3,659	3	23.25	13.43	SS	NA	0	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.28	NA	153	NA	35.15		NA	NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.26	100.00	2,639	2	25.08	25.08	SS	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.36	100.00	2,639	2	34.08	34.08	SS	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	17.85	0.00	2,639	2	27.09	27.09	SS	0	5	0.000	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.60	6.82	4,502	44	4.46	0.3024	0	10	0.000	0.000		
<b>BI Billing</b>													
BI-1-02-1000	% DUF in 4 Business Days		99.95		132,093,721			0	5	0.000			
								Totals			-11	220	-0.405

"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

Aug-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	8.07		284	8.0704	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	6.77		26	6.7692	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		23		0	2	0.000	0.000			
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000			
<b>OR Ordering</b>													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		1		0	2	0.000	0.000			
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		5		0	2	0.000	0.000			
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000			
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000			
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		97.83		46		0	5	0.000	0.000			
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000			
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000			
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000			
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000			
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000			
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000			
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		2,253		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,239		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.40		2,246		0	2	0.000	0.000			
<b>PR Provisioning</b>													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	4.33	1.00	3	2	5.77	5.27	SS	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	0.00	2	3		45.64	SS	0	2	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	66.67	33.33	3	6		33.33	SS	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	6	36		0.00	5.0000	0	2	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	5	9		0.00	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		41				0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	1.60	2	5	1.41	1.18	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		94.00		50				-1	10	-0.072	-0.086	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	5.89	0.00	934	54		3.29	1.7334	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00	3	50		0.00	SS	0	5	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00			NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.92		4,197		13.2495		-2	2	-0.029	-0.042	
<b>Stat. Score</b>													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	2	2		0.00	SS	0	2	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	108.06	22.05	2	2	55.43	55.43	SS	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	48.80	NA	1	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	100.00	3	2		0.00	SS	0	2	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	2		0.00	SS	0	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.19	3.85	4,296	52		3.60	0.6134	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	1.89	0.00	53	1		13.73	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	20.70	6.01	4,296	52	21.74	3.03	5.0000	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	8.65	1.05	53	1	19.86	20.05	SS	NA	0	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	73.25	96.23	486	53		6.40	4.0193	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	58.63	0.00	3,029	3		28.45	SS	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.60	15.09	4,502	53		4.07	-1.5153	-1	10	-0.072	-0.104	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00			NA	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00			NA	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals		-4	139	-0.173	

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**

**Aug-2011**

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgt. Score	
		CLEC	FP	FP	CLEC				
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA		NA		NA	0	0.000	
OR-1-13-5000	% On Time Design Layout Record	NA		NA		NA	0	0.000	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	NA		NA		NA	0	0.000	
OR-2-12-5020	% On Time Trunk ASR Reject	NA		NA		NA	0	0.000	
<b>PR Provisioning</b>		FP							
PR-4-07-3540	% On Time Performance - LNP only	98.58		1,339		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	
<b>MR Maintenance &amp; Repair</b>									
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	0	0.000	
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		0	0.000	
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		0	0.000	
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		0	0.000	
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		0	0.000	
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		0	0.000	
<b>NP Network Performance</b>									
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	NA				NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	NA				NA	0	0.000	
"NA" - no activity    "UD" - under development    "SS" - Small Sample						Totals	0	20	0.000

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



**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	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					0

**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	2,704	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,785	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	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	53	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	2	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	66.67	100.00	3	1	54.43	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	29.63	7.02	27	57	10.67	2.36	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	2	2.00	SS	0	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	4.90	4.00	10	5	4.70	11.82	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	3.33	30	60	0.00	-5.00	-2	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	30	60	0.00	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	12	69	0.00	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	36.67	3.33	30	60	10.78	3.84	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	29.63	NA	27	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	5.63	NA	8	NA	5.01		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	40.74	0.00	27	0	0.00	SS	0	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	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score				
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	13.64	39.08	27	4	8.85	18.39	SS	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	11.36	9.44	130	99	9.68	4.23	0.89	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	100.00	1	1		0.00	SS	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	66.67	0.00	6	1		50.92	SS	0	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	33.33	0.00	6	1		50.92	SS	0	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	22.93	21.36	157	103		5.33	0.14	0	10
									Total	105

"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

Aug-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.75	1,676	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
JUN-2011	85.71	210	180	JUN-2011	85.71	210	180
JUL-2011	85.02	207	176	JUL-2011	85.02	207	176
AUG-2011	80.07	271	217	AUG-2011	80.07	271	217
Overall	83.28	688	573	Overall	83.28	688	573

<b>Market Adjustment *</b>	<b>\$ -</b>
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
JUN-2011	96.46	311	300	JUN-2011	96.46	311	300
JUL-2011	97.38	305	297	JUL-2011	97.38	305	297
AUG-2011	96.41	390	376	AUG-2011	96.41	390	376
Overall	96.72	1,006	973	Overall	96.72	1,006	973

<b>Market Adjustment *</b>	<b>\$ -</b>
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
JUN-2011	94.20	224	211	JUN-2011	94.17	223	210
JUL-2011	91.91	136	125	JUL-2011	91.91	136	125
AUG-2011	93.00	200	186	AUG-2011	93.00	200	186
Overall	93.21	560	522	Overall	93.20	559	521

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	55	100.00	39
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	159	0.00	213
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	18.49	174	16.77	187
		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	1	\$ -

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

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

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

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

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary PRELIM

Aug-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.399	\$ 113,631	
Unbundled Network Elements - Loop	-0.174	\$ -	
Resale	-0.405	\$ 28,227	
Digital Subscriber Lines	-0.173	\$ -	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>			<b>\$ 141,858</b>
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 52,119	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 41,524	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 93,643</b>
<b>Individual Rule Payments:</b>			<b>\$ 2,435</b>
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			<b>\$ -</b>
<b>CHANGE CONTROL</b>			<b>\$ -</b>
<b>Grand Total</b>			<b>\$ 237,936</b>

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

Fair Point New Hampshire  
Performance Assurance Plan Report

FINAL

UNE Platform

Aug-2011

PO	Pre-Ordering	Performance		Observations			Perf.		Wgt.		Domain Clustering	
		FP	CLEC	FP	CLEC	FP	Diff.	Score	Score	Score	Review	
PO-1-01-6020	Customer Service Record - EDI	NA	2.76		3,920		2.7610	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.66		2,568		8.6554	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	2.32		73		2.3151	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	7.50		12		7.5000	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000	
<b>OR Ordering</b>									<b>Wgt.</b>			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		95.33		150			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		97.06		238			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		2,253			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,239			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.40		2,246			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		80.07		271			-2	5	-0.045	-0.106	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		304			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		98.57		140			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		30			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA			NA	0	NA	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA			NA	0	NA	0.000	
<b>PR Provisioning</b>												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	61.85	25.00	540	40	7.96	-4.7417	-2	5	-0.045	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.73	1.99	4,248	151	1.35	0.2259	0	20	0.000	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	15.44	14.29	777	35	6.24	0.1049	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.03	3.36	236	11	2.99	-0.9895	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.03	2.86	777	35	1.74	-1.6097	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	777	35	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.02	3.53	1,645	170	2.19	2.0864	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.92		4,197		13.2495	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	109.69		1,091		#####	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.09	11.34	637	97	3.55	0.0117	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	3.77	7.69	53	13	5.90	-1.3012	-1	10	-0.045	-0.057	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.83	11.42	637	97	14.73	0.2752	0	5	0.000	0.000	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	5.68	5.10	53	13	6.36	1.97	-0.0216	0	5	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	50.79	72.73	441	33	9.02	-2.6658	-2	5	-0.045	-0.057	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	29.25	45.45	441	33	8.21	-2.0917	-2	5	-0.045	-0.057	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.76	12.12	441	33	3.84	-1.9910	-2	5	-0.045	-0.057	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	6.34	0.00	3,659	56	3.28	1.9386	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.54	50.00	153	2	17.59	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	22.49	16.10	3,659	56	23.25	3.13	2.2668	0	5	0.000	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	14.28	22.86	153	2	35.15	25.02	SS	NA	0	NA	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.26	93.75	2,639	16	8.89	-1.4180	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.36	56.25	2,639	16	12.08	0.3472	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	17.85	6.25	2,639	16	9.60	0.8643	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.60	6.55	4,502	168	2.31	1.2078	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.95		132,093,721			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals		
										-13 223 -0.287		

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 LOOP

Aug-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	2.76		3,920	2.7610	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	8.66		2,568	8.6554	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	2.32		73	2.3151	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.50		12	7.5000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.00		550		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		118		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		2,253		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,239		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.40		2,246		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.41		390		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		0.00		192		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		98.76		1,536		0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000		
<b>PR Provisioning</b>												
PR-4-02-3100	Average Delay Days - Total - POTS	2.03	3.36	236	11	2.99	0.92	-0.9895	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	15.44	6.00	777	50		5.27	1.7106	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.03	0.00	777	51		1.46	0.2534	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	777	52		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	5.89	0.00	934	108		2.39	2.8702	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		159				0	10	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
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		55				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.92		4,197			13.2495	-2	2	-0.024	-0.038
<b>Stat. Score</b>												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.19	6.62	4,296	136		2.25	0.0414	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	20.70	7.44	4,296	136	21.74	1.89	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	58.63	8.33	3,029	36		8.26	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.01	5.56	3,029	36		6.15	1.5662	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.60	8.78	4,502	148		2.46	0.1531	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	1.89	28.57	53	7		5.47	-3.0835	-2	10	-0.120	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	8.65	5.59	53	7	19.86	7.99	0.1771	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample												
<b>Totals</b>												
								-4	167	-0.144		

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

Aug-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		3,920	2.7610	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.66		2,568	8.6554	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	2.32		73	2.3151	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.50		12	7.5000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs		100.00		30		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		96.55		116		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.00		2,253		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,239		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.40		2,246		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		93.42		243		-1	10	-0.045	-0.085		
OR-6-03-2000	% Accuracy - LSRC		0.22		445		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		99.14		350		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		5		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		
<b>PR Provisioning</b>												
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	61.85	41.67	540	12	14.18	14.18	-1.7005	-2	5		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	2.73	7.04	4,248	71	1.95	1.95	-2.2011	-2	20		
PR-4-02-2100	Average Delay Days - Total - POTS	15.44	14.29	777	7	13.72	13.72	0.5376	0	10		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	2.03	1.00	236	7	2.99	1.15	5.0000	0	15		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	1.03	0.00	777	7	3.83	1.4792	0	5	5		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	0.00	0.00	777	7	0.00	5.0000	0	5	5		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.96	0.00	1,645	41	4.28	1.8144	0	15	5		
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble		1.67	14.92		4,197		13.2495	-2	2		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)		NA	109.69		1,091		109.6911	NA	0		
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.09	19.44	637	36	5.58		-1.5000	0	10		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	3.77	0.00	53	5	8.91		SS	0	10		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.83	9.71	637	36	14.73	2.52	0.8524	0	5		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.68	7.59	53	5	6.36	2.98	SS	NA	0		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	50.79	70.59	441	17		12.36	-1.8774	-2	5		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	29.25	23.53	441	17		11.24	0.2019	0	5		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.76	5.88	441	17		5.26	-0.8641	-1	5		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	6.34	0.00	3,659	3	14.08		SS	0	10		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.54	NA	153	NA			NA	NA	0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	22.49	29.69	3,659	3	23.25	13.43	SS	NA	0		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.28	NA	153	NA	35.15		NA	NA	0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	85.26	100.00	2,639	2		25.08	SS	NA	0		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.36	100.00	2,639	2		34.08	SS	NA	0		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	17.85	0.00	2,639	2		27.09	SS	0	5		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.60	6.82	4,502	44		4.46	0.3024	0	10		
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.95		132,093,721				0	5		
									Totals	-10	220	-0.359

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

Aug-2011

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	8.07		284	8.0704	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	6.77		26	6.7692	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		23		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
<b>OR Ordering</b>												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		1		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		5		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		97.83		46		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		2,253		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.42		2,239		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.40		2,246		0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	4.33	1.00	3	2	5.77	5.27	SS	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	0.00	2	3		45.64	SS	0	2	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	66.67	33.33	3	6		33.33	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	6	36		0.00	5.0000	0	2	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	5	9		0.00	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		41				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	1.60	2	5	1.41	1.18	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		94.00		50				-1	10	-0.072	-0.086
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	5.89	0.00	934	54		3.29	1.7334	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00	3	50		0.00	SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00			NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	1.67	14.92		4,197		13.2495		-2	2	-0.029	-0.042
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	0.00	2	2		0.00	SS	0	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	108.06	22.05	2	2	55.43	55.43	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	48.80	NA	1	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	100.00	3	2		0.00	SS	0	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA				NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	0.00	3	2		0.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.19	3.85	4,296	52		3.60	0.6134	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	1.89	0.00	53	1		13.73	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	20.70	6.01	4,296	52	21.74	3.03	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	8.65	1.05	53	1	19.86	20.05	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	73.25	96.23	486	53		6.40	4.0193	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	58.63	0.00	3,029	3		28.45	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	9.60	15.09	4,502	53		4.07	-1.5153	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00			NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00			NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA				NA	0	0.000	0.000
								Totals	-3	139	-0.101	

"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**

**Aug-2011**

	Performance CLEC	Observations		Perf.				
		FP	CLEC	Score	Wgt.	Wgtd. Score		
<b>OR Ordering</b>								
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA		NA	NA	0	0.000		
OR-1-13-5000 % On Time Design Layout Record	NA		NA	NA	0	0.000		
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=192)	NA		NA	NA	0	0.000		
OR-2-12-5020 % On TimeTrunk ASR Reject	NA		NA	NA	0	0.000		
<b>PR Provisioning</b>								
		FP						
PR-4-07-3540 % On Time Performance - LNP only	98.58		1,339		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	
<b>MR Maintenance &amp; Repair</b>								
MR-4-01-5000 Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA	0	0.000
MR-4-05-5000 % Out of Service >2 Hours	NA	NA	NA	NA		NA	0	0.000
MR-4-06-5000 % Out of Service >4 Hours	NA	NA	NA	NA		NA	0	0.000
MR-4-07-5000 % Out of Service >12 Hours	NA	NA	NA	NA		NA	0	0.000
MR-4-08-5000 % Out of Service >24 Hours	NA	NA	NA	NA		NA	0	0.000
MR-5-01-5000 % Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	0	0.000
<b>NP Network Performance</b>								
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months	NA					NA	0	0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months	NA					NA	0	0.000
"NA" - no activity    "UD" - under development    "SS" - Small Sample					Totals	0	20	0.000

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

Fair Point New Hampshire			FINAL					Aug-2011		
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>										
1		<b>OSS Interface</b>	-	-	-	-	-	-	-	\$0
	PO-1-06	Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	
	PO-1-06	Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	
	PO-1-06	Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	
	PO-2-02	OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	
<b>ORDERING</b>										
2		<b>% On Time Ordering Notification</b>	-	-	-	-	-	\$0	\$0	\$0
	OR-1-02	% On Time LSRC - Flow Through	-	-	-	-	-	-	-	
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	
	OR-1-12	% On Time FOC	-	-	-	-	-	-	-	
	OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-	
	OR-1-19	% OT Resp -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	
	OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-06	%OT LSR/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
<b>PROVISIONING</b>										
3		<b>Installation Performance</b>	\$5,802	\$0	\$10,975	\$12,409	\$0	\$6,522		\$35,708
	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	-	-	8,780	-	-	-	-	
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-05	% Missed Appt -No Disp -Line Share/Split	-	-	-	-	-	-	-	
	PR-4-14	% Completed On Time - 2W xDSL Loops	-	-	-	12,409	-	-	-	
	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	-	-	-	-	-	6,522	-	
	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	<b>% On Time Performance - LNP</b>					\$0			\$0
<b>Hot Cut Performance</b>										
5		<b>Hot Cut Performance</b>								\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
<b>MAINTENANCE</b>										
6		<b>Maintenance Performance</b>	\$ 8,703	\$0	\$1,783	\$0	\$0	\$0		\$10,486
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
	MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	
	MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	
	MR-3-01	% Missed Repr Appt -Loop-2W DigIt-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.	8,703	-	1,783	-	-	-	-	
	MR-4-08	Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	
	MR-4-08	Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	
	MR-5-01	% Repeat Reports within 30 Days	-	-	-	-	-	-	-	
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops	-	-	-	-	-	-	-	
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split	-	-	-	-	-	-	-	
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	-	-	
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04	<b>Final Trunk Groups Blocked</b>					\$0			\$0
<b>Collocation</b>										
8		<b>Collocation</b>							\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	
	NP-2-05/6	% On Time - Physical Collocation - Total	-	-	-	-	-	-	-	
	NP-2-07/8	Average Delay Days - Total	-	-	-	-	-	-	-	
<b>RESOLUTION PROCESS</b>										
9		<b>Resolution Process</b>							\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	
	BI-3-04	% CLEC Billing Claims Acknwidgd w/ 2 Bus Days	-	-	-	-	-	-	-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
<b>Month Total</b>			<b>\$14,505</b>	<b>\$0</b>	<b>\$12,758</b>	<b>\$12,409</b>	<b>\$0</b>	<b>\$6,522</b>	<b>\$0</b>	<b>\$46,194</b>

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	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					0

## 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	2,704	0	2	
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,785	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	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	53	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	2	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.		
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	66.67	100.00	3	1	54.43	SS	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	29.63	7.02	27	57	10.67	2.36	0	5	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	2	2.00	SS	0	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	4.90	4.00	10	5	4.70	11.82	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	3.33	30	60	0.00	-5.00	-2	20	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	30	60	0.00	5.00	0	20	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	12	69	0.00	5.00	0	10	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	36.67	3.33	30	60	10.78	3.84	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	29.63	NA	27	NA		NA	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	5.63	NA	8	NA	5.01		NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	40.74	0.00	27	0	0.00	SS	0	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	NA	NA	NA	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	13.64	39.08	27	4	8.85	18.39	SS	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	11.36	9.44	130	99	9.68	4.23	0.89	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	100.00	1	1		0.00	SS	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	66.67	0.00	6	1		50.92	SS	0	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	33.33	0.00	6	1		50.92	SS	0	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	22.93	21.36	157	103		5.33	0.14	0	10
								Total	105	

"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

Aug-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	98.75	1,676	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
JUN-2011	85.71	210	180	JUN-2011	85.71	210	180
JUL-2011	85.02	207	176	JUL-2011	85.02	207	176
AUG-2011	80.07	271	217	AUG-2011	80.07	271	217
Overall	83.28	688	573	Overall	83.28	688	573

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 #	
JUN-2011	96.46	311	300	JUN-2011	96.46	311	300
JUL-2011	97.38	305	297	JUL-2011	97.38	305	297
AUG-2011	96.41	390	376	AUG-2011	96.41	390	376
Overall	96.72	1,006	973	Overall	96.72	1,006	973

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 #	
JUN-2011	94.20	224	211	JUN-2011	94.17	223	210
JUL-2011	91.91	136	125	JUL-2011	91.91	136	125
AUG-2011	93.00	200	186	AUG-2011	93.00	200	186
Overall	93.21	560	522	Overall	93.20	559	521

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	55	100.00	39
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	159	0.00	213
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	18.49	174	16.77	187
		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	1	\$ -

\* 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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<b>Total Market Adjustment</b>		\$ -
UNE Platform allocation	31.43%	\$ -
UNE Loop allocation	47.14%	\$ -
Resale allocation	7.14%	\$ -
DSL allocation	14.29%	\$ -

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary FINAL

Aug-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.287	\$ 60,779	
Unbundled Network Elements - Loop	-0.144	\$ -	
Resale	-0.359	\$ 23,423	
Digital Subscriber Lines	-0.101	\$ -	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>			<b>\$ 84,202</b>
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 35,708	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 10,486	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 46,194</b>
<b>Individual Rule Payments:</b>			<b>\$ 2,435</b>
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			<b>\$ -</b>
<b>CHANGE CONTROL</b>			<b>\$ -</b>
<b>Grand Total</b>			<b>\$ 132,831</b>

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