

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

Sep-2012

PO	Pre-Ordering	Performance		Observations	CLEC	Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC									
PO-1-01-6020	Customer Service Record - EDI	NA	3.32		755		3.3192	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.24		462		8.2446	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	3.10		1,140		3.0982	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	12.74		309		12.7443	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000	
OR Ordering												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		97.35		151			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		4			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.58		1,911			-1	5	-0.022	-0.049	
OR-4-16-1000	% On Time PCN - 1 Business Day		79.92		722			-2	5	-0.044	-0.098	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94		1,897			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		90.91		55			-1	5	-0.022	-0.049	
OR-6-03-3140	% Accuracy - LSRC - Platform		1.23		243			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		69			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		11			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		22			0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		1			0	2	0.000	0.000	
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.59	57.58	433	33		8.74	-0.7636	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	4.96	4.20	3,449	143		1.85	0.1616	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	19.96	12.00	541	25		8.18	0.6973	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	1.89	2.15	279	13	2.50	0.71	-0.5831	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.29	4.00	541	25		2.31	-1.7000	-2	5	-0.044	-0.071
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.18	0.00	541	25		0.88	1.7042	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.87	2.20	1,251	273		1.69	3.0846	0	10	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.43	11.25		2,483			9.8207	-2	2	-0.018	-0.023
MR-1-08-6050	Average Response Time - Test Trouble (POTS only)	NA	148.78		624			148.7804	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	14.04	9.76	413	82		4.20	0.8580	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	19.30	0.00	57	8		14.90	0.8199	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.02	14.80	412	82	13.44	1.63	-2.1084	-2	5	-0.044	-0.057
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.18	2.10	57	8	14.52	5.48	1.1109	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	61.75	58.06	285	31		9.19	0.2176	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	32.28	29.03	285	31		8.84	0.1457	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.91	6.45	285	31		4.09	-0.8453	-1	5	-0.022	-0.029
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	9.16	0.00	1,975	30		5.31	1.5782	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	2.00	NA	100	NA			NA	NA	0	NA	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	26.83	20.98	1,975	30	22.02	4.05	1.6429	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	9.43	NA	100	NA	30.86		NA	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	89.95	92.86	1,373	14		8.08	-0.7510	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	77.06	92.86	1,373	14		11.29	-1.9386	-2	5	-0.044	-0.057
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	35.40	21.43	1,373	14		12.85	0.7949	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	13.84	17.50	2,544	120		3.23	-1.2506	-1	10	-0.044	-0.057
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		#####				0	5	0.000	
									Totals	-14	227	-0.304

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

Sep-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC			Score	Wgt.	Score				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	3.32	755		3.3192	0	2	0.000	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.24	462		8.2446	NA	0	NA	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA	NA			NA	0	NA	0.000	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA	NA			NA	0	NA	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.10	1,140		3.0982	0	2	0.000	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	12.74	309		12.7443	NA	0	NA	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	0.000		
OR Ordering		Wgt.											
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		99.15	1,060			0	10	0.000	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	13			0	5	0.000	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.58	1,911			-1	2	-0.013	-0.025	-0.025		
OR-4-16-1000	% On Time PCN - 1 Business Day		79.92	722			-2	2	-0.026	-0.050	-0.050		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94	1,897			0	2	0.000	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.64	318			0	5	0.000	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		2.15	1,903			0	5	0.000	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		89.04	657			-2	5	-0.064	-0.125	-0.125		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	1			0	2	0.000	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	108			0	2	0.000	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA	NA			NA	0	NA	0.000	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.				
PR-4-02-3100	Average Delay Days - Total - POTS	1.89	2.15	279	13	2.50	0.71	-0.5631	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	19.96	10.81	541	37		6.79	1.1647	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.29	0.00	541	38		1.90	0.3059	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.18	0.00	541	38		0.72	1.5091	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	3.67	0.00	708	55		2.63	1.0884	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		104				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		20				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair		Diff.											
MR-1-01-6050	Average Response Time - Create Trouble	1.43	11.25	2,483				9.8207	-2	2	-0.026	-0.054	
		Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.01	5.49	2,388	91		3.21	1.2723	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	23.81	7.40	2,387	91	21.65	2.31	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	70.06	18.18	1,603	44		7.00	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	30.57	4.55	1,603	44		7.04	4.0424	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	13.84	10.64	2,544	94		3.63	0.7160	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	10.34	66.67	29	3			18.47	SS	NA	0	NA	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.98	5.42	29	3	15.27	9.26		SS	NA	0	NA	0.000
							Totals	-7	156	-0.128			

"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 RESALE

Sep-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		755	3.3192	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.24		462	8.2446	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.10		1,140	3.0982	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	12.74		309	12.7443	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2hrs		97.06		34		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		2		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.58		1,911		-1	5	-0.022	-0.042		
OR-4-16-1000	% On Time PCN - 1 Business Day		79.92		722		-2	5	-0.044	-0.085		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94		1,897		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		75.61		41		-2	10	-0.089	-0.169		
OR-6-03-2000	% Accuracy - LSRC		1.56		64		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		21		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		6		0	2	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	62.59	50.00	433	2	34.30	SS	NA	0	NA	0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	4.66	0.00	3,449	21	4.75	0.3990	0	20	0.000	0.000	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	19.96	0.00	541	10	12.76	1.2233	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	1.69	1.00	279	2	2.50	1.77	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.29	0.00	541	10	3.61	1.1702	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.18	0.00	541	10	1.37	2.0936	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.87	0.00	1,251	22	5.44	0.8002	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.43	11.25		2,483		9.8207	-2	2	-0.018	-0.026	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	148.78		624		148.7804	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	14.04	0.00	413	16	8.85	1.3190	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	19.30	25.00	57	4	20.41	SS	NA	0	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.02	12.49	412	16	13.44	3.43	-0.5276	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.18	10.33	57	4	14.52	7.51	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	61.75	60.00	285	10	15.64	0.1927	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	32.28	40.00	285	10	15.04	-0.8649	-1	5	-0.022	-0.032	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.91	10.00	285	10	6.95	-1.3671	-1	5	-0.022	-0.032	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.16	0.00	1,975	2	20.41	SS	0	10	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	2.00	0.00	100	1	14.07	SS	0	10	0.000	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	26.83	22.94	1,975	2	22.02	15.58	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	9.43	14.42	100	1	30.86	31.01	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	89.95	0.00	1,373	1	30.08	SS	0	5	0.000	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	77.06	0.00	1,373	1	42.06	SS	0	5	0.000	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	35.40	0.00	1,373	1	47.84	SS	0	5	0.000	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	13.84	4.35	2,544	23	7.23	1.0189	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		111,346,323			0	5	0.000		
								Totals	-9	225	-0.218	

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

DSL

Sep-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wtgd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.16		25	5.1600	NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	8.47		220	8.4682	NA	0	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		22		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		1		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		90.91		11		NA	0	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.58		1,911		-1	2	-0.022	-0.125		
OR-4-16-1000	% On Time PCN - 1 Business Day		79.92		722		-2	2	-0.045	-0.250		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94		1,897		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	3	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	200.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		97.73		44			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	6.50	1.00	2	3	3.54	3.23	SS	NA	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		96.00		50			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.67	0.00	708	75		2.28	1.4777	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	25.00	1.92	4	52		22.47	SS	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.43	11.26		2,483		9.8207	-2	2	-0.045	-0.074	
Stat Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	1.16	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	100.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	10.01	15.91	2,388	44	4.57	-1.4769	-1	5	-0.056	-0.093	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	10.34	20.00	29	5		14.75	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	23.81	9.66	2,387	44	21.65	3.29	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.98	12.62	29	5	15.27	7.39	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	17.36	87.78	144	49		6.26	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	70.06	40.00	1,603	5		20.51	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	13.84	34.69	2,544	49		4.98	-3.8307	-2	10	-0.225	-0.370
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
								Totals	-8	89	-0.393	

"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

Sep-2012

OR	Ordering	Performance		Observations		Perf.				
		CLEC	FP	FP	CLEC	Score	Wgt.	Wgtd. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			1	0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	0.00			1	NA	0	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=192)	NA			NA	NA	0	0.000		
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA	NA	0	0.000		
PR Provisioning		FP								
PR-4-07-3540	% On Time Performance - LNP only	97.79		903		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	0.00		2	NA	NA	0	0.000		
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00		2	NA	NA	0	0.000		
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00		7	NA	NA	0	0.000		
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00		2	NA	NA	0	0.000		
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	NA	0	0.000
NP Network Performance										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00					0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00					0	10	0.000	
							Totals	0	40	0.000

"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.

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	3	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	2	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.
OR-10-01-100 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-100 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	100.00	1,328	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.62	6,501	0	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	6	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	19	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	NA	4	NA		NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	19.05	16.67	21	12	14.21	0.32	5	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	16.67	26.50	6	2	27.37	30.43	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	4.00	0.00	25	13	6.70	0.41	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	25	13	0.00	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	4	15	0.00	SS	0	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	20.00	2.94	25	34	10.54	1.71	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	19.05	NA	21	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	21.75	NA	4	NA	33.78		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	19.05	0.00	21	0	0.00	SS	0	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	11.29	NA	16	NA	9.12		NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.21	5.56	28	56	4.70	1.09	-0.40	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	2	NA			NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2	NA			NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	33.33	1	3	0.00	SS	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	1	3	0.00	SS	0	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.91	28.81	44	59	7.29	-1.79	-2	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total	90

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 Special Provisions Report

Special Provision - UNE Ordering

Sep-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	90.08	726	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	12	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	130	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2012	69.96	376	263	JUL-2012	91.23	67	62
AUG-2012	80.79	458	370	AUG-2012	88.68	63	47
SEP-2012	74.24	229	170	SEP-2012	90.91	66	50
Overall	75.54	1,063	803	Overall	90.30	166	149

Market Adjustment *	\$ 255,984
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2012	93.86	245	230	JUL-2012	97.36	227	221
AUG-2012	93.11	334	311	AUG-2012	93.79	322	302
SEP-2012	96.67	321	310	SEP-2012	96.64	318	307
Overall	94.66	900	851	Overall	95.73	867	830

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2012	94.36	2,626	2,478	JUL-2012	94.36	2,626	2,478
AUG-2012	93.31	2,332	2,176	AUG-2012	93.31	2,332	2,176
SEP-2012	93.60	1,969	1,843	SEP-2012	93.60	1,969	1,843
Overall	93.79	6,927	6,497	Overall	93.79	6,927	6,497

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	20	100.00	38
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	104	0.00	203
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	20.69	172	21.79	212
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Sep-2012

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.304	\$ 71,349	
Unbundled Network Elements - Loop	-0.128	\$ -	
Resale	-0.218	\$ -	
Digital Subscriber Lines	-0.393	\$ 56,455	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 127,804
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 44,324	
3 Installation Performance		\$ -	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 84,478	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 128,802
Individual Rule Payments:			\$ 1,570
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 255,984
CHANGE CONTROL			\$ -
Grand Total			\$ 514,160

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

Sep-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	WgtL	WgtD.	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.32		755		3.3192	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.24		462		8.2446	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	3.10		1,140		3.0982	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	12.74		309		12.7443	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000	
OR Ordering												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		97.35		151			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		4			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.58		1,911			-1	5	-0.022	-0.049	
OR-4-16-1000	% On Time PCN - 1 Business Day		79.92		722			-2	5	-0.044	-0.098	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94		1,897			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		90.91		55			-1	5	-0.022	-0.049	
OR-6-03-3140	% Accuracy - LSRC - Platform		1.23		243			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		69			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		11			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		22			0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		1			0	2	0.000	0.000	
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.59	57.58	433	33		8.74	-0.7636	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	4.96	4.20	3,449	143		1.85	0.1616	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	19.96	12.00	541	25		8.18	0.6973	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	1.89	2.15	279	13	2.50	0.71	-0.5631	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.29	4.00	541	25		2.31	-1.7000	-2	5	-0.044	-0.071
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.18	0.00	541	25		0.88	1.7042	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.87	2.20	1,251	273		1.69	3.0646	0	10	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.43	11.25		2,483			9.8207	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	148.78		624			148.7804	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	14.04	9.76	413	82		4.20	0.8580	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	19.30	0.00	57	8		14.90	0.8199	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.02	14.80	412	82	13.44	1.63	-2.1084	-2	5	-0.044	-0.057
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.18	2.10	57	8	14.52	5.48	1.1109	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	61.75	58.06	285	31		9.19	0.2176	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	32.28	29.03	285	31		8.84	0.1457	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.91	6.45	285	31		4.09	-0.8453	-1	5	-0.022	-0.029
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	9.16	0.00	1,975	30		5.31	1.5782	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	2.00	NA	100	NA			NA	NA	0	NA	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	26.83	20.98	1,975	30	22.02	4.05	1.6429	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	9.43	NA	100	NA	30.86		NA	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	89.95	92.86	1,373	14		8.08	-0.7510	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	77.06	92.86	1,373	14		11.29	-1.9386	-2	5	-0.044	-0.057
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	35.40	21.43	1,373	14		12.85	0.7949	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	13.64	17.50	2,544	120		3.23	-1.2506	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		#####				0	5	0.000	
									Totals	-13	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

Sep-2012

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review
		FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000
PO-1-01-6020	Customer Service Record - EDI	NA	3.32	755		3.3192	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.24	462		8.2446	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	3.10	1,140		3.0982	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	12.74	309		12.7443	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000
OR Ordering		Wgt.								
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		99.15	1,060			0	10	0.000	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	13			0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.58	1,911			-1	2	-0.013	-0.025
OR-4-16-1000	% On Time PCN - 1 Business Day		79.92	722			-2	2	-0.026	-0.050
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94	1,897			0	2	0.000	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.54	318			0	5	0.000	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop		2.15	1,903			0	5	0.000	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		89.04	657			-2	5	-0.064	-0.125
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	1			0	2	0.000	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	108			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
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.	
PR-4-02-3100	Average Delay Days - Total - POTS	1.89	2.15	279	13	2.50	0.71	-0.5631	0	5
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	19.96	10.81	541	37		6.79	1.1647	0	20
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.29	0.00	541	38		1.90	0.3059	0	5
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.18	0.00	541	38		0.72	1.5091	0	5
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	3.67	0.00	708	65		2.63	1.0884	0	10
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		104				0	10
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		20				0	10
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0
MR Maintenance & Repair		Diff.								
MR-1-01-6050	Average Response Time - Create Trouble	1.43	11.25		2,483			9.8207	-2	2
		Stat. Score								
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.01	5.49	2,388	91		3.21	1.2723	0	10
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	23.81	7.40	2,387	91	21.65	2.31	5.0000	0	5
MR-4-07-3112	% Out of Service > 12 Hours - Loop	70.06	18.18	1,603	44		7.00	5.0000	0	5
MR-4-08-3112	% Out of Service > 24 Hours - Loop	30.57	4.55	1,603	44		7.04	4.0424	0	5
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	13.84	10.64	2,544	94		3.63	0.7160	0	10
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	10.34	66.67	29	3		18.47	SS	NA	0
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	6.98	5.42	29	3	15.27	9.26	SS	NA	0
		Totals								
		-7 156 -0.128								

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

FINAL

RESALE

Sep-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.32		755	3.3192	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.24		462	8.2446	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.10		1,140	3.0982	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	12.74		309	12.7443	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2hrs		97.06		34		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		2		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.58		1,911		-1	5	-0.022	-0.042		
OR-4-16-1000	% On Time PCN - 1 Business Day		79.92		722		-2	5	-0.044	-0.085		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94		1,897		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		75.61		41		-2	10	-0.089	-0.169		
OR-6-03-2000	% Accuracy - LSRC		1.66		64		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		21		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		6		0	2	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-2100	% Completed In 1 Day (1-5 lines - No Disp) - POTS Total	62.59	50.00	433	2	34.30	SS	NA	0	NA	0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	4.96	0.00	3,449	21	4.75	0.3990	0	20	0.000	0.000	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	19.96	0.00	541	10	12.76	1.2233	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	1.89	1.00	279	2	2.50	1.77	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.29	0.00	541	10	3.61	1.1702	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.18	0.00	541	10	1.37	2.0936	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.67	0.00	1,251	22	5.44	0.8002	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.43	11.25		2,483		9.8207	-2	2	-0.018	-0.028	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	148.78		624		148.7804	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	14.04	0.00	413	16	8.85	1.3190	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	19.30	25.00	57	4	20.41	SS	NA	0	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.02	12.49	412	16	13.44	3.43	-0.5276	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.18	10.33	57	4	14.52	7.51	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	61.75	60.00	285	10	15.64	0.1927	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	32.28	40.00	285	10	15.04	-0.8649	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.91	10.00	285	10	6.95	-1.3671	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.16	0.00	1,975	2	20.41	SS	0	10	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	2.00	0.00	100	1	14.07	SS	0	10	0.000	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	26.63	22.94	1,975	2	22.02	15.68	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	9.43	14.42	100	1	30.86	31.01	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	89.95	0.00	1,373	1	30.08	SS	0	5	0.000	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	77.06	0.00	1,373	1	42.06	SS	0	5	0.000	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	35.40	0.00	1,373	1	47.84	SS	0	5	0.000	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	13.84	4.35	2,544	23	7.23	1.0189	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		111,346,323			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-7	225	-0.173		

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

Fair Point New Hampshire
Performance Assurance Plan Report

FINAL

DSL

Sep-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wtgd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.16		25		5.1600	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA			NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	8.47		220		8.4682	NA	0	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		22			0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA			NA	0	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		1			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/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		90.91		11			NA	0	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.58		1,911			-1	2	-0.022	-0.125	
OR-4-16-1000	% On Time PCN - 1 Business Day		79.92		722			-2	2	-0.045	-0.250	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.94		1,897			0	2	0.000	0.000	
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	3	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	200.00	NA	1	NA			NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		97.73		44			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	6.50	1.00	2	3	3.54	3.23	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		96.00		50			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.67	0.00	708	75		2.28	1.4777	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	25.00	1.92	4	52		22.47	SS	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split		NA		NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.43	11.25		2,483			9.8207	-2	2	-0.045	-0.074
Stat Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	1.16	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	100.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	10.01	15.91	2,388	44		4.57	-1.4769	-1	5	-0.056	-0.093
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	10.34	20.00	29	5		14.75	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	23.81	9.66	2,387	44	21.65	3.29	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	6.98	12.62	29	5	15.27	7.39	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	17.38	87.76	144	49		6.26	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	70.06	40.00	1,603	5		20.51	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	13.84	34.69	2,544	49		4.98	-3.8307	-2	10	-0.225	-0.370
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
								Totals	-8	89	-0.393	

"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

Sep-2012

	Performance		Observations		Perf.		
	CLEC	FP	CLEC	FP	Score	Wgt	Wgtd. Score
OR Ordering							
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			1	0	5	0.000
OR-1-13-5000 % On Time Design Layout Record	0.00			1	NA	0	0.000
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=192)	NA			NA	NA	0	0.000
OR-2-12-5020 % On TimeTrunk ASR Reject	NA			NA	NA	0	0.000
PR Provisioning							
	FP						
PR-4-07-3540 % On Time Performance - LNP only	97.79		903		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	0.00	NA	2	NA	NA	0	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days	0.00	NA	2	NA	NA	0	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days	0.00	NA	7	NA	NA	0	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days	0.00	NA	2	NA	NA	0	0.000
MR Maintenance & Repair							
MR-4-01-5000 Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA
MR-4-05-5000 % Out of Service >2 Hours	NA	NA	NA	NA			NA
MR-4-06-5000 % Out of Service >4 Hours	NA	NA	NA	NA			NA
MR-4-07-5000 % Out of Service >12 Hours	NA	NA	NA	NA			NA
MR-4-08-5000 % Out of Service >24 Hours	NA	NA	NA	NA			NA
MR-5-01-5000 % Repeat Reports w/in 30 Days	NA	NA	NA	NA			NA
NP Network Performance							
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months	0.00				0	5	0.000
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months	0.00				0	10	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample					Totals		
					0	40	0.000

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

Fair Point New Hampshire			FINAL						Sep-2012		
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
PRE-ORDERING											
1	PO-1-06 PO-1-06 PO-1-06 PO-2-02 PO-2-02 PO-2-02 PO-2-02	OSS Interface Mechanized Loop Qualification - EDI Mechanized Loop Qualification - CORBA Mechanized Loop Qualification - Web GUI OSS Interface Availability - Prime - WPTS OSS Interface Availability - Prime - EDI OSS Interface Availability - Prime - CORBA OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	\$0	
ORDERING											
2	OR-1-02 OR-1-04 OR-1-04 OR-1-04 OR-1-12 OR-1-13 OR-1-19 OR-2-04 OR-2-04 OR-2-04 OR-4-16 OR-1-06 OR-2-04 OR-2-08	% On Time Ordering Notification % On Time LSRC - Flow Through %OT LSRC - No Facility Check - 2Wdg-UNE/Rsl %OT LSRC - No Facility Check - 2WxDLS Loops %OT LSRC - No Facility Check - Ln Share/SplT % On Time FOC % On Time Design Layout Record % OT Resp. -Req. for Inbound Aug. (<=192) %OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl %OT LSR Rej - No Facility Check - 2WxDLS Loops %OT LSR Rej - No Facility Check - Ln Share/SplT % On Time PCN - 1 Bus. Day %OT LSRC - No Facility Check - All Spots-UNE/Rsl %OT LSRC/ASRC - Facility Check - All Spots-UNE/Rsl %OT LSR Rej - No Facility Check - UNE/Resale %OT LSR/ASR Rej - Facility Check - UNE/Resale	23,208	11,604	9,512	-	\$0	\$0	-	\$44,324	
PROVISIONING											
3	PR-3-01 PR-4-02 PR-4-02 PR-4-02 PR-4-02 PR-4-04 PR-4-04 PR-4-05 PR-4-05 PR-4-05 PR-4-14 PR-4-15 PR-6-01 PR-6-01 PR-6-01 PR-6-01 PR-4-01 PR-4-01 PR-4-01 PR-4-01 PR-4-02 PR-5-01 PR-5-02 PR-6-01 PR-8-01 PR-4-01 PR-4-02 PR-8-01 PR-4-01 PR-4-02 PR-8-01	Installation Performance % Completed in 1 Day (1-5 lines No Disp.) Average Delay Days - Total Average Delay Days - Total - 2W Digital Average Delay Days - Total - 2WxDLS Loop Average Delay Days -Total-Line Share/SplT Missed Appointments -Dispatch Missed Appts - Disp - 2W Digital UNE/Resale Missed Appts - Disp - Line Share/SplT Missed Appointments - No Dispatch % Missed Appt -No Disp -2W Digital -UNE/Resale % Missed Appt -No Disp -Line Share/SplT % Completed On Time - 2WxDLS Loops % On Time Provisioning - Trunks Installation Troubles w/in 30 Days % Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale % Install Trbls w/in 30 Days -2WxDLS Loops % Install Trbls w/in 30 Days -Line Share/SplT % Missed Appointment -FP -DS0 -UNE/Resale % Missed Appointment -FP -DS1 -UNE/Resale % Missed Appointment -FP -DS3 -UNE/Resale % Missed Appointment -FP -Other -UNE/Resale Average Delay Days - Total -UNE/Resale % Missed Appointment - Facilities -UNE/Resale % Orders Held for Fee > 15 days -UNE/Resale % Installation Troubles within 30 days -UNE/Resale % Open Orders in Hold Status>30 Days-UNE/Resale % Missed Appointment - FP - Total - EEL Average Delay Days - Total - EEL % Open Orders in a Hold Status >30 Days -EEL % Missed Appointment - FP - Total - IOF Average Delay Days - IOF % Open Orders in a Hold Status >30 Days -IOF	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
4	PR-4-07	% On Time Performance - LNP						\$0		\$0	
5	PR-6-02 PR-6-02 PR-6-02 PR-9-01 PR-9-01 PR-9-01	Hot Cut Performance % Installn Trbls w/in 7 days-Loop-Basic Hot Cut % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut % Installn Trbls w/in 7 days-Loop-Batch Hot Cut % On Time Performance-Loop-Basic Hot Cut % On Time Performance-Loop-Lg Job Hot Cut % On Time Performance-Loop-Batch Hot Cut								\$0	
MAINTENANCE											
6	MR-3-01 MR-3-01 MR-3-01 MR-3-01 MR-3-01 MR-3-02 MR-4-03 MR-4-04 MR-4-04 MR-4-04 MR-4-03 MR-4-03 MR-4-03 MR-5-01 MR-5-01 MR-5-01 MR-4-01 MR-4-01 MR-4-06 MR-4-03 MR-4-03 MR-5-01	Maintenance Performance Missed Repair Appointments - Loop - Bus. Missed Repair Appointments - Loop - Res. Missed Repair Appointments - Loop % Missed Repair Appt -Loop-2W Digt-UNE/Resale % Missed Repair Appt -Loop -2WxDLS Loops % Missed Repair Appt -Loop-Line Share/SplT % Missed Repair Appointment-CO -2WxDLS Loops Mean Time To Repair -CO -2WxDLS Loops % Cleared (all trbls) w/in 24hrs-2W Digt-UNE/Resale % Cleared (all trbls) w/in 24hrs-2WxDLS Loops % Cleared (all troubles) w/in 24 Hours -Line Share/SplT Out of Service >24Hrs. - Bus. Out of Service >24Hrs. - Res. Out of Service >24Hrs. - Total % Repeat Reports within 30 Days % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale % Repeat Reports w/in 30 Days -2WxDLS Loops % Repeat Reports w/in 30 Days -Line Share/SplT Mean Time to Repair - nonDS0 & DS0 -UNE/Resale Mean Time to Repair - DS1 & DS3 -UNE/Resale % Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale % Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale % Repeat Reports w/in 30 days -Specials -UNE/Resale	\$ 4,352	\$0	\$0	\$60,414	\$0	\$3,805		\$68,570	
NETWORK PERFORMANCE											
7	NP-1-04	Final Trunk Groups Blocked					\$0			\$0	
8	NP-2-01/2 NP-2-05/6 NP-2-07/8	Collocation % OT Response to Request for Collocation - Total % On Time - Physical Collocation - Total Average Delay Days - Total							\$0	\$0	
RESOLUTION PROCESS											
9	OR-10-01 OR-10-02 BF-3-04 BF-3-05	Resolution Process % PON Exceptions Resolved w/in 3 Bus Days % PON Exceptions Resolved w/in 10 Bus Days % CLEC Billing Claims Acknwdgd w/ 2 Bus Days % CLEC Billing Claims Rshvd w/in 28 Cal. Days after Ack.							\$0	\$0	
Month Total			\$27,660	\$11,604	\$9,512	\$60,414	\$0	\$3,805	\$0	\$112,894	

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	3	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	2	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-10-01-1000	% 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 C	100.00	1,328	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.62	6,501	0	20
					22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	6	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	19	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	NA	4	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	19.05	16.67	21	12	14.21	0.32	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	16.67	26.50	6	2	27.37	30.43	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	4.00	0.00	25	13	6.70	0.41	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	25	13	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	4	15	0.00	SS	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	20.00	2.94	25	34	10.54	1.71	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	19.05	NA	21	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	21.75	NA	4	NA	33.78	NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	19.05	0.00	21	0	0.00	SS	0
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	11.29	NA	16	NA	9.12	NA	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.21	5.56	28	56	4.70	1.09	-0.40
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	33.33	1	3		0.00	SS
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	1	3		0.00	SS
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.91	28.81	44	59		7.29	-1.79
							Total	90

"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

Sep-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	90.08	726	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	12	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	130	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2012	69.95	376	263	JUL-2012	91.23	57	52
AUG-2012	80.79	458	370	AUG-2012	88.68	53	47
SEP-2012	74.24	229	170	SEP-2012	90.91	55	50
Overall	76.64	1,063	803	Overall	90.30	165	149

Market Adjustment *	\$ 255,984
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2012	93.88	246	230	JUL-2012	97.36	227	221
AUG-2012	93.11	334	311	AUG-2012	93.79	322	302
SEP-2012	96.67	321	310	SEP-2012	96.54	318	307
Overall	94.56	900	851	Overall	95.73	867	830

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2012	94.36	2,626	2,478	JUL-2012	94.36	2,626	2,478
AUG-2012	93.31	2,332	2,176	AUG-2012	93.31	2,332	2,176
SEP-2012	93.60	1,969	1,843	SEP-2012	93.60	1,969	1,843
Overall	93.79	6,927	6,497	Overall	93.79	6,927	6,497

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	20	100.00	38
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	% Installn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	104	0.00	203
PR-6-02-3523	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installn 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 TII HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop TII HC-FP	20.59	172	21.79	212
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop TII HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)	Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Sep-2012

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.260	\$ 50,209	
Unbundled Network Elements - Loop	-0.128	\$ -	
Resale	-0.173	\$ -	
Digital Subscriber Lines	-0.393	\$ 56,455	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 106,664	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 44,324	
3 Installation Performance		\$ -	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 68,570	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 112,894	
Individual Rule Payments:		\$ 1,885	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ 255,984	
CHANGE CONTROL		\$ -	
Grand Total		\$ 477,427	

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