

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM UNE Platform

Jan-2012

| PO  | Pre-Ordering  | Performance |        | Observations |             | Diff.   | Perf. Score | Wgt.    | Wgtd. Score | Domain Clustering Review |        |        |
|---|---|-------------|--------|--------------|-------------|---------|-------------|---------|-------------|--------------------------|--------|--------|
|   |   | FP          | CLEC   | FP           | CLEC        |         |             |         |             |                          |        |        |
| PO-1-01-6020  | Customer Service Record - EDI                         | NA          | 3.32   |              | 2,255       | 3.3175  | 0           | 2       | 0.000       | 0.000                    |        |        |
| PO-1-03-6020  | Address Validation -EDI                               | NA          | 12.83  |              | 717         | 12.8298 | 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          | 5.30   |              | 69          | 5.3043  | 0           | 2       | 0.000       | 0.000                    |        |        |
| PO-1-03-6050  | Address Validation - Web GUI                          | NA          | 23.33  |              | 9           | 23.3333 | 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       |             | 100.00 |              | 126         |         | 0           | 10      | 0.000       | 0.000                    |        |        |
| OR-2-02-3140  | % On Time LSR Reject - Flow Through - Platform        |             | 100.00 |              | 37          |         | 0           | 5       | 0.000       | 0.000                    |        |        |
| OR-4-11-1000  | % Completed Orders with Neither a PCN or BCN Sent     |             | 0.32   |              | 1,868       |         | -1          | 5       | -0.022      | -0.049                   |        |        |
| OR-4-16-1000  | % On Time PCN - 1 Business Day                        |             | 99.30  |              | 1,856       |         | 0           | 5       | 0.000       | 0.000                    |        |        |
| OR-4-17-1000  | % On Time BCN - 2 Business Day                        |             | 99.19  |              | 1,856       |         | 0           | 5       | 0.000       | 0.000                    |        |        |
| OR-5-03-3140  | % Flow-Through Achieved-UNE POTS Platform             |             | 90.65  |              | 139         |         | -1          | 5       | -0.022      | -0.049                   |        |        |
| OR-6-03-3140  | % Accuracy - LSRC - Platform                          |             | 0.48   |              | 416         |         | 0           | 5       | 0.000       | 0.000                    |        |        |
| OR-1-04-3140  | % OT LSRC - No Facility Check - Platform              |             | 100.00 |              | 219         |         | 0           | 5       | 0.000       | 0.000                    |        |        |
| OR-1-06-3140  | % OT LSRC/ASRC - Facility Check - Platform            |             | 100.00 |              | 20          |         | 0           | 2       | 0.000       | 0.000                    |        |        |
| OR-2-04-3140  | % OT LSR Rej.- No Facility Check - Platform           |             | 99.15  |              | 117         |         | 0           | 2       | 0.000       | 0.000                    |        |        |
| OR-2-06-3140  | % OT LSR/ASR Rej. - Facility Check - Platform         |             | 100.00 |              | 24          |         | 0           | 2       | 0.000       | 0.000                    |        |        |
| <b>PR Provisioning</b>  |   |             |        |              |             |         |             |         |             |                          |        |        |
| PR-3-01-3140  | % Completed in 1 Day (1-5 Lines - No Disp) - Platform | 62.01       | 50.00  | 458          | 16          | 12.34   | -0.9728     | -1      | 5           | -0.022                   | -0.036 |        |
| PR-4-05-3140  | % Missed Appointment- FP - No Dispatch - Platform     | 5.29        | 7.32   | 3,797        | 164         | 1.79    | -1.2769     | -1      | 20          | -0.088                   | -0.143 |        |
| PR-4-04-3140  | % Missed Appointment - FP - Dispatch - Platform       | 18.33       | 0.00   | 693          | 20          | 8.77    | 2.0826      | 0       | 10          | 0.000                    | 0.000  |        |
| PR-4-02-3100  | Average Delay Days - Total - POTS                     | 2.21        | 1.14   | 331          | 14          | 3.17    | 0.87        | 2.1248  | 0           | 15                       | 0.000  | 0.000  |
| PR-5-01-3140  | % Missed Appointment - Facilities - Platform          | 1.73        | 0.00   | 693          | 20          | 2.96    | 0.5853      | 0       | 5           | 0.000                    | 0.000  |        |
| PR-5-02-3140  | % Orders Held for Facilities > 15 days - Platform     | 0.29        | 0.00   | 693          | 20          | 1.22    | 0.2372      | 0       | 5           | 0.000                    | 0.000  |        |
| PR-6-01-3140  | % Installation Troubles within 30 days - Platform     | 6.39        | 6.00   | 1,597        | 100         | 2.52    | -0.1122     | 0       | 10          | 0.000                    | 0.000  |        |
| <b>MR Maintenance &amp; Repair</b>                              |   |             |        |              |             |         |             |         |             |                          |        |        |
| MR-1-01-6050  | Average Response Time - Create Trouble                | 1.45        | 7.94   |              | 2,382       |         | 6.4827      | -2      | 2           | -0.018                   | -0.023 |        |
| MR-1-06-6050  | Average Response Time - Test Trouble (POTS only)      | NA          | 133.52 |              | 612         |         | 133.5229    | NA      | 0           | NA                       | 0.000  |        |
| Stat. Score   |   |             |        |              |             |         |             |         |             |                          |        |        |
| MR-3-01-3144  | % Missed Repair Appointments - Loop - Platform - Bus  | 12.47       | 10.45  | 361          | 67          | 4.39    | 0.2263      | 0       | 10          | 0.000                    | 0.000  |        |
| MR-3-02-3144  | % Missed Repair Appointments - CO - Platform - Bus    | 6.15        | 0.00   | 65           | 24          | 5.74    | 0.5909      | 0       | 10          | 0.000                    | 0.000  |        |
| MR-4-02-3144  | Mean Time to Repair - Loop Trouble - Platform - Bus   | 14.78       | 14.39  | 361          | 67          | 17.88   | 2.38        | 0.1030  | 0           | 5                        | 0.000  | 0.000  |
| MR-4-03-3144  | Mean Time to Repair - CO Trouble - Platform - Bus     | 3.15        | 5.65   | 65           | 22          | 5.55    | 1.37        | -1.4051 | -1          | 5                        | -0.022 | -0.029 |
| MR-4-06-3144  | % Out of Service >4 Hours - Platform - Bus            | 57.30       | 76.92  | 274          | 26          | 10.15   | -2.2199     | -2      | 5           | -0.044                   | -0.057 |        |
| MR-4-07-3144  | % Out of Service >12 Hours - Platform - Bus           | 33.21       | 26.92  | 274          | 26          | 9.66    | 0.4160      | 0       | 5           | 0.000                    | 0.000  |        |
| MR-4-08-3144  | % Out of Service > 24 Hours - Platform - Bus          | 5.47        | 7.69   | 274          | 26          | 4.67    | -0.9403     | -1      | 5           | -0.022                   | -0.029 |        |
| MR-3-01-3145  | % Missed Repair Appointments - Loop -Platform - Res   | 3.49        | 8.70   | 1,491        | 23          | 3.85    | -1.6864     | -2      | 10          | -0.088                   | -0.115 |        |
| MR-3-02-3145  | % Missed Repair Appointments - CO - Platform - Res    | 1.33        | 66.67  | 150          | 3           | 6.69    | SS          | NA      | 0           | NA                       | 0.000  |        |
| MR-4-02-3145  | Mean Time to Repair - Loop Trouble - Platform - Res   | 19.00       | 18.04  | 1,491        | 23          | 15.82   | 3.32        | -0.1133 | 0           | 5                        | 0.000  | 0.000  |
| MR-4-03-3145  | Mean Time to Repair - CO Trouble - Platform - Res     | 6.11        | 56.63  | 150          | 3           | 11.87   | 6.92        | SS      | NA          | 0                        | NA     | 0.000  |
| MR-4-06-3145  | % Out of Service >4 Hours - Platform - Res            | 77.16       | 88.89  | 1,086        | 9           | 14.05   | -1.2980     | -1      | 5           | -0.022                   | -0.029 |        |
| MR-4-07-3145  | % Out of Service >12 Hours - Platform - Res           | 56.45       | 55.56  | 1,086        | 9           | 16.60   | -0.2672     | 0       | 5           | 0.000                    | 0.000  |        |
| MR-4-08-3145  | % Out of Service > 24 Hours - Platform - Res          | 12.89       | 11.11  | 1,086        | 9           | 11.22   | -0.4506     | 0       | 5           | 0.000                    | 0.000  |        |
| MR-5-01-3140  | % Repeat Reports w/in 30 days - Platform              | 10.93       | 10.26  | 2,067        | 117         | 2.97    | 0.0404      | 0       | 10          | 0.000                    | 0.000  |        |
| <b>BI Billing</b>   |   |             |        |              |             |         |             |         |             |                          |        |        |
| BI-1-02-1000  | % DUF in 4 Business Days                              |             | 99.02  |              | 110,076,133 |         |             |         | 0           | 5                        | 0.000  |        |
| "NA" - no activity "UD" - under development "SS" - Small Sample |   |             |        |              |             |         |             |         |             |                          |        |        |
|   |   |             |        |              |             |         |             |         | Totals      | -13                      | 227    | -0.370 |

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**

**Jan-2012**

| PO                                 | Pre-Ordering   | Performance |        | Observations |       | Diff.            | Perf. Score    | Wgt.          | Wgtd. Score | Domain Clustering Review |        |        |
|------------------------------------|--|-------------|--------|--------------|-------|------------------|----------------|---------------|-------------|--------------------------|--------|--------|
|                                    |  | FP          | CLEC   | FP           | CLEC  |                  |                |               |             |                          |        |        |
| PO-2-02-6010                       | <b>OSS Interface Availability - Prime - WPTS</b>         |             | NA     |              |       |                  | 0              | 5             | 0.000       | 0.000                    |        |        |
| PO-1-01-6020                       | Customer Service Record - EDI                            | NA          | 3.32   |              | 2,255 | 3.3175           | 0              | 2             | 0.000       | 0.000                    |        |        |
| PO-1-03-6020                       | Address Validation -EDI                                  | NA          | 12.83  |              | 717   | 12.8298          | NA             | 0             | NA          | 0.000                    |        |        |
| PO-2-02-6020                       | <b>OSS Interface Availability - Prime - EDI</b>          |             | 100.00 |              |       |                  | 0              | 5             | 0.000       | 0.000                    |        |        |
| PO-1-01-6030                       | Customer Service Record - CORBA                          | NA          | NA     |              | NA    |                  | NA             | 0             | NA          | 0.000                    |        |        |
| PO-1-03-6030                       | Address Validation - CORBA                               | NA          | NA     |              | NA    |                  | NA             | 0             | NA          | 0.000                    |        |        |
| PO-2-02-6030                       | <b>OSS Interface Availability - Prime - CORBA</b>        |             | NA     |              |       |                  | NA             | 0             | NA          | 0.000                    |        |        |
| PO-1-01-6050                       | Customer Service Record - Web GUI                        | NA          | 5.30   |              | 69    | 5.3043           | 0              | 2             | 0.000       | 0.000                    |        |        |
| PO-1-03-6050                       | Address Validation - Web GUI                             | NA          | 23.33  |              | 9     | 23.3333          | NA             | 0             | NA          | 0.000                    |        |        |
| PO-2-02-6080                       | <b>OSS Interface Availability - Prime - Web GUI</b>      |             | 100.00 |              |       |                  | 0              | 5             | 0.000       | 0.000                    |        |        |
| <b>OR Ordering</b>                 |  |             |        |              |       |                  |                | Wgt.          |             |                          |        |        |
| OR-1-02-3331                       | <b>% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs</b>       |             | 100.00 |              | 878   |                  | 0              | 10            | 0.000       | 0.000                    |        |        |
| OR-2-02-3331                       | % On Time LSR Reject - Flow Thru - Loop/Pre-Qual         |             | 100.00 |              | 45    |                  | 0              | 5             | 0.000       | 0.000                    |        |        |
| OR-4-11-1000                       | % Completed Orders with Neither a PCN or BCN Sent        |             | 0.32   |              | 1,868 |                  | -1             | 2             | -0.012      | -0.026                   |        |        |
| OR-4-16-1000                       | <b>% On Time PCN - 1 Business Day</b>                    |             | 99.30  |              | 1,856 |                  | 0              | 2             | 0.000       | 0.000                    |        |        |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day                           |             | 99.19  |              | 1,856 |                  | 0              | 2             | 0.000       | 0.000                    |        |        |
| OR-5-03-3112                       | % Flow-Through Achieved-UNE POTS Loop                    |             | 96.63  |              | 208   |                  | 0              | 5             | 0.000       | 0.000                    |        |        |
| OR-6-03-3331                       | % Accuracy - LSRC - Loop                                 |             | 0.25   |              | 401   |                  | 0              | 5             | 0.000       | 0.000                    |        |        |
| OR-1-04-3331                       | % OT LSRC - No Facility Check - Loop/LNP                 |             | 99.12  |              | 913   |                  | 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              |             | 100.00 |              | 16    |                  | 0              | 2             | 0.000       | 0.000                    |        |        |
| OR-2-06-3331                       | % OT LSR/ASR Rej - Facility Check - Loop/LNP             |             | NA     |              | NA    |                  | NA             | 0             | NA          | 0.000                    |        |        |
| <b>PR Provisioning</b>             |  | FP          | CLEC   | FP           | CLEC  | FP Std Deviation | Sampling Error | Stat. Score   | Wgt.        |                          |        |        |
| PR-4-02-3100                       | <b>Average Delay Days - Total - POTS</b>                 | 2.21        | 1.14   | 331          | 14    | 3.17             | 0.87           | 2.1248        | 0           | 5                        | 0.000  | 0.000  |
| PR-4-04-3113                       | <b>% Missed Appointment - FP - Dispatch - Loop-New</b>   | 18.33       | 4.08   | 693          | 49    |                  | 5.72           | 2.6175        | 0           | 20                       | 0.000  | 0.000  |
| PR-5-01-3112                       | % Missed Appointment - Facilities - Loop                 | 1.73        | 0.00   | 693          | 51    |                  | 1.89           | 0.1924        | 0           | 5                        | 0.000  | 0.000  |
| PR-5-02-3112                       | % Orders Held for Facilities > 15 days - Loop            | 0.29        | 0.00   | 693          | 51    |                  | 0.78           | 0.3708        | 0           | 5                        | 0.000  | 0.000  |
| PR-6-01-3113                       | <b>% Installation Troubles within 30 days - Loop New</b> | 3.60        | 0.00   | 973          | 100   |                  | 1.96           | 1.8701        | 0           | 10                       | 0.000  | 0.000  |
| PR-6-02-3520                       | <b>% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut</b>  |             | 0.00   |              | 53    |                  |                |               | 0           | 10                       | 0.000  | 0.000  |
| PR-6-02-3523                       | <b>% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut</b> |             | NA     |              | NA    |                  |                |               | NA          | 0                        | NA     | 0.000  |
| PR-6-02-3525                       | <b>% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut</b>  |             | NA     |              | NA    |                  |                |               | NA          | 0                        | NA     | 0.000  |
| PR-9-01-3520                       | <b>% On Time Performance-Loop-Basic Hot Cut</b>          |             | 100.00 |              | 16    |                  |                |               | 0           | 10                       | 0.000  | 0.000  |
| PR-9-01-3523                       | <b>% On Time Performance-Loop-Lg Job Hot Cut</b>         |             | NA     |              | NA    |                  |                |               | NA          | 0                        | NA     | 0.000  |
| PR-9-01-3525                       | <b>% On Time Performance-Loop-Batch Hot Cut</b>          |             | NA     |              | NA    |                  |                |               | NA          | 0                        | NA     | 0.000  |
| PR-9-04-3525                       | <b>% On Time Batch Due Date-Loop-Batch Hot Cut</b>       |             | NA     |              | NA    |                  |                |               | NA          | 0                        | NA     | 0.000  |
| <b>MR Maintenance &amp; Repair</b> |  |             |        |              |       |                  |                | Diff.         |             |                          |        |        |
| MR-1-01-6050                       | Average Response Time - Create Trouble                   | 1.45        | 7.94   |              | 2,382 |                  |                | 6.4827        | -2          | 2                        | -0.024 | -0.043 |
|                                    |  |             |        |              |       |                  |                | Stat. Score   |             |                          |        |        |
| MR-3-01-3112                       | <b>% Missed Repair Appointments - Loop - Loop</b>        | 5.24        | 7.29   | 1,852        | 96    |                  | 2.33           | -1.0999       | -1          | 10                       | -0.059 | -0.106 |
| MR-4-02-3112                       | Mean Time to Repair - Loop Trouble - Loop                | 17.79       | 8.70   | 1,852        | 96    | 16.04            | 1.68           | 5.0000        | 0           | 5                        | 0.000  | 0.000  |
| MR-4-07-3112                       | % Out of Service > 12 Hours - Loop                       | 51.52       | 14.29  | 1,316        | 35    |                  | 8.56           | 4.3556        | 0           | 5                        | 0.000  | 0.000  |
| MR-4-08-3112                       | <b>% Out of Service &gt; 24 Hours - Loop</b>             | 11.25       | 2.86   | 1,316        | 35    |                  | 5.41           | 1.3625        | 0           | 5                        | 0.000  | 0.000  |
| MR-5-01-3112                       | <b>% Repeat Reports w/in 30 days - Loop</b>              | 10.93       | 10.10  | 2,067        | 99    |                  | 3.21           | 0.0552        | 0           | 10                       | 0.000  | 0.000  |
| MR-3-02-3112                       | % Missed Repair Appointments - CO - Loop                 | 3.45        | 0.00   | 58           | 3     |                  | 10.80          | SS            | 0           | 10                       | 0.000  | 0.000  |
| MR-4-03-3112                       | Mean Time to Repair - CO Trouble - Loop                  | 3.48        | 4.57   | 58           | 3     | 6.13             | 3.63           | SS            | NA          | 0                        | NA     | 0.000  |
|                                    |  |             |        |              |       |                  |                | Totals        |             |                          |        |        |
|                                    |  |             |        |              |       |                  |                | -4 169 -0.095 |             |                          |        |        |

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

**Fair Point New Hampshire  
Performance Assurance Plan Report**

**PRELIM**

**RESALE**

**Jan-2012**

| PO                                 | Pre-Ordering   | Performance |        | Observations |             | Diff.            | Perf. Score    | Wgt.     | Wgtd. Score | Domain Clustering Review |     |        |
|------------------------------------|--|-------------|--------|--------------|-------------|------------------|----------------|----------|-------------|--------------------------|-----|--------|
|                                    |  | FP          | CLEC   | FP           | CLEC        |                  |                |          |             |                          |     |        |
| PO-1-01-6020                       | Customer Service Record - EDI                              | NA          | 3.32   |              | 2,255       | 3.3175           | 0              | 2        | 0.000       | 0.000                    |     |        |
| PO-1-03-6020                       | Address Validation -EDI                                    | NA          | 12.83  |              | 717         | 12.8298          | NA             | 0        | NA          | 0.000                    |     |        |
| PO-2-02-6020                       | <b>OSS Interface Availability - Prime - EDI</b>            |             | 100.00 |              |             |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| PO-1-01-6050                       | Customer Service Record - Web GUI                          | NA          | 5.30   |              | 69          | 5.3043           | 0              | 2        | 0.000       | 0.000                    |     |        |
| PO-1-03-6050                       | Address Validation - Web GUI                               | NA          | 23.33  |              | 9           | 23.3333          | NA             | 0        | NA          | 0.000                    |     |        |
| PO-2-02-6080                       | <b>OSS Interface Availability - Prime - Web GUI</b>        |             | 100.00 |              |             |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| <b>OR Ordering</b>                 |  |             |        |              |             |                  |                |          |             |                          |     |        |
| OR-1-02-2320                       | % On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h  |             | 100.00 |              | 191         |                  | 0              | 10       | 0.000       | 0.000                    |     |        |
| OR-2-02-2320                       | % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex |             | 100.00 |              | 74          |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| OR-4-11-1000                       | % Completed Orders with neither a PCN or BCN Sent          |             | 0.32   |              | 1,868       |                  | -1             | 5        | -0.023      | -0.042                   |     |        |
| OR-4-16-1000                       | % On Time PCN - 1 Business Day                             |             | 99.30  |              | 1,856       |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day                             |             | 99.19  |              | 1,856       |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| OR-5-03-2000                       | % Flow Through - Achieved - POTS                           |             | 86.21  |              | 203         |                  | -2             | 10       | -0.091      | -0.169                   |     |        |
| OR-6-03-2000                       | % Accuracy - LSRC  |             | 0.37   |              | 817         |                  | 0              | 10       | 0.000       | 0.000                    |     |        |
| OR-1-04-2320                       | % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx        |             | 100.00 |              | 435         |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| OR-1-06-2320                       | % OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx      |             | 100.00 |              | 3           |                  | 0              | 2        | 0.000       | 0.000                    |     |        |
| OR-2-04-2320                       | % OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx     |             | 100.00 |              | 156         |                  | 0              | 2        | 0.000       | 0.000                    |     |        |
| OR-2-06-2320                       | % OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx    |             | 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    | 62.01       | 33.33  | 458          | 3           |                  | 28.11          | SS       | NA          | 0                        |     |        |
| PR-4-05-2100                       | % Missed Appointment- FP - No Dispatch - POTS              | 5.29        | 3.33   | 3,797        | 30          |                  | 4.10           | -0.0613  | 0           | 20                       |     |        |
| PR-4-04-2100                       | % Missed Appointment - FP - Dispatch - POTS                | 18.33       | 20.00  | 693          | 10          |                  | 12.32          | -0.6059  | 0           | 10                       |     |        |
| PR-4-02-2100                       | Average Delay Days - Total - POTS                          | 2.21        | 1.00   | 331          | 3           | 3.17             | 1.84           | SS       | NA          | 15                       |     |        |
| PR-5-01-2100                       | % Missed Appointment - Facilities - POTS                   | 1.73        | 10.00  | 693          | 10          |                  | 4.15           | -2.2239  | -2          | 5                        |     |        |
| PR-5-02-2100                       | % Orders Held for Facilities > 15 days - POTS              | 0.29        | 0.00   | 693          | 10          |                  | 1.71           | 0.1689   | 0           | 5                        |     |        |
| PR-6-01-2100                       | % Installation Troubles within 30 days - POTS              | 6.39        | 18.18  | 1,597        | 33          |                  | 4.30           | -2.5986  | -2          | 15                       |     |        |
| <b>MR Maintenance &amp; Repair</b> |  |             |        |              |             |                  |                |          |             |                          |     |        |
|                                    |  |             |        |              |             |                  |                |          | Diff.       |                          |     |        |
| MR-1-01-6050                       | Average Response Time - Create Trouble                     | 1.45        | 7.94   |              | 2,382       |                  |                | 6.4827   | -2          | 2                        |     |        |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)           | NA          | 133.52 |              | 612         |                  |                | 133.5229 | NA          | 0                        |     |        |
| <b>Stat Score</b>                  |  |             |        |              |             |                  |                |          |             |                          |     |        |
| MR-3-01-2110                       | % Missed Repair Appointments - Loop - Bus.                 | 12.47       | 4.76   | 361          | 21          |                  | 7.41           | 0.6635   | 0           | 10                       |     |        |
| MR-3-02-2110                       | % Missed Repair Appointments - CO - Bus.                   | 6.15        | 0.00   | 65           | 3           |                  | 14.19          | SS       | 0           | 10                       |     |        |
| MR-4-02-2110                       | Mean Time To Repair - Loop Trouble - Bus.                  | 14.78       | 8.12   | 361          | 21          | 17.88            | 4.01           | 1.6258   | 0           | 5                        |     |        |
| MR-4-03-2110                       | Mean Time To Repair - CO Trouble - Bus.                    | 3.15        | 15.38  | 65           | 3           | 5.55             | 3.28           | SS       | NA          | 0                        |     |        |
| MR-4-06-2110                       | % Out of Service > 4 Hours - POTS - Bus                    | 57.30       | 50.00  | 274          | 10          |                  | 15.92          | 0.1462   | 0           | 5                        |     |        |
| MR-4-07-2110                       | % Out of Service > 12 Hours - POTS - Bus.                  | 33.21       | 20.00  | 274          | 10          |                  | 15.16          | 0.4988   | 0           | 5                        |     |        |
| MR-4-08-2110                       | % Out of Service > 24 Hours - POTS - Bus.                  | 5.47        | 10.00  | 274          | 10          |                  | 7.32           | -1.2656  | -1          | 5                        |     |        |
| MR-3-01-2120                       | % Missed Repair Appointments - Loop - Res.                 | 3.49        | 0.00   | 1,491        | 1           |                  | 18.35          | SS       | 0           | 10                       |     |        |
| MR-3-02-2120                       | % Missed Repair Appointments - CO - Res.                   | 1.33        | 0.00   | 150          | 2           |                  | 8.16           | SS       | 0           | 10                       |     |        |
| MR-4-02-2120                       | Mean Time To Repair - Loop Trouble - Res.                  | 19.00       | 19.95  | 1,491        | 1           | 15.82            | 15.83          | SS       | NA          | 0                        |     |        |
| MR-4-03-2120                       | Mean Time to Repair - CO Trouble - Res.                    | 6.11        | 7.27   | 150          | 2           | 11.87            | 8.45           | SS       | NA          | 0                        |     |        |
| MR-4-06-2120                       | % Out of Service > 4 Hours - POTS - Res.                   | 77.16       | NA     | 1,086        | NA          |                  |                | NA       | NA          | 0                        |     |        |
| MR-4-07-2120                       | % Out of Service > 12 Hours - POTS - Res.                  | 56.45       | NA     | 1,086        | NA          |                  |                | NA       | NA          | 0                        |     |        |
| MR-4-08-2120                       | % Out of Service > 24 Hours - POTS - Res.                  | 12.89       | NA     | 1,086        | NA          |                  |                | NA       | NA          | 0                        |     |        |
| MR-5-01-2100                       | % Repeat Reports w/in 30 days - POTS                       | 10.93       | 7.41   | 2,067        | 27          |                  | 6.04           | 0.1940   | 0           | 10                       |     |        |
| <b>BI Billing</b>                  |  |             |        |              |             |                  |                |          |             |                          |     |        |
| BI-1-02-1000                       | % DUF in 4 Business Days                                   |             | 99.02  |              | 110,076,133 |                  |                |          | 0           | 5                        |     |        |
|                                    |  |             |        |              |             |                  |                |          | Totals      | -10                      | 220 | -0.336 |

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

**Fair Point New Hampshire  
Performance Assurance Plan Report**

**PRELIM**

**DSL**

**Jan-2012**

| PO                                 | Pre-Ordering  | Performance |        | Observations |       | Diff.  | Perf. Score | Wgt     | Wgt'd Score | Domain Clustering Review |             |        |
|------------------------------------|---|-------------|--------|--------------|-------|--------|-------------|---------|-------------|--------------------------|-------------|--------|
|                                    |   | FP          | CLEC   | FP           | CLEC  |        |             |         |             |                          |             |        |
| PO-1-06-6020                       | <b>Mechanized Loop Qualification - EDI</b>                            | NA          | 7.43   |              | 291   | 7.4296 | 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                       | <b>Mechanized Loop Qualification - CORBA</b>                          | 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                       | <b>Mechanized Loop Qualification - Web GUI</b>                        | NA          | 4.53   |              | 17    | 4.5294 | 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                                 |             | 94.12  |              | 17    |        | NA          | 0       | 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                       | <b>% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale</b>    |             | 75.00  |              | 4     |        | NA          | 0       | 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                       | <b>% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale</b> |             | 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                       | <b>% On Time LSRC - No Facility Check - 2W xDSL Loops</b>             |             | 100.00 |              | 50    |        | 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                       | <b>% OT LSR Rej - No Facility Check - 2W xDSL Loops</b>               |             | 100.00 |              | 7     |        | 0           | 2       | 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                       | <b>% OT LSRC - No Facility Check - Line Share/Split</b>               |             | 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                       | <b>% OT LSR Rej - No Facility Check - Line Share/Split</b>            |             | 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                     |             | 0.32   |              | 1,868 |        | -1          | 2       | -0.017      | -0.067                   |             |        |
| OR-4-16-1000                       | % On Time PCN - 1 Business Day  |             | 99.30  |              | 1,856 |        | 0           | 2       | 0.000       | 0.000                    |             |        |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day  |             | 99.19  |              | 1,856 |        | 0           | 2       | 0.000       | 0.000                    |             |        |
| <b>PR Provisioning</b>             |   |             |        |              |       |        |             |         |             |                          |             |        |
|                                    |   | FP          | CLEC   | FP           | CLEC  |        | Stat Score  |         |             |                          |             |        |
| PR-4-02-1341                       | <b>Average Delay Days -Total -2W Digital -UNE/Resale</b>              | 1.63        | 1.00   | 40           | 1     | 1.03   | 1.04        | SS      | NA          | 0                        | 0.000       | 0.000  |
| PR-4-04-1341                       | % Missed Appointment -Dispatch -2W Digital -UNE/Resale                | 77.78       | 100.00 | 45           | 1     |        | 42.03       | SS      | NA          | 0                        | 0.000       | 0.000  |
| PR-4-05-1341                       | % Missed Appointment -No Dispatch -2W Digital -UNE/Resale             | 45.45       | NA     | 11           | NA    |        |             | NA      | NA          | 0                        | 0.000       | 0.000  |
| PR-6-01-1341                       | % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale              | 0.00        | 0.00   | 156          | 3     |        | 0.00        | SS      | 0           | 2                        | 0.000       | 0.000  |
| PR-8-01-1341                       | % Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale         | 3.57        | 0.00   | 56           | 1     |        | 18.72       | 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 |              | 18    |        |             | 0       | 10          |                          | 0.000       | 0.000  |
| PR-4-02-3342                       | <b>Average Delay Days -Total -2W xDSL Loops</b>                       | 35.00       | 1.00   | 2            | 2     | 15.56  | 15.56       | SS      | NA          | 10                       | 0.000       | 0.000  |
| PR-4-14-3342                       | % Completed On Time -2W xDSL Loops                                    |             | 95.45  |              | 22    |        |             | 0       | 10          |                          | 0.000       | 0.000  |
| PR-6-01-3342                       | % Installation Troubles w/in 30 Days -2W xDSL Loops                   | 3.60        | 0.00   | 973          | 34    |        | 3.25        | 0.5410  | 0           | 15                       | 0.000       | 0.000  |
| PR-8-01-3342                       | % Open Orders in Hold Status >30 Days -2W xDSL Loops                  | 50.00       | 0.00   | 2            | 25    |        | 36.74       | 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                       | <b>Average Delay Days -Total -Line Share/Split</b>                    | NA          | NA     | NA           | NA    | 0.00   |             | NA      | NA          | 0                        | 0.000       | 0.000  |
| PR-4-04-3340                       | % Missed Appointment -Dispatch -Line Share/Split                      | NA          | NA     | NA           | NA    |        |             | NA      | NA          | 0                        | 0.000       | 0.000  |
| PR-4-05-3340                       | % Missed Appointment -No Dispatch -Line Share/Split                   | NA          | NA     | NA           | NA    |        |             | NA      | NA          | 0                        | 0.000       | 0.000  |
| PR-6-01-3340                       | % Installation Troubles w/in 30 Days -Line Share/Split                | NA          | NA     | NA           | NA    |        |             | NA      | NA          | 0                        | 0.000       | 0.000  |
| PR-8-01-3340                       | % Open Orders in Hold Status >30 Days -Line Share/Split               | NA          | NA     | NA           | NA    |        |             | NA      | NA          | 0                        | 0.000       | 0.000  |
| <b>MR Maintenance &amp; Repair</b> |   |             |        |              |       |        |             |         |             |                          |             |        |
|                                    |   | FP          | CLEC   | FP           | CLEC  |        |             | Diff.   | Perf. Score | Wgt                      | Wgt'd Score |        |
| MR-1-01-6050                       | Average Response Time - Create Trouble                                | 1.45        | 7.94   |              | 2,382 |        |             | 6.4827  | -2          | 2                        | -0.033      | -0.053 |
| <b>Stat. Score</b>                 |   |             |        |              |       |        |             |         |             |                          |             |        |
| MR-3-01-1341                       | % Missed Repair Appt -Loop -2W Digital -UNE/Resale                    | 0.00        | 0.00   | 1            | 1     |        | 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                     | 89.74       | 21.38  | 1            | 1     | 0.00   |             | SS      | NA          | 0                        | 0.000       | 0.000  |
| MR-4-03-1341                       | Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale               | 1.07        | 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        | 50.00       | 100.00 | 2            | 1     |        | 61.24       | SS      | 0           | 2                        | 0.000       | 0.000  |
| MR-4-07-1341                       | % Out of Service >12 Hours -2W Digital -UNE/Resale                    | 0.00        | NA     | 1            | 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   | 2            | 1     |        | 0.00        | SS      | 0           | 2                        | 0.000       | 0.000  |
| MR-3-01-3342                       | % Missed Repair Appt -Loop -2W xDSL Loops                             | 5.24        | 5.88   | 1,852        | 17    |        | 5.43        | -0.7624 | 0           | 5                        | 0.000       | 0.000  |
| MR-3-02-3342                       | % Missed Repair Appointment -CO -2W xDSL Loops                        | 3.45        | 0.00   | 58           | 3     |        | 10.80       | SS      | 0           | 5                        | 0.000       | 0.000  |
| MR-4-02-3342                       | Mean Time To Repair -Loop -2W xDSL Loops                              | 17.79       | 6.75   | 1,852        | 17    | 16.04  | 3.91        | 3.4316  | 0           | 5                        | 0.000       | 0.000  |
| MR-4-03-3342                       | <b>Mean Time To Repair -CO -2W xDSL Loops</b>                         | 3.48        | 1.53   | 58           | 3     | 6.13   | 3.63        | SS      | NA          | 0                        | 0.000       | 0.000  |
| MR-4-04-3342                       | % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops                 | 17.07       | 95.00  | 82           | 20    |        | 9.38        | 5.0000  | 0           | 5                        | 0.000       | 0.000  |
| MR-4-07-3342                       | % Out of Service >12 Hours -2W xDSL Loops                             | 51.52       | 100.00 | 1,316        | 1     |        | 50.00       | SS      | NA          | 0                        | 0.000       | 0.000  |
| MR-5-01-3342                       | % Repeat Reports w/in 30 Days -2W xDSL Loops                          | 10.93       | 4.76   | 2,067        | 21    |        | 6.84        | 0.4783  | 0           | 10                       | 0.000       | 0.000  |
| 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  | -3          | 121                      | -0.050      |        |

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

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

**Fair Point New Hampshire  
Performance Assurance Plan Report**

**PRELIM TRUNKS**

**Jan-2012**

| 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      |    |              | 7     | 0      | 5    | 0.000      |        |       |
| OR-1-13-5000                       | % On Time Design Layout Record                        | 25.00       |    |              | 4     | -2     | 10   | -0.400     |        |       |
| OR-1-19-5020                       | % On Time Response - Request for Inbound Augment (<=  | NA          |    |              | NA    | NA     | 0    | 0.000      |        |       |
| OR-2-12-5020                       | % On TimeTrunk ASR Reject                             | NA          |    |              | NA    | NA     | 0    | 0.000      |        |       |
| <b>PR Provisioning</b>             |   |             |    | FP           |       |        |      |            |        |       |
| PR-4-07-3540                       | % On Time Performance - LNP only                      | 98.92       |    |              | 1,293 | 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   | 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 |
| <b>NP Network Performance</b>      |   |             |    |              |       |        |      |            |        |       |
| NP-1-03-5000                       | # of Final Trunk Groups Blocked 2 months              | 0.00        |    |              |       | 0      | 5    | 0.000      |        |       |
| NP-1-04-5000                       | # of Final Trunk Groups Blocked 3 months              | 0.00        |    |              |       | 0      | 10   | 0.000      |        |       |
|                                    |   |             |    |              |       | Totals | -2   | 50         | -0.400 |       |

"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       |          |          |     |          | Jan-2012 |       |          |
|----------------------------|---|--------------|----------|----------|-----|----------|----------|-------|----------|
| 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>                            | -            | -        | -        | -   | \$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             |              |          |          |     |          |          |       |          |
| <b>PROVISIONING</b>        |   |              |          |          |     |          |          |       |          |
| 3                          | <b>Installation Performance</b>                                   | \$20,597     | \$0      | \$7,134  | \$0 | \$0      | \$0      |       | \$27,731 |
|                            | PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)                 | 3,191        |          |          |     |          |          |       |          |
|                            | 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                         | 17,406       |          |          |     |          |          |       |          |
|                            | 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                        |              |          | 7,134    |     |          |          |       |          |
|                            | 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 <b>% On Time Performance - LNP</b>                        |              |          |          |     | \$0      |          |       | \$0      |
| <b>MAINTENANCE</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                  |              |          |          |     |          |          |       |          |
| 6                          | <b>Maintenance Performance</b>                                    | \$ 22,193    | \$18,102 | \$3,057  | \$0 | \$0      | \$0      |       | \$43,352 |
|                            | MR-3-01 Missed Repair Appointments - Loop - Bus.                  |              |          |          |     |          |          |       |          |
|                            | MR-3-01 Missed Repair Appointments - Loop - Res.                  | 17,406       |          |          |     |          |          |       |          |
|                            | MR-3-01 Missed Repair Appointments - Loop                         |              | 18,102   |          |     |          |          |       |          |
|                            | 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 Appoint -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.                             | 4,787        |          | 3,057    |     |          |          |       |          |
|                            | 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 Acknwldgd w/ 2 Bus Days             |              |          |          |     |          |          |       |          |
|                            | BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.   |              |          |          |     |          |          |       |          |
| <b>Month Total</b>         |   | \$42,790     | \$18,102 | \$10,191 | \$0 | \$18,262 | \$0      | \$0   | \$89,346 |

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

**Performance Report for Critical Measure # 8 - Collocation**

| NP        | Network Performance                              | CLEC Perf. | CLEC Obs. | Perf. Score | Wgt.      |
|-----------|--|------------|-----------|-------------|-----------|
| NP-2-01/2 | % OT Response to Request for Collocation - Total | 100.0      | 2         | 0           | 5         |
| NP-2-05/6 | % On Time - Physical Collocation - Total         | 100.0      | 1         | 0           | 20        |
| NP-2-07/8 | Average Delay Days - Total                       | NA         | NA        | NA          | 10        |
|           |  |            |           |             | <b>35</b> |

**Performance Report for Critical Measure # 9 - Resolution Performance**

| Resolution Timeliness |   | CLEC Perf. | CLEC Obs. | Perf. Score | Wgt.      |
|-----------------------|---|------------|-----------|-------------|-----------|
| 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 [  | 99.76      | 2,058     | 0           | 2         |
| BI-3-05-1000          | % CLEC Billing Claims Resolved w/in 28 Calendar Days afte | 99.92      | 2,456     | 0           | 20        |
|                       |   |            |           |             | <b>22</b> |

**Performance Report for Critical Measures - Specials**

| OR           | Ordering   | CLEC Perf. | CLEC Obs. | Perf. Score | Wgt. |
|--------------|--|------------|-----------|-------------|------|
| OR-1-04-1200 | % OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R | 100.00     | 2         | 0           | 10   |
| OR-1-06-1200 | % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F  | 100.00     | 30        | 0           | 10   |
| OR-2-04-1200 | % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale      | 100.00     | 1         | 0           | 5    |
| 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 |       |    |
|--------------|--|--------|--------|----------|--------------|-------------|-------|----|
| PR-4-01-1210 | % Missed Appointment -FP -DSO -UNE/Resale            | 100.00 | 0.00   | 2        | 1            | 0.00        | SS    | 0  |
| PR-4-01-1211 | % Missed Appointment -FP -DS1 -UNE/Resale            | 20.00  | 5.88   | 25       | 34           | 10.54       | 1.25  | 0  |
| PR-4-01-1213 | % Missed Appointment -FP -DS3 -UNE/Resale            | NA     | 0.00   | NA       | 2            | 2.00        | SS    | 0  |
| PR-4-01-1214 | % Missed Appointment -FP -Other -UNE/Resale          | NA     | NA     | NA       | NA           |             | NA    | NA |
| PR-4-02-1200 | Average Delay Days - Total -UNE/Resale               | 12.57  | 6.00   | 7        | 2            | 16.69       | 26.58 | SS |
| PR-5-01-1200 | % Missed Appointment - Facilities -UNE/Resale        | 3.70   | 2.70   | 27       | 37           | 4.78        | -0.44 | 0  |
| PR-5-02-1200 | % Orders Held for Facilities > 15 days -UNE/Resale   | 3.70   | 0.00   | 27       | 37           | 4.78        | 0.20  | 0  |
| PR-6-01-1200 | % Installation Troubles within 30 days -UNE/Resale   | 0.00   | 0.00   | 6        | 44           | 0.00        | 5.00  | 0  |
| PR-8-01-1200 | % Open Orders in a Hold Status > 30 Days -UNE/Resale | 33.33  | 2.70   | 27       | 37           | 11.93       | 3.04  | 0  |
| PR-4-01-3510 | % Missed Appointment - FP - Total - EEL              | 20.00  | 0.00   | 25       | 1            | 40.79       | SS    | 0  |
| PR-4-02-3510 | Average Delay Days - Total - EEL                     | 3.60   | NA     | 5        | NA           | 2.30        | NA    | NA |
| PR-8-01-3510 | % Open Orders in a Hold Status >30 Days -EEL         | 28.00  | 100.00 | 25       | 1            | 45.79       | SS    | NA |
| PR-4-01-3530 | % Missed Appointment - FP - Total - IOF              | NA     | NA     | NA       | NA           |             | NA    | NA |
| PR-4-02-3530 | Average Delay Days - IOF                             | NA     | NA     | NA       | NA           | 0.00        | NA    | NA |
| PR-8-01-3530 | % Open Orders in a Hold Status >30 Days -IOF         | NA     | NA     | NA       | NA           |             | NA    | NA |

| MR           | Maintenance & Repair                                   | FP     | FP     | Std Dev. | Sample Error | Stat. Score |       |      |
|--------------|--|--------|--------|----------|--------------|-------------|-------|------|
| MR-4-01-1216 | Mean Time to Repair - nonDS0 & DS0 -UNE/Resale         | 24.55  | 1.00   | 22       | 1            | 13.48       | 44.01 | NA   |
| MR-4-01-1217 | Mean Time to Repair - DS1 & DS3 -UNE/Resale            | 10.62  | 8.67   | 50       | 49           | 13.18       | 6.19  | 0.86 |
| MR-4-06-1216 | % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale  | 100.00 | NA     | 2        | NA           |             |       | NA   |
| MR-4-08-1216 | % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale | 0.00   | NA     | 2        | NA           |             |       | NA   |
| MR-4-06-1217 | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale     | 0.00   | 100.00 | 4        | 2            | 0.00        | SS    | NA   |
| MR-4-08-1217 | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale    | 0.00   | 0.00   | 4        | 2            | 0.00        | SS    | 0    |
| MR-5-01-1200 | % Repeat Reports w/in 30 days -UNE/Resale              | 18.06  | 12.00  | 72       | 50           | 7.08        | 0.65  | 0    |

"NA" - no activity    "UD" - under development    "SS" - Small Sample    Total **105**

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

Special Provision - UNE Ordering

Jan-2012

|              |   | % On Time | Observations | Market Adj. |
|--------------|---|-----------|--------------|-------------|
| OR-1-04-3320 | % OT LSRC - No Facility Check - POTS      | 99.29     | 1,132        | \$ -        |
| OR-1-06-3320 | % OT LSRC/ASRC - Facility Check - POTS    | NA        | -            | \$ -        |
| OR-2-04-3320 | % OT LSR Rej.- No Facility Check - POTS   | 99.25     | 133          | \$ -        |
| OR-2-06-3320 | % OT LSR/ASR Rej. - Facility Check - POTS | NA        | -            | \$ -        |

|                          |             |
|--------------------------|-------------|
| <b>Total Market Adj*</b> | <b>\$ -</b> |
|--------------------------|-------------|

\* 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 #      |           |
| NOV-2011  | 88.65 | 326          | 289       | NOV-2011   | 97.96 | 98           | 96        |
| DEC-2011  | 74.76 | 416          | 311       | DEC-2011   | 76.87 | 134          | 103       |
| JAN-2012  | 72.28 | 404          | 292       | JAN-2012   | 90.65 | 139          | 126       |
| Overall   | 77.84 | 1,146        | 892       | Overall  | 87.60 | 371          | 325       |

|                     |      |
|---------------------|------|
| Market Adjustment * | \$ - |
|---------------------|------|

| 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 #      |           |
| NOV-2011  | 95.98 | 348          | 334       | NOV-2011   | 97.01 | 201          | 195       |
| DEC-2011  | 97.95 | 341          | 334       | DEC-2011   | 98.84 | 258          | 255       |
| JAN-2012  | 93.38 | 302          | 282       | JAN-2012   | 96.63 | 208          | 201       |
| Overall   | 95.86 | 991          | 950       | Overall  | 97.60 | 667          | 651       |

|                     |      |
|---------------------|------|
| Market Adjustment * | \$ - |
|---------------------|------|

| 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 #      |           |
| NOV-2011                                    | 98.24 | 624          | 613       | NOV-2011                                       | 99.21 | 126          | 125       |
| DEC-2011                                    | 91.94 | 248          | 228       | DEC-2011                                       | 96.63 | 208          | 201       |
| JAN-2012                                    | 91.46 | 246          | 225       | JAN-2012                                       | 92.65 | 204          | 189       |
| Overall                                     | 95.35 | 1,118        | 1,066     | Overall  | 95.72 | 538          | 515       |

|                     |      |
|---------------------|------|
| Market Adjustment * | \$ - |
|---------------------|------|

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

Special Provision - Hot Cut - Loop Performance

|              |   | Current Month    | Current Month     | Prior Month      | Prior Month       |
|--------------|---|------------------|-------------------|------------------|-------------------|
|              |   | CLEC Performance | CLEC Observations | CLEC Performance | CLEC Observations |
| PR-9-01-3520 | % On Time Performance-Loop-Basic Hot Cut            | 100.00           | 16                | 100.00           | 20                |
| 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    | 0.00             | 53                | 0.00             | 123               |
| 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   | 15.35            | 139               | 16.83            | 135               |
|              |   | VZ Std. Dev.     | Stat Score        | VZ Std. Dev.     | Stat Score        |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC      | 0.00             |                   | 0.00             |                   |
|              |   | Greater of -     | Tier II (2 mo) or | Tier III (1mo)   | Total             |
|              | Market Adjustment for PR-6-02-3520 / PR-9-01-3520*  | \$ -             | \$ -              | \$ -             | \$ -              |
|              | Market Adjustment for PR-6-02-3523 / PR-9-01-3523*  | \$ -             | \$ -              | \$ -             | \$ -              |
|              | Market Adjustment for PR-6-02-3525 / PR-9-01-3525*  | \$ -             | \$ -              | \$ -             | \$ -              |
|              | Market Adjustment for PR-9-08-3533                  | \$ -             | \$ -              | \$ -             | \$ -              |

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



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

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

|  |    |  |      |
|--|----|--|------|
| PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5) | NA |  | \$ - |
|--|----|--|------|

% Test Deck Wgt. Failure      Test Deck Wgt.

|                                    |    |    |      |
|------------------------------------|----|----|------|
| 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<br>Transactions failed, no workaround | R3 |  | \$ - |
|---|----|--|------|

|                         |        |      |
|-------------------------|--------|------|
| Total Market Adjustment |        | \$ - |
| UNE Platform allocation | 31.43% | \$ - |
| UNE Loop allocation     | 47.14% | \$ - |
| Resale allocation       | 7.14%  | \$ - |
| DSL allocation          | 14.29% | \$ - |

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary PRELIM

Jan-2012

|                                       | <u>Weighted<br/>Score</u> | <u>Market<br/>Adjustment</u> |                          |
|---------------------------------------|---------------------------|------------------------------|--------------------------|
| <b>MODE OF ENTRY</b>                  |                           |                              |                          |
| Unbundled Network Elements - Platform | -0.370                    | \$ 103,060                   |                          |
| Unbundled Network Elements - Loop     | -0.095                    | \$ -                         |                          |
| Resale                                | -0.336                    | \$ 21,020                    |                          |
| Digital Subscriber Lines              | -0.050                    | \$ -                         |                          |
| Trunks                                | -0.400                    | <u>\$ 21,944</u>             |                          |
| <b>Mode of Entry Total</b>            |                           |                              | <b>\$ 146,025</b>        |
| <b># CRITICAL MEASURES</b>            |                           |                              |                          |
| 1 OSS Interface                       |                           | \$ -                         |                          |
| 2 % On Time Ordering Notification     |                           | \$ 18,262                    |                          |
| 3 Installation Performance            |                           | \$ 27,731                    |                          |
| 4 % On Time Performance - LNP         |                           | \$ -                         |                          |
| 5 Hot Cut Performance                 |                           | \$ -                         |                          |
| 6 Maintenance Performance             |                           | \$ 43,352                    |                          |
| 7 Final Trunk Groups Blocked          |                           | \$ -                         |                          |
| 8 Collocation                         |                           | <u>\$ -</u>                  |                          |
| 9 Resolution Processes                |                           | <u>\$ -</u>                  |                          |
| <b>Critical Measure Total</b>         |                           |                              | <b>\$ 89,346</b>         |
| <b>Individual Rule Payments:</b>      |                           |                              | <b>\$ 1,549</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><u>\$ 236,920</u></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

Jan-2012

| 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          | 3.32   |              | 2,255       | 3.3175  | 0           | 2      | 0.000       | 0.000                    |        |
| PO-1-03-6020                       | Address Validation -EDI                               | NA          | 12.83  |              | 717         | 12.8298 | 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          | 5.30   |              | 69          | 5.3043  | 0           | 2      | 0.000       | 0.000                    |        |
| PO-1-03-6050                       | Address Validation - Web GUI                          | NA          | 23.33  |              | 9           | 23.3333 | 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       |             | 100.00 |              | 126         |         | 0           | 10     | 0.000       | 0.000                    |        |
| OR-2-02-3140                       | % On Time LSR Reject - Flow Through - Platform        |             | 100.00 |              | 37          |         | 0           | 5      | 0.000       | 0.000                    |        |
| OR-4-11-1000                       | % Completed Orders with Neither a PCN or BCN Sent     |             | 0.32   |              | 1,868       |         | 0           | 5      | 0.000       | 0.000                    |        |
| OR-4-16-1000                       | % On Time PCN - 1 Business Day                        |             | 99.30  |              | 1,856       |         | 0           | 5      | 0.000       | 0.000                    |        |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day                        |             | 99.19  |              | 1,856       |         | 0           | 5      | 0.000       | 0.000                    |        |
| OR-5-03-3140                       | % Flow-Through Achieved-UNE POTS Platform             |             | 90.65  |              | 139         |         | -1          | 5      | -0.022      | -0.049                   |        |
| OR-6-03-3140                       | % Accuracy - LSRC - Platform                          |             | 0.48   |              | 416         |         | 0           | 5      | 0.000       | 0.000                    |        |
| OR-1-04-3140                       | % OT LSRC - No Facility Check - Platform              |             | 100.00 |              | 219         |         | 0           | 5      | 0.000       | 0.000                    |        |
| OR-1-06-3140                       | % OT LSRC/ASRC - Facility Check - Platform            |             | 100.00 |              | 20          |         | 0           | 2      | 0.000       | 0.000                    |        |
| OR-2-04-3140                       | % OT LSR Rej.- No Facility Check - Platform           |             | 99.15  |              | 117         |         | 0           | 2      | 0.000       | 0.000                    |        |
| OR-2-06-3140                       | % OT LSR/ASR Rej. - Facility Check - Platform         |             | 100.00 |              | 24          |         | 0           | 2      | 0.000       | 0.000                    |        |
| <b>PR Provisioning</b>             |   |             |        |              |             |         |             |        |             |                          |        |
| PR-3-01-3140                       | % Completed in 1 Day (1-5 Lines - No Disp) - Platform | 62.01       | 50.00  | 458          | 16          | 12.34   | -0.9728     | 0      | 5           | 0.000                    | 0.000  |
| PR-4-05-3140                       | % Missed Appointment- FP - No Dispatch - Platform     | 5.29        | 7.32   | 3,797        | 164         | 1.79    | -1.2769     | -1     | 20          | -0.088                   | -0.143 |
| PR-4-04-3140                       | % Missed Appointment - FP - Dispatch - Platform       | 18.33       | 0.00   | 693          | 20          | 8.77    | 2.0826      | 0      | 10          | 0.000                    | 0.000  |
| PR-4-02-3100                       | Average Delay Days - Total - POTS                     | 2.21        | 1.14   | 331          | 14          | 3.17    | 0.87        | 0      | 15          | 0.000                    | 0.000  |
| PR-5-01-3140                       | % Missed Appointment - Facilities - Platform          | 1.73        | 0.00   | 693          | 20          | 2.96    | 0.5853      | 0      | 5           | 0.000                    | 0.000  |
| PR-5-02-3140                       | % Orders Held for Facilities > 15 days - Platform     | 0.29        | 0.00   | 693          | 20          | 1.22    | 0.2372      | 0      | 5           | 0.000                    | 0.000  |
| PR-6-01-3140                       | % Installation Troubles within 30 days - Platform     | 6.39        | 6.00   | 1,597        | 100         | 2.52    | -0.1122     | 0      | 10          | 0.000                    | 0.000  |
| <b>MR Maintenance &amp; Repair</b> |   |             |        |              |             |         |             |        |             |                          |        |
| MR-1-01-6050                       | Average Response Time - Create Trouble                | 1.45        | 7.94   |              | 2,382       |         | 6.4827      | -2     | 2           | -0.018                   | -0.023 |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)      | NA          | 133.52 |              | 612         |         | 133.5229    | NA     | 0           | NA                       | 0.000  |
| <b>Stat. Score</b>                 |   |             |        |              |             |         |             |        |             |                          |        |
| MR-3-01-3144                       | % Missed Repair Appointments - Loop - Platform - Bus  | 12.47       | 10.45  | 361          | 67          | 4.39    | 0.2263      | 0      | 10          | 0.000                    | 0.000  |
| MR-3-02-3144                       | % Missed Repair Appointments - CO - Platform - Bus    | 6.15        | 0.00   | 65           | 24          | 5.74    | 0.5909      | 0      | 10          | 0.000                    | 0.000  |
| MR-4-02-3144                       | Mean Time to Repair - Loop Trouble - Platform - Bus   | 14.78       | 14.39  | 361          | 67          | 17.88   | 2.38        | 0      | 5           | 0.000                    | 0.000  |
| MR-4-03-3144                       | Mean Time to Repair - CO Trouble - Platform - Bus     | 3.15        | 5.65   | 65           | 22          | 5.55    | 1.37        | 0      | 5           | 0.000                    | 0.000  |
| MR-4-06-3144                       | % Out of Service >4 Hours - Platform - Bus            | 57.30       | 76.92  | 274          | 26          | 10.15   | -2.2199     | -2     | 5           | -0.044                   | -0.057 |
| MR-4-07-3144                       | % Out of Service >12 Hours - Platform - Bus           | 33.21       | 26.92  | 274          | 26          | 9.66    | 0.4160      | 0      | 5           | 0.000                    | 0.000  |
| MR-4-08-3144                       | % Out of Service > 24 Hours - Platform - Bus          | 5.47        | 7.69   | 274          | 26          | 4.67    | -0.9403     | 0      | 5           | 0.000                    | 0.000  |
| MR-3-01-3145                       | % Missed Repair Appointments - Loop -Platform - Res   | 3.49        | 8.70   | 1,491        | 23          | 3.85    | -1.6864     | -2     | 10          | -0.088                   | -0.115 |
| MR-3-02-3145                       | % Missed Repair Appointments - CO - Platform - Res    | 1.33        | 66.67  | 150          | 3           | 6.69    | SS          | NA     | 0           | NA                       | 0.000  |
| MR-4-02-3145                       | Mean Time to Repair - Loop Trouble - Platform - Res   | 19.00       | 18.04  | 1,491        | 23          | 15.82   | 3.32        | 0      | 5           | 0.000                    | 0.000  |
| MR-4-03-3145                       | Mean Time to Repair - CO Trouble - Platform - Res     | 6.11        | 56.63  | 150          | 3           | 11.87   | 6.92        | SS     | NA          | NA                       | 0.000  |
| MR-4-06-3145                       | % Out of Service >4 Hours - Platform - Res            | 77.16       | 88.89  | 1,086        | 9           | 14.05   | -1.2980     | 0      | 5           | 0.000                    | 0.000  |
| MR-4-07-3145                       | % Out of Service >12 Hours - Platform - Res           | 56.45       | 55.56  | 1,086        | 9           | 16.60   | -0.2672     | 0      | 5           | 0.000                    | 0.000  |
| MR-4-08-3145                       | % Out of Service > 24 Hours - Platform - Res          | 12.89       | 11.11  | 1,086        | 9           | 11.22   | -0.4506     | 0      | 5           | 0.000                    | 0.000  |
| MR-5-01-3140                       | % Repeat Reports w/in 30 days - Platform              | 10.93       | 10.26  | 2,067        | 117         | 2.97    | 0.0404      | 0      | 10          | 0.000                    | 0.000  |
| <b>BI Billing</b>                  |   |             |        |              |             |         |             |        |             |                          |        |
| BI-1-02-1000                       | % DUF in 4 Business Days                              |             | 99.02  |              | 110,076,133 |         |             | 0      | 5           | 0.000                    |        |
|                                    |   |             |        |              |             |         |             | Totals | -8          | 227                      | -0.260 |

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

**Fair Point New Hampshire FINAL**  
**Performance Assurance Plan Report**

**UNE LOOP**

**Jan-2012**

| PO  | Pre-Ordering  | Performance |        | Observations |       | Diff.   | Perf. Score | Wgt.    | Wgted. Score | Domain Clustering Review |        |        |  |
|---|---|-------------|--------|--------------|-------|---------|-------------|---------|--------------|--------------------------|--------|--------|--|
|   |   | FP          | CLEC   | FP           | CLEC  |         |             |         |              |                          |        |        |  |
| PO-2-02-6010  | <b>OSS Interface Availability - Prime - WPTS</b>    |             | NA     |              |       |         | 0           | 5       | 0.000        | 0.000                    |        |        |  |
| PO-1-01-6020  | Customer Service Record - EDI                       | NA          | 3.32   |              | 2,255 | 3.3175  | 0           | 2       | 0.000        | 0.000                    |        |        |  |
| PO-1-03-6020  | Address Validation - EDI                            | NA          | 12.83  |              | 717   | 12.8298 | NA          | 0       | NA           | 0.000                    |        |        |  |
| PO-2-02-6020  | <b>OSS Interface Availability - Prime - EDI</b>     |             | 100.00 |              |       |         | 0           | 5       | 0.000        | 0.000                    |        |        |  |
| PO-1-01-6030  | Customer Service Record - CORBA                     | NA          | NA     |              | NA    |         | NA          | 0       | NA           | 0.000                    |        |        |  |
| PO-1-03-6030  | Address Validation - CORBA                          | NA          | NA     |              | NA    |         | NA          | 0       | NA           | 0.000                    |        |        |  |
| PO-2-02-6030  | <b>OSS Interface Availability - Prime - CORBA</b>   |             | NA     |              |       |         | NA          | 0       | NA           | 0.000                    |        |        |  |
| PO-1-01-6050  | Customer Service Record - Web GUI                   | NA          | 5.30   |              | 69    | 5.3043  | 0           | 2       | 0.000        | 0.000                    |        |        |  |
| PO-1-03-6050  | Address Validation - Web GUI                        | NA          | 23.33  |              | 9     | 23.3333 | NA          | 0       | NA           | 0.000                    |        |        |  |
| PO-2-02-6080  | <b>OSS Interface Availability - Prime - Web GUI</b> |             | 100.00 |              |       |         | 0           | 5       | 0.000        | 0.000                    |        |        |  |
| <b>OR Ordering</b>  |   |             |        |              |       |         |             |         |              |                          |        |        |  |
| OR-1-02-3331  | % On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs         |             | 100.00 |              | 878   |         | 0           | 10      | 0.000        | 0.000                    |        |        |  |
| OR-2-02-3331  | % On Time LSR Reject - Flow Thru - Loop/Pre-Qual    |             | 100.00 |              | 45    |         | 0           | 5       | 0.000        | 0.000                    |        |        |  |
| OR-4-11-1000  | % Completed Orders with Neither a PCN or BCN Sent   |             | 0.32   |              | 1,868 |         | 0           | 2       | 0.000        | 0.000                    |        |        |  |
| OR-4-16-1000  | % On Time PCN - 1 Business Day                      |             | 99.30  |              | 1,856 |         | 0           | 2       | 0.000        | 0.000                    |        |        |  |
| OR-4-17-1000  | % On Time BCN - 2 Business Day                      |             | 99.19  |              | 1,856 |         | 0           | 2       | 0.000        | 0.000                    |        |        |  |
| OR-5-03-3112  | % Flow-Through Achieved-UNE POTS Loop               |             | 96.63  |              | 208   |         | 0           | 5       | 0.000        | 0.000                    |        |        |  |
| OR-6-03-3331  | % Accuracy - LSRC - Loop                            |             | 0.25   |              | 401   |         | 0           | 5       | 0.000        | 0.000                    |        |        |  |
| OR-1-04-3331  | % OT LSRC - No Facility Check - Loop/LNP            |             | 99.12  |              | 913   |         | 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         |             | 100.00 |              | 16    |         | 0           | 2       | 0.000        | 0.000                    |        |        |  |
| OR-2-06-3331  | % OT LSR/ASR Rej - Facility Check - Loop/LNP        |             | NA     |              | NA    |         | NA          | 0       | NA           | 0.000                    |        |        |  |
| <b>PR Provisioning</b>  |   |             |        |              |       |         |             |         |              |                          |        |        |  |
| PR-4-02-3100  | <b>Average Delay Days - Total - POTS</b>            | 2.21        | 1.14   | 331          | 14    | 3.17    | 0.87        | 2.1248  | 0            | 5                        | 0.000  | 0.000  |  |
| PR-4-04-3113  | % Missed Appointment - FP - Dispatch - Loop-New     | 18.33       | 4.08   | 693          | 49    |         | 5.72        | 2.6175  | 0            | 20                       | 0.000  | 0.000  |  |
| PR-5-01-3112  | % Missed Appointment - Facilities - Loop            | 1.73        | 0.00   | 693          | 51    |         | 1.89        | 0.1924  | 0            | 5                        | 0.000  | 0.000  |  |
| PR-5-02-3112  | % Orders Held for Facilities > 15 days - Loop       | 0.29        | 0.00   | 693          | 51    |         | 0.78        | 0.3708  | 0            | 5                        | 0.000  | 0.000  |  |
| PR-6-01-3113  | % Installation Troubles within 30 days - Loop New   | 3.60        | 0.00   | 973          | 100   |         | 1.96        | 1.8701  | 0            | 10                       | 0.000  | 0.000  |  |
| PR-6-02-3520  | % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut   |             | 0.00   |              | 53    |         |             |         | 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 |              | 16    |         |             |         | 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              | 1.45        | 7.94   |              | 2,382 |         |             | 6.4827  | -2           | 2                        | -0.024 | -0.043 |  |
| MR-3-01-3112  | % Missed Repair Appointments - Loop - Loop          | 5.24        | 7.29   | 1,852        | 96    |         | 2.33        | -1.0999 | -1           | 10                       | -0.059 | -0.106 |  |
| MR-4-02-3112  | Mean Time to Repair - Loop Trouble - Loop           | 17.79       | 8.70   | 1,852        | 96    | 16.04   | 1.68        | 5.0000  | 0            | 5                        | 0.000  | 0.000  |  |
| MR-4-07-3112  | % Out of Service > 12 Hours - Loop                  | 51.52       | 14.29  | 1,316        | 35    |         | 8.56        | 4.3556  | 0            | 5                        | 0.000  | 0.000  |  |
| MR-4-08-3112  | % Out of Service > 24 Hours - Loop                  | 11.25       | 2.86   | 1,316        | 35    |         | 5.41        | 1.3625  | 0            | 5                        | 0.000  | 0.000  |  |
| MR-5-01-3112  | % Repeat Reports w/in 30 days - Loop                | 10.93       | 10.10  | 2,067        | 99    |         | 3.21        | 0.0552  | 0            | 10                       | 0.000  | 0.000  |  |
| MR-3-02-3112  | % Missed Repair Appointments - CO - Loop            | 3.45        | 0.00   | 58           | 3     |         | 10.80       | SS      | 0            | 10                       | 0.000  | 0.000  |  |
| MR-4-03-3112  | Mean Time to Repair - CO Trouble - Loop             | 3.48        | 4.57   | 58           | 3     | 6.13    | 3.63        | SS      | NA           | 0                        | NA     | 0.000  |  |
| "NA" - no activity "UD" - under development "SS" - Small Sample |   |             |        |              |       |         |             |         |              |                          |        |        |  |
|   |   |             |        |              |       |         |             |         | Totals       | -3                       | 169    | -0.083 |  |

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

**Fair Point New Hampshire  
Performance Assurance Plan Report**

**FINAL**

**RESALE**

**Jan-2012**

| PO                                 | Pre-Ordering   | Performance |        | Observations |             | Diff.            | Perf. Score    | Wgt.     | Wgtd. Score | Domain Clustering Review |     |        |
|------------------------------------|--|-------------|--------|--------------|-------------|------------------|----------------|----------|-------------|--------------------------|-----|--------|
|                                    |  | FP          | CLEC   | FP           | CLEC        |                  |                |          |             |                          |     |        |
| PO-1-01-6020                       | Customer Service Record - EDI                              | NA          | 3.32   |              | 2,255       | 3.3175           | 0              | 2        | 0.000       | 0.000                    |     |        |
| PO-1-03-6020                       | Address Validation -EDI                                    | NA          | 12.83  |              | 717         | 12.8298          | NA             | 0        | NA          | 0.000                    |     |        |
| PO-2-02-6020                       | <b>OSS Interface Availability - Prime - EDI</b>            |             | 100.00 |              |             |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| PO-1-01-6050                       | Customer Service Record - Web GUI                          | NA          | 5.30   |              | 69          | 5.3043           | 0              | 2        | 0.000       | 0.000                    |     |        |
| PO-1-03-6050                       | Address Validation - Web GUI                               | NA          | 23.33  |              | 9           | 23.3333          | NA             | 0        | NA          | 0.000                    |     |        |
| PO-2-02-6080                       | <b>OSS Interface Availability - Prime - Web GUI</b>        |             | 100.00 |              |             |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| <b>OR Ordering</b>                 |  |             |        |              |             |                  |                |          |             |                          |     |        |
| OR-1-02-2320                       | % On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h  |             | 100.00 |              | 191         |                  | 0              | 10       | 0.000       | 0.000                    |     |        |
| OR-2-02-2320                       | % On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex |             | 100.00 |              | 74          |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| OR-4-11-1000                       | % Completed Orders with neither a PCN or BCN Sent          |             | 0.32   |              | 1,868       |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| OR-4-16-1000                       | % On Time PCN - 1 Business Day                             |             | 99.30  |              | 1,856       |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day                             |             | 99.19  |              | 1,856       |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| OR-5-03-2000                       | % Flow Through - Achieved - POTS                           |             | 86.21  |              | 203         |                  | -2             | 10       | -0.091      | -0.169                   |     |        |
| OR-6-03-2000                       | % Accuracy - LSRC  |             | 0.37   |              | 817         |                  | 0              | 10       | 0.000       | 0.000                    |     |        |
| OR-1-04-2320                       | % OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx        |             | 100.00 |              | 435         |                  | 0              | 5        | 0.000       | 0.000                    |     |        |
| OR-1-06-2320                       | % OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx      |             | 100.00 |              | 3           |                  | 0              | 2        | 0.000       | 0.000                    |     |        |
| OR-2-04-2320                       | % OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx     |             | 100.00 |              | 156         |                  | 0              | 2        | 0.000       | 0.000                    |     |        |
| OR-2-06-2320                       | % OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx    |             | 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    | 62.01       | 33.33  | 458          | 3           |                  | 28.11          | SS       | NA          | 0                        |     |        |
| PR-4-05-2100                       | % Missed Appointment- FP - No Dispatch - POTS              | 5.29        | 3.33   | 3,797        | 30          |                  | 4.10           | -0.0613  | 0           | 20                       |     |        |
| PR-4-04-2100                       | % Missed Appointment - FP - Dispatch - POTS                | 18.33       | 20.00  | 693          | 10          |                  | 12.32          | -0.6059  | 0           | 10                       |     |        |
| PR-4-02-2100                       | Average Delay Days - Total - POTS                          | 2.21        | 1.00   | 331          | 3           | 3.17             | 1.84           | SS       | NA          | 15                       |     |        |
| PR-5-01-2100                       | % Missed Appointment - Facilities - POTS                   | 1.73        | 10.00  | 693          | 10          |                  | 4.15           | -2.2239  | -2          | 5                        |     |        |
| PR-5-02-2100                       | % Orders Held for Facilities > 15 days - POTS              | 0.29        | 0.00   | 693          | 10          |                  | 1.71           | 0.1689   | 0           | 5                        |     |        |
| PR-6-01-2100                       | % Installation Troubles within 30 days - POTS              | 6.39        | 18.18  | 1,597        | 33          |                  | 4.30           | -2.5986  | -2          | 15                       |     |        |
| <b>MR Maintenance &amp; Repair</b> |  |             |        |              |             |                  |                |          |             |                          |     |        |
|                                    |  |             |        |              |             |                  |                |          | Diff.       |                          |     |        |
| MR-1-01-6050                       | Average Response Time - Create Trouble                     | 1.45        | 7.94   |              | 2,382       |                  |                | 6.4827   | -2          | 2                        |     |        |
| MR-1-06-6050                       | Average Response Time - Test Trouble (POTS only)           | NA          | 133.52 |              | 612         |                  |                | 133.5229 | NA          | 0                        |     |        |
| <b>Stat Score</b>                  |  |             |        |              |             |                  |                |          |             |                          |     |        |
| MR-3-01-2110                       | % Missed Repair Appointments - Loop - Bus.                 | 12.47       | 4.76   | 361          | 21          |                  | 7.41           | 0.6635   | 0           | 10                       |     |        |
| MR-3-02-2110                       | % Missed Repair Appointments - CO - Bus.                   | 6.15        | 0.00   | 65           | 3           |                  | 14.19          | SS       | 0           | 10                       |     |        |
| MR-4-02-2110                       | Mean Time To Repair - Loop Trouble - Bus.                  | 14.78       | 8.12   | 361          | 21          | 17.88            | 4.01           | 1.6258   | 0           | 5                        |     |        |
| MR-4-03-2110                       | Mean Time To Repair - CO Trouble - Bus.                    | 3.15        | 15.38  | 65           | 3           | 5.55             | 3.28           | SS       | NA          | 0                        |     |        |
| MR-4-06-2110                       | % Out of Service > 4 Hours - POTS - Bus                    | 57.30       | 50.00  | 274          | 10          |                  | 15.92          | 0.1462   | 0           | 5                        |     |        |
| MR-4-07-2110                       | % Out of Service > 12 Hours - POTS - Bus.                  | 33.21       | 20.00  | 274          | 10          |                  | 15.16          | 0.4988   | 0           | 5                        |     |        |
| MR-4-08-2110                       | % Out of Service > 24 Hours - POTS - Bus.                  | 5.47        | 10.00  | 274          | 10          |                  | 7.32           | -1.2656  | -1          | 5                        |     |        |
| MR-3-01-2120                       | % Missed Repair Appointments - Loop - Res.                 | 3.49        | 0.00   | 1,491        | 1           |                  | 18.35          | SS       | 0           | 10                       |     |        |
| MR-3-02-2120                       | % Missed Repair Appointments - CO - Res.                   | 1.33        | 0.00   | 150          | 2           |                  | 8.16           | SS       | 0           | 10                       |     |        |
| MR-4-02-2120                       | Mean Time To Repair - Loop Trouble - Res.                  | 19.00       | 19.95  | 1,491        | 1           | 15.82            | 15.83          | SS       | NA          | 0                        |     |        |
| MR-4-03-2120                       | Mean Time to Repair - CO Trouble - Res.                    | 6.11        | 7.27   | 150          | 2           | 11.87            | 8.45           | SS       | NA          | 0                        |     |        |
| MR-4-06-2120                       | % Out of Service > 4 Hours - POTS - Res.                   | 77.16       | NA     | 1,086        | NA          |                  |                | NA       | NA          | 0                        |     |        |
| MR-4-07-2120                       | % Out of Service > 12 Hours - POTS - Res.                  | 56.45       | NA     | 1,086        | NA          |                  |                | NA       | NA          | 0                        |     |        |
| MR-4-08-2120                       | % Out of Service > 24 Hours - POTS - Res.                  | 12.89       | NA     | 1,086        | NA          |                  |                | NA       | NA          | 0                        |     |        |
| MR-5-01-2100                       | % Repeat Reports w/in 30 days - POTS                       | 10.93       | 7.41   | 2,067        | 27          |                  | 6.04           | 0.1940   | 0           | 10                       |     |        |
| <b>BI Billing</b>                  |  |             |        |              |             |                  |                |          |             |                          |     |        |
| BI-1-02-1000                       | % DUF in 4 Business Days                                   |             | 99.02  |              | 110,076,133 |                  |                |          | 0           | 5                        |     |        |
|                                    |  |             |        |              |             |                  |                |          | Totals      | -9                       | 220 | -0.314 |

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**

**Jan-2012**

| PO                                 | Pre-Ordering   | Performance |        | Observations |       | Diff.  | Perf. Score | Wgt     | Wgt'd Score | Domain Clustering Review |        |       |
|------------------------------------|--|-------------|--------|--------------|-------|--------|-------------|---------|-------------|--------------------------|--------|-------|
|                                    |  | FP          | CLEC   | FP           | CLEC  |        |             |         |             |                          |        |       |
| PO-1-06-6020                       | <b>Mechanized Loop Qualification - EDI</b>                     | NA          | 7.43   |              | 291   | 7.4296 | 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                       | <b>Mechanized Loop Qualification - CORBA</b>                   | 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                       | <b>Mechanized Loop Qualification - Web GUI</b>                 | NA          | 4.53   |              | 17    | 4.5294 | 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                          |             | 94.12  |              | 17    |        | NA          | 0       | 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    |             | 75.00  |              | 4     |        | NA          | 0       | 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             |             | 100.00 |              | 50    |        | 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               |             | 100.00 |              | 7     |        | 0           | 2       | 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              |             | 0.32   |              | 1,868 |        | 0           | 2       | 0.000       | 0.000                    |        |       |
| OR-4-16-1000                       | % On Time PCN - 1 Business Day                                 |             | 99.30  |              | 1,856 |        | 0           | 2       | 0.000       | 0.000                    |        |       |
| OR-4-17-1000                       | % On Time BCN - 2 Business Day                                 |             | 99.19  |              | 1,856 |        | 0           | 2       | 0.000       | 0.000                    |        |       |
| <b>PR Provisioning</b>             |  |             |        |              |       |        |             |         |             |                          |        |       |
| PR-4-02-1341                       | <b>Average Delay Days -Total -2W Digital -UNE/Resale</b>       | 1.63        | 1.00   | 40           | 1     | 1.03   | 1.04        | SS      | NA          | 0                        | 0.000  | 0.000 |
| PR-4-04-1341                       | % Missed Appointment -Dispatch -2W Digital -UNE/Resale         | 77.78       | 100.00 | 45           | 1     |        | 42.03       | SS      | NA          | 0                        | 0.000  | 0.000 |
| PR-4-05-1341                       | % Missed Appointment -No Dispatch -2W Digital -UNE/Resale      | 45.45       | NA     | 11           | NA    |        |             | NA      | NA          | 0                        | 0.000  | 0.000 |
| PR-6-01-1341                       | % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale       | 0.00        | 0.00   | 156          | 3     |        | 0.00        | SS      | 0           | 2                        | 0.000  | 0.000 |
| PR-8-01-1341                       | % Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale  | 3.57        | 0.00   | 56           | 1     |        | 18.72       | 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 |              | 18    |        |             | 0       | 10          | 0.000                    | 0.000  |       |
| PR-4-02-3342                       | <b>Average Delay Days -Total -2W xDSL Loops</b>                | 35.00       | 1.00   | 2            | 2     | 15.56  | 15.56       | SS      | NA          | 10                       | 0.000  | 0.000 |
| PR-4-14-3342                       | % Completed On Time -2W xDSL Loops                             |             | 95.45  |              | 22    |        |             | 0       | 10          | 0.000                    | 0.000  |       |
| PR-6-01-3342                       | % Installation Troubles w/in 30 Days -2W xDSL Loops            | 3.60        | 0.00   | 973          | 34    |        | 3.25        | 0.5410  | 0           | 15                       | 0.000  | 0.000 |
| PR-8-01-3342                       | % Open Orders in Hold Status >30 Days -2W xDSL Loops           | 50.00       | 0.00   | 2            | 25    |        | 36.74       | 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                       | <b>Average Delay Days -Total -Line Share/Split</b>             | NA          | NA     | NA           | NA    | 0.00   |             | NA      | NA          | 0                        | 0.000  | 0.000 |
| PR-4-04-3340                       | % Missed Appointment -Dispatch -Line Share/Split               | NA          | NA     | NA           | NA    |        |             | NA      | NA          | 0                        | 0.000  | 0.000 |
| PR-4-05-3340                       | % Missed Appointment -No Dispatch -Line Share/Split            | NA          | NA     | NA           | NA    |        |             | NA      | NA          | 0                        | 0.000  | 0.000 |
| PR-6-01-3340                       | % Installation Troubles w/in 30 Days -Line Share/Split         | NA          | NA     | NA           | NA    |        |             | NA      | NA          | 0                        | 0.000  | 0.000 |
| PR-8-01-3340                       | % Open Orders in Hold Status >30 Days -Line Share/Split        | NA          | NA     | NA           | NA    |        |             | NA      | NA          | 0                        | 0.000  | 0.000 |
| <b>MR Maintenance &amp; Repair</b> |  |             |        |              |       |        |             |         |             |                          |        |       |
| MR-1-01-6050                       | Average Response Time - Create Trouble                         | 1.45        | 7.94   |              | 2,382 |        | 6.4827      | -2      | 2           | -0.033                   | -0.053 |       |
| <b>Stat. Score</b>                 |  |             |        |              |       |        |             |         |             |                          |        |       |
| MR-3-01-1341                       | % Missed Repair Appt -Loop -2W Digital -UNE/Resale             | 0.00        | 0.00   | 1            | 1     |        | 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              | 89.74       | 21.38  | 1            | 1     | 0.00   |             | SS      | NA          | 0                        | 0.000  | 0.000 |
| MR-4-03-1341                       | Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale        | 1.07        | 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 | 50.00       | 100.00 | 2            | 1     |        | 61.24       | SS      | 0           | 2                        | 0.000  | 0.000 |
| MR-4-07-1341                       | % Out of Service >12 Hours -2W Digital -UNE/Resale             | 0.00        | NA     | 1            | 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   | 2            | 1     |        | 0.00        | SS      | 0           | 2                        | 0.000  | 0.000 |
| MR-3-01-3342                       | % Missed Repair Appt -Loop -2W xDSL Loops                      | 5.24        | 5.88   | 1,852        | 17    |        | 5.43        | -0.7624 | 0           | 5                        | 0.000  | 0.000 |
| MR-3-02-3342                       | % Missed Repair Appointment -CO -2W xDSL Loops                 | 3.45        | 0.00   | 58           | 3     |        | 10.80       | SS      | 0           | 5                        | 0.000  | 0.000 |
| MR-4-02-3342                       | Mean Time To Repair -Loop -2W xDSL Loops                       | 17.79       | 6.75   | 1,852        | 17    | 16.04  | 3.91        | 3.4316  | 0           | 5                        | 0.000  | 0.000 |
| MR-4-03-3342                       | <b>Mean Time To Repair -CO -2W xDSL Loops</b>                  | 3.48        | 1.53   | 58           | 3     | 6.13   | 3.63        | SS      | NA          | 0                        | 0.000  | 0.000 |
| MR-4-04-3342                       | % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops          | 17.07       | 95.00  | 82           | 20    |        | 9.38        | 5.0000  | 0           | 5                        | 0.000  | 0.000 |
| MR-4-07-3342                       | % Out of Service >12 Hours -2W xDSL Loops                      | 51.52       | 100.00 | 1,316        | 1     |        | 50.00       | SS      | NA          | 0                        | 0.000  | 0.000 |
| MR-5-01-3342                       | % Repeat Reports w/in 30 Days -2W xDSL Loops                   | 10.93       | 4.76   | 2,067        | 21    |        | 6.84        | 0.4783  | 0           | 10                       | 0.000  | 0.000 |
| 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  | -2          | 121                      | -0.033 |       |

"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**

**Jan-2012**

| 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      |    |              | 7     | 0      | 5    | 0.000      |        |       |
| OR-1-13-5000                       | % On Time Design Layout Record                        | 25.00       |    |              | 4     | -2     | 10   | -0.400     |        |       |
| OR-1-19-5020                       | % On Time Response - Request for Inbound Augment (<=  | NA          |    |              | NA    | NA     | 0    | 0.000      |        |       |
| OR-2-12-5020                       | % On TimeTrunk ASR Reject                             | NA          |    |              | NA    | NA     | 0    | 0.000      |        |       |
| <b>PR Provisioning</b>             |   |             |    | FP           |       |        |      |            |        |       |
| PR-4-07-3540                       | % On Time Performance - LNP only                      | 98.92       |    |              | 1,293 | 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   | 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 |
| <b>NP Network Performance</b>      |   |             |    |              |       |        |      |            |        |       |
| NP-1-03-5000                       | # of Final Trunk Groups Blocked 2 months              | 0.00        |    |              |       | 0      | 5    | 0.000      |        |       |
| NP-1-04-5000                       | # of Final Trunk Groups Blocked 3 months              | 0.00        |    |              |       | 0      | 10   | 0.000      |        |       |
|                                    |   |             |    |              |       | Totals | -2   | 50         | -0.400 |       |

"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        |          |          |     |          | Jan-2012 |       |          |
|----------------------------|---|--------------|----------|----------|-----|----------|----------|-------|----------|
| 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>                            | -            | -        | -        | -   | \$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             |              |          |          |     |          |          |       |          |
| <b>PROVISIONING</b>        |   |              |          |          |     |          |          |       |          |
| 3                          | <b>Installation Performance</b>                                   | \$17,406     | \$0      | \$7,134  | \$0 | \$0      | \$0      |       | \$24,540 |
|                            | PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)                 |              |          |          |     |          |          |       |          |
|                            | PR-4-02 Average Delay Days - Total                                |              |          |          |     |          |          |       |          |
|                            | PR-4-02 Average Delay Days - Total - 2W Digital                   |              |          |          |     |          |          |       |          |
|                            | PR-4-02 Average Delay Days - Total - 2W xDSL Loop                 |              |          |          |     |          |          |       |          |
|                            | PR-4-02 Average Delay Days -Total -Line Share/Split               |              |          |          |     |          |          |       |          |
|                            | PR-4-04 Missed Appointments -Dispatch                             |              |          |          |     |          |          |       |          |
|                            | 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                         | 17,406       |          |          |     |          |          |       |          |
|                            | 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                        |              |          | 7,134    |     |          |          |       |          |
|                            | 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 <b>% On Time Performance - LNP</b>                        |              |          |          |     | \$0      |          |       | \$0      |
| <b>MAINTENANCE</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                  |              |          |          |     |          |          |       |          |
| 6                          | <b>Maintenance Performance</b>                                    | \$ 17,406    | \$18,102 | \$3,057  | \$0 | \$0      | \$0      |       | \$38,566 |
|                            | MR-3-01 Missed Repair Appointments - Loop - Bus.                  |              |          |          |     |          |          |       |          |
|                            | MR-3-01 Missed Repair Appointments - Loop - Res.                  | 17,406       |          |          |     |          |          |       |          |
|                            | MR-3-01 Missed Repair Appointments - Loop                         |              | 18,102   |          |     |          |          |       |          |
|                            | 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.                             |              |          | 3,057    |     |          |          |       |          |
|                            | 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 Acknwldgd w/ 2 Bus Days             |              |          |          |     |          |          |       |          |
|                            | BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.   |              |          |          |     |          |          |       |          |
| <b>Month Total</b>         |   | \$34,812     | \$18,102 | \$10,191 | \$0 | \$18,262 | \$0      | \$0   | \$81,368 |

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



**Performance Report for Critical Measure # 8 - Collocation**

| NP        | Network Performance                              | CLEC Perf. | CLEC Obs. | Perf. Score | Wgt. |
|-----------|--|------------|-----------|-------------|------|
| NP-2-01/2 | % OT Response to Request for Collocation - Total | 100.0      | 2         | 0           | 5    |
| NP-2-05/6 | % On Time - Physical Collocation - Total         | 100.0      | 1         | 0           | 20   |
| NP-2-07/8 | Average Delay Days - Total                       | NA         | NA        | NA          | 10   |
|           |  |            |           |             | 35   |

**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   | 99.76      | 2,058     | 0           | 2    |
| BI-3-05-1000          | % CLEC Billing Claims Resolved w/in 28 Calendar Days aft | 99.92      | 2,456     | 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     | 2         | 0           | 10   |
| OR-1-06-1200 | % OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/f  | 100.00     | 30        | 0           | 10   |
| OR-2-04-1200 | % OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale      | 100.00     | 1         | 0           | 5    |
| OR-2-06-1200 | % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resc  | 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 | 0.00   | 2        | 1            | 0.00        | SS          | 0    |
| PR-4-01-1211 | % Missed Appointment -FP -DS1 -UNE/Resale            | 20.00  | 5.88   | 25       | 34           | 10.54       | 1.25        | 0    |
| PR-4-01-1213 | % Missed Appointment -FP -DS3 -UNE/Resale            | NA     | 0.00   | NA       | 2            | 2.00        | SS          | 0    |
| PR-4-01-1214 | % Missed Appointment -FP -Other -UNE/Resale          | NA     | NA     | NA       | NA           |             | NA          | NA   |
| PR-4-02-1200 | Average Delay Days - Total -UNE/Resale               | 12.57  | 6.00   | 7        | 2            | 16.69       | 26.58       | SS   |
| PR-5-01-1200 | % Missed Appointment - Facilities -UNE/Resale        | 3.70   | 2.70   | 27       | 37           | 4.78        | -0.44       | 0    |
| PR-5-02-1200 | % Orders Held for Facilities > 15 days -UNE/Resale   | 3.70   | 0.00   | 27       | 37           | 4.78        | 0.20        | 0    |
| PR-6-01-1200 | % Installation Troubles within 30 days -UNE/Resale   | 0.00   | 0.00   | 6        | 44           | 0.00        | 5.00        | 0    |
| PR-8-01-1200 | % Open Orders in a Hold Status > 30 Days -UNE/Resale | 33.33  | 2.70   | 27       | 37           | 11.93       | 3.04        | 0    |
| PR-4-01-3510 | % Missed Appointment - FP - Total - EEL              | 20.00  | 0.00   | 25       | 1            | 40.79       | SS          | 0    |
| PR-4-02-3510 | Average Delay Days - Total - EEL                     | 3.60   | NA     | 5        | NA           | 2.30        | NA          | NA   |
| PR-8-01-3510 | % Open Orders in a Hold Status >30 Days -EEL         | 28.00  | 100.00 | 25       | 1            | 45.79       | SS          | NA   |
| PR-4-01-3530 | % Missed Appointment - FP - Total - IOF              | NA     | NA     | NA       | NA           |             | NA          | NA   |
| PR-4-02-3530 | Average Delay Days - IOF                             | NA     | NA     | NA       | NA           | 0.00        | NA          | NA   |
| PR-8-01-3530 | % Open Orders in a Hold Status >30 Days -IOF         | NA     | NA     | NA       | 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         | 24.55  | 1.00   | 22       | 1            | 13.48       | 44.01       | NA    |     |
| MR-4-01-1217 | Mean Time to Repair - DS1 & DS3 -UNE/Resale            | 10.62  | 8.67   | 50       | 49           | 13.18       | 6.19        | 0.86  |     |
| MR-4-06-1216 | % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale  | 100.00 | NA     | 2        | NA           |             | NA          | NA    |     |
| MR-4-08-1216 | % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale | 0.00   | NA     | 2        | NA           |             | NA          | NA    |     |
| MR-4-06-1217 | % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale     | 0.00   | 100.00 | 4        | 2            | 0.00        | SS          | NA    |     |
| MR-4-08-1217 | % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale    | 0.00   | 0.00   | 4        | 2            | 0.00        | SS          | 0     |     |
| MR-5-01-1200 | % Repeat Reports w/in 30 days -UNE/Resale              | 18.06  | 12.00  | 72       | 50           | 7.08        | 0.65        | 0     |     |
|              |  |        |        |          |              |             |             | 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

Jan-2012

|              |   | % On Time | Observations | Market Adj. |
|--------------|---|-----------|--------------|-------------|
| OR-1-04-3320 | % OT LSRC - No Facility Check - POTS      | 99.29     | 1,132        | \$ -        |
| OR-1-06-3320 | % OT LSRC/ASRC - Facility Check - POTS    | NA        | -            | \$ -        |
| OR-2-04-3320 | % OT LSR Rej.- No Facility Check - POTS   | 99.25     | 133          | \$ -        |
| OR-2-06-3320 | % OT LSR/ASR Rej. - Facility Check - POTS | NA        | -            | \$ -        |

|                          |             |
|--------------------------|-------------|
| <b>Total Market Adj*</b> | <b>\$ -</b> |
|--------------------------|-------------|

\* 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 #      |           |
| NOV-2011  | 88.65 | 326          | 289       | NOV-2011   | 97.96 | 98           | 96        |
| DEC-2011  | 74.76 | 416          | 311       | DEC-2011   | 76.87 | 134          | 103       |
| JAN-2012  | 72.28 | 404          | 292       | JAN-2012   | 90.65 | 139          | 126       |
| Overall   | 77.84 | 1,146        | 892       | Overall  | 87.60 | 371          | 325       |

|                     |      |
|---------------------|------|
| Market Adjustment * | \$ - |
|---------------------|------|

| 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 #      |           |
| NOV-2011  | 95.98 | 348          | 334       | NOV-2011   | 97.01 | 201          | 195       |
| DEC-2011  | 97.95 | 341          | 334       | DEC-2011   | 98.84 | 258          | 255       |
| JAN-2012  | 93.38 | 302          | 282       | JAN-2012   | 96.63 | 208          | 201       |
| Overall   | 95.86 | 991          | 950       | Overall  | 97.60 | 667          | 651       |

|                     |      |
|---------------------|------|
| Market Adjustment * | \$ - |
|---------------------|------|

| 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 #      |           |
| NOV-2011                                    | 98.24 | 624          | 613       | NOV-2011                                       | 99.21 | 126          | 125       |
| DEC-2011                                    | 91.94 | 248          | 228       | DEC-2011                                       | 96.63 | 208          | 201       |
| JAN-2012                                    | 91.46 | 246          | 225       | JAN-2012                                       | 92.65 | 204          | 189       |
| Overall                                     | 95.35 | 1,118        | 1,066     | Overall  | 95.72 | 538          | 515       |

|                     |      |
|---------------------|------|
| Market Adjustment * | \$ - |
|---------------------|------|

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

Special Provision - Hot Cut - Loop Performance

|              |   | Current Month    | Current Month     | Prior Month      | Prior Month       |
|--------------|---|------------------|-------------------|------------------|-------------------|
|              |   | CLEC Performance | CLEC Observations | CLEC Performance | CLEC Observations |
| PR-9-01-3520 | % On Time Performance-Loop-Basic Hot Cut            | 100.00           | 16                | 100.00           | 20                |
| 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             | 53                | 0.00             | 123               |
| 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   | 15.35            | 139               | 16.83            | 135               |
|              |   | VZ Std. Dev.     | Stat Score        | VZ Std. Dev.     | Stat Score        |
| PR-9-08-3533 | Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC      | 0.00             |                   | 0.00             |                   |
|              |   | Greater of -     | Tier II (2 mo) or | Tier III (1mo)   | Total             |
|              | Market Adjustment for PR-6-02-3520 / PR-9-01-3520*  | \$ -             | \$ -              | \$ -             | \$ -              |
|              | Market Adjustment for PR-6-02-3523 / PR-9-01-3523*  | \$ -             | \$ -              | \$ -             | \$ -              |
|              | Market Adjustment for PR-6-02-3525 / PR-9-01-3525*  | \$ -             | \$ -              | \$ -             | \$ -              |
|              | Market Adjustment for PR-9-08-3533                  | \$ -             | \$ -              | \$ -             | \$ -              |

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

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

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

|  |    |  |      |
|--|----|--|------|
| PO-4-03-6600 Change Management Notice Delay 8 plus Days (type 1-5) | NA |  | \$ - |
|--|----|--|------|

% Test Deck Wgt. Failure      Test Deck Wgt.

|                                    |    |    |      |
|------------------------------------|----|----|------|
| 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<br>Transactions failed, no workaround | R3 |  | \$ - |
|---|----|--|------|

|                         |        |      |
|-------------------------|--------|------|
| Total Market Adjustment |        | \$ - |
| UNE Platform allocation | 31.43% | \$ - |
| UNE Loop allocation     | 47.14% | \$ - |
| Resale allocation       | 7.14%  | \$ - |
| DSL allocation          | 14.29% | \$ - |

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary FINAL

Jan-2012

|                                       | <u>Weighted<br/>Score</u> | <u>Market<br/>Adjustment</u> |           |                       |
|---------------------------------------|---------------------------|------------------------------|-----------|-----------------------|
| <b>MODE OF ENTRY</b>                  |                           |                              |           |                       |
| Unbundled Network Elements - Platform | -0.260                    | \$ 50,209                    |           |                       |
| Unbundled Network Elements - Loop     | -0.083                    | \$ -                         |           |                       |
| Resale                                | -0.314                    | \$ 16,216                    |           |                       |
| Digital Subscriber Lines              | -0.033                    | \$ -                         |           |                       |
| Trunks                                | -0.400                    | <u>\$ 21,944</u>             |           |                       |
| <b>Mode of Entry Total</b>            |                           |                              | <b>\$</b> | <b>88,369</b>         |
| <b># CRITICAL MEASURES</b>            |                           |                              |           |                       |
| 1 OSS Interface                       |                           | \$ -                         |           |                       |
| 2 % On Time Ordering Notification     |                           | \$ 18,262                    |           |                       |
| 3 Installation Performance            |                           | \$ 24,540                    |           |                       |
| 4 % On Time Performance - LNP         |                           | \$ -                         |           |                       |
| 5 Hot Cut Performance                 |                           | \$ -                         |           |                       |
| 6 Maintenance Performance             |                           | \$ 38,566                    |           |                       |
| 7 Final Trunk Groups Blocked          |                           | \$ -                         |           |                       |
| 8 Collocation                         |                           | <u>\$ -</u>                  |           |                       |
| 9 Resolution Processes                |                           | <u>\$ -</u>                  |           |                       |
| <b>Critical Measure Total</b>         |                           |                              | <b>\$</b> | <b>81,368</b>         |
| <b>Individual Rule Payments:</b>      |                           |                              | <b>\$</b> | <b>1,549</b>          |
| <b>SPECIAL PROVISIONS</b>             |                           |                              |           |                       |
| UNE Ordering                          |                           | \$ -                         |           |                       |
| UNE Flow Through                      |                           | \$ -                         |           |                       |
| UNE Hot Cut Loop                      |                           | \$ -                         |           |                       |
| <b>Special Provision Total</b>        |                           |                              | <b>\$</b> | <b>-</b>              |
| <b>CHANGE CONTROL</b>                 |                           |                              | <b>\$</b> | <b>-</b>              |
| <b>Grand Total</b>                    |                           |                              | <b>\$</b> | <b><u>171,286</u></b> |

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