

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM

UNE Platform

Nov-2012

PO	Pre-Ordering	Performance		Observations		FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC									
PO-1-01-6020	Customer Service Record - EDI	NA	3.32		797			3.3199	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	10.13		333			10.1291	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	3.35		1,207			3.3455	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	10.68		306			10.6830	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00						0	5	0.000	0.000		
<b>OR Ordering</b>											<b>Wgt.</b>			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		95.03		181				0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA				NA	0	NA	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19		1,565				0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.24		562				-1	5	-0.023	-0.054		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.68		1,564				0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		76.23		244				-2	5	-0.045	-0.109		
OR-6-03-3140	% Accuracy - LSRC - Platform		2.22		90				0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		65				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		30				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		
<b>PR Provisioning</b>											<b>Wgt.</b>			
PR-3-01-3140	% Completed In 1 Day (1-5 Lines - No Disp) - Platform	74.13	76.92	487	26			8.81	0.0531	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment- No Dispatch - Platform	5.53	10.24	4,265	127			2.06	-2.2577	-2	20	-0.180	-0.286	
PR-4-04-3140	% Missed Appointment- FP - Dispatch - Platform	27.59	19.23	522	26			8.98	0.6913	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	1.76	1.25	380	28	2.11		0.41	1.5366	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.96	0.00	522	26			1.96	0.7842	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.19	0.00	522	26			0.88	1.6701	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.54	6.14	1,229	114			2.74	0.6897	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>											<b>Wgt.</b>			
MR-1-01-6050	Average Response Time - Create Trouble	2.54	19.56		2,264				17.0161	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	177.86		615				#####	NA	0	NA	0.000	
<b>Stat. Score</b>											<b>Wgt. Score</b>			
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	22.74	15.15	387	66			5.58	1.2351	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	12.00	0.00	75	19			8.35	1.1847	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.33	20.83	387	66	13.52		1.60	-5.0000	-2	5	-0.045	-0.057	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	8.45	6.08	75	19	22.40		5.75	0.2150	0	5	0.000	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	64.21	68.00	285	25			10.00	-0.5846	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	41.75	44.00	285	25			10.29	-0.4364	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	10.88	12.00	285	25			6.49	-0.5601	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	13.34	5.71	2,392	35			5.79	1.0861	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	3.90	33.33	154	3			11.28	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	35.09	19.14	2,392	35	25.22		4.29	5.0000	0	5	0.000	0.000	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	10.25	42.61	154	3	15.19		8.86	SS	NA	0	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	93.41	87.50	1,730	16			6.23	0.5590	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	83.12	68.75	1,730	16			9.41	1.1732	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	55.78	25.00	1,730	16			12.47	2.2223	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	14.03	16.26	3,008	123			3.19	-0.8381	-1	10	-0.045	-0.057	
<b>BI Billing</b>											<b>Wgt.</b>			
BI-1-02-1000	% DUF in 4 Business Days		98.90		103,673,619					0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample											<b>Totals</b>			
											-10		222	-0.356

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

Nov-2012

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	vgra. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.32		797	3.3199	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	10.13		333	10.1291	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	3.35		1,207	3.3455	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	10.68		306	10.6830	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		95.03		181		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA		NA	0	NA	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19		1,565		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.24		562		-1	5	-0.023	-0.054		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.68		1,564		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		76.23		244		-2	5	-0.045	-0.109		
OR-6-03-3140	% Accuracy - LSRC - Platform		2.22		90		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		65		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		30		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		
<b>PR Provisioning</b>												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	74.13	76.92	487	26	8.81	0.0531	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	5.53	10.24	4,265	127	2.06	-2.2577	-2	20	-0.180	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	27.59	19.23	522	26	8.98	0.6913	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	1.76	1.25	380	28	2.11	0.41	1.5366	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.96	0.00	522	26	1.96	0.7842	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.19	0.00	522	26	0.88	1.6701	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.54	6.14	1,229	114	2.74	0.6897	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.54	19.56		2,284		17.0161	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	177.86		615		#####	NA	0	NA	0.000	
<b>Stat. Score</b>												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	22.74	15.15	387	66	5.58	1.2351	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	12.00	0.00	75	19	8.35	1.1847	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.33	20.83	387	66	13.52	1.80	-5.0000	-2	5	-0.045	-0.057
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	8.45	6.08	75	19	22.40	5.75	0.2150	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	64.21	68.00	285	25	10.00	-0.5846	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	41.75	44.00	285	25	10.29	-0.4364	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	10.88	12.00	285	25	6.49	-0.5601	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	13.34	5.71	2,392	35	5.79	1.0861	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	3.90	33.33	154	3	11.28	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	35.09	19.14	2,392	35	25.22	4.29	5.0000	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	10.25	42.61	154	3	15.19	8.86	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	93.41	87.50	1,730	16	6.23	0.5590	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	83.12	68.75	1,730	16	9.41	1.1732	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	55.78	25.00	1,730	16	12.47	2.2223	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	14.03	16.26	3,008	123	3.19	-0.8381	-1	10	-0.045	-0.057	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		98.90		103,673,619			0	5	0.000		
								Totals	-10	222	-0.356	

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

Fair Point New Hampshire  
Performance Assurance Plan Report

FINAL

UNE LOOP

Nov-2012

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd. Score	Domain Clustering Review				
		FP	CLEC	CLEC	Diff.	Score	Wgt						
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	797		3.3199	0	2	0.000	0.000			
PO-1-03-6020	Address Validation - EDI	NA	10.13	333		10.1291	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	3.35	1,207		3.3455	0	2	0.000	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	10.68	306		10.6830	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>		Wgt											
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.18	1,275			0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	9			0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19	1,565			0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		93.24	562			-1	2	-0.012	-0.024			
OR-4-17-1000	% On Time BCN - 2 Business Day		96.68	1,564			0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.58	240			-1	5	-0.029	-0.060			
OR-6-03-3331	% Accuracy - LSRC - Loop		4.38	616			0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		91.19	420			-1	5	-0.029	-0.060			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	12			0	2	0.000	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	79			0	2	0.000	0.000			
OR-2-06-3331	% OT LSR/ASRC Rej - Facility Check - Loop/LNP		100.00	4			0	2	0.000	0.000			
<b>PR Provisioning</b>		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt				
PR-4-02-3100	Average Delay Days - Total - POTS	1.76	1.25	380	28	2.11	0.41	1.5366	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	27.59	19.35	522	31		8.26	0.7821	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.96	0.00	522	32		1.77	0.6491	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.19	0.00	522	32		0.80	1.5738	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	5.18	9.84	618	61		2.97	-1.6945	-2	10	-0.116	-0.154	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		100				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		18				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>		Diff.											
MR-1-01-6050	Average Response Time - Create Trouble	2.54	19.58		2,264			17.0161	-2	2	-0.023	-0.038	
		Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	14.65	12.98	2,779	108		3.47	0.3197	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	31.72	8.31	2,779	108	25.28	2.48	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	78.08	19.51	1,934	41		6.53	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	50.41	9.76	1,934	41		7.89	5.0000	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	14.03	14.17	3,008	120		3.23	-0.2052	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	8.93	25.00	56	12		9.07	-1.9147	-2	10	-0.116	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	9.10	12.80	56	12	14.91	4.74	-0.7428	0	5	0.000	0.000	
		Totals											
											-9	173	-0.324

"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

Nov-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		797		3.3199	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	10.13		333		10.1291	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	3.35		1,207		3.3455	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	10.68		306		10.6830	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
<b>OR Ordering</b>													
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2h		98.68		76			0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		1			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.19		1,665			0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.24		562			-1	5	-0.024	-0.042		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.68		1,564			0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		79.79		94			-2	10	-0.098	-0.169		
OR-6-03-2000	% Accuracy - LSRC		2.63		38			-1	10	-0.049	-0.085		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		26			0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		4			0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		7			0	2	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA			NA	0	NA	0.000		
<b>PR Provisioning</b>													
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	74.13	57.14	487	7		16.67	-1.4063	-1	5	-0.024	-0.033	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	5.53	12.50	4,265	24		4.68	-1.7342	-2	20	-0.195	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	27.69	22.22	622	9		15.03	0.0765	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	1.76	3.20	380	5	2.11	0.95	SS	NA	15	NA	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.96	11.11	522	9		3.27	-2.6779	-2	5	-0.049	-0.067	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.19	0.00	522	9		1.47	2.1213	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.54	22.22	1,229	18		6.64	-2.1487	-2	15	-0.146	-0.200	
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	2.54	19.56		2,264			17.0161	-2	2	-0.020	-0.038	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	177.88		615			177.8585	NA	0	NA	0.000	
<b>Stat Score</b>													
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	22.74	7.69	387	26		8.49	1.6379	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.00	0.00	75	1		32.71	SS	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.33	15.00	387	26	13.52	2.74	-0.9661	0	5	0.000	0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.45	0.60	75	1	22.40	22.55	SS	NA	0	NA	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	64.21	100.00	285	11		14.73	-5.0000	-2	5	-0.049	-0.096	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	41.75	54.55	285	11		15.15	-1.1512	-1	5	-0.024	-0.048	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	10.88	27.27	285	11		9.57	-1.9293	-2	5	-0.049	-0.096	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	13.34	NA	2,392	NA			NA	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	3.90	NA	154	NA			NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	35.09	NA	2,392	NA	25.22		NA	NA	0	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.25	NA	154	NA	15.19		NA	NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	93.41	NA	1,730	NA			NA	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	83.12	NA	1,730	NA			NA	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	55.78	NA	1,730	NA			NA	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	14.03	25.93	3,008	27		6.71	-1.9047	-2	10	-0.098	-0.192	
<b>BI Billing</b>													
BI-1-02-1000	% DUF in 4 Business Days		98.90		103,673,619				0	5	0.000		
										Totals	-20	205	-0.824

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

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

Fair Point New Hampshire  
Performance Assurance Plan Report

FINAL

DSL

Nov-2012

PO	Pre-Ordering	Performance		Observations		Dif.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	8.78		9		8.7778	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	10.15		252		10.1468	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		93.75		32			0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1			0	2	0.000	0.000	
<b>OR Ordering</b>												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		2			0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		3			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		10			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		1			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		0.19		1,565			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.24		562			-1	2	-0.015	-0.059	
OR-4-17-1000	% On Time BCN - 2 Business Day		96.68		1,564			0	2	0.000	0.000	
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	2.00	1	1	0.00		SS	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	100.00	6	1	0.00		SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	0.00	2	1	61.24		SS	0	2	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	34	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	62.50	0.00	8	2	38.27		SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		91.67		24				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	1.20	1	5	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		91.67		38				0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	5.18	15.38	618	52	3.20	-2.8566	-2	15	-0.219	-0.259	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	2	38	36.27		SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00			NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA	NA			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	2.54	19.56		2,264			17.0161	-2	2	-0.029	-0.039
<b>Stat. Score</b>												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	3	NA			NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	0.00	NA	2	2.00		SS	0	2	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	140.50	NA	3	NA	1.31		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	31.08	NA	2	0.00	2.00	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	50.00	3	2	0.00		SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	100.00	NA	1	1.00		SS	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	0.00	3	2	0.00		SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	14.65	9.09	2,779	33	6.19	0.6148	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	8.93	0.00	56	6	12.25	0.2283	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	31.72	9.71	2,779	33	25.28	4.43	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	9.10	4.52	56	6	14.91	6.41	0.5769	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	25.70	89.74	179	39	7.72	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	78.08	0.00	1,934	1	41.38		SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	14.03	30.77	3,008	39	5.60	-2.8835	-2	10	-0.146	-0.196	
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	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	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	NA	0	0.000	0.000
								Totals	-7	137	-0.409	

"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**

**Nov-2012**

OR	Ordering	Performance		Observations		Perf.				
		CLEC	FP	FP	CLEC	Score	Wgt.	Wgtd. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			2	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 (<=	NA			NA	NA	0	0.000		
OR-2-12-5020	% On Time Trunk ASR Reject	NA			NA	NA	0	0.000		
<b>PR Provisioning</b>		<b>FP</b>								
PR-4-07-3540	% On Time Performance - LNP only	98.19		1,107		0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		10		0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	2	10	0.00	SS 0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	2	10	0.00	SS 0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	2	51	0.00	SS 0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	10.00	2	10	0.00	SS 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	0	80	0.000	

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

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Fair Point New Hampshire		FINAL						Nov-2012	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
1	OSS Interface	-	-	-	-	-	-	-	\$0
	PO-1-06 Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	
<b>ORDERING</b>									
2	% On Time Ordering Notification	16,085	7,543	6,183	-	\$0	\$0	-	\$28,610
	OR-1-02 % On Time LSRC - Flow Through	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2Wxg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-	
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-	
	OR-1-19 % OT Resp. Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wxg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-4-16 % On Time PON - 1 Bus. Day	15,085	7,543	6,183	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-06 %OT LSR/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
<b>PROVISIONING</b>									
3	Installation Performance	\$23,208	\$19,893	\$17,231	\$31,021	\$0	\$0	-	\$91,353
	PR-3-01 % Completed in 1 Day (1-5 Times No Disp.)	-	-	-	1,866	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-	
	PR-4-04 Missed Appt - Disp - 2W Digital-UNE/Resale	-	-	-	-	-	-	-	
	PR-4-04 Missed Appt - Disp - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-05 Missed Appointments - No Dispatch	23,208	-	8,780	-	-	-	-	
	PR-4-05 % Missed Appt - No Disp - 2W Digital -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-05 % Missed Appt - No Disp - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-	
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-	
	PR-6-01 Installation Troubles w/in 30 Days	-	19,893	6,585	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - 2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - 2WxDSL Loops	-	-	-	31,021	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - DSO -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - DS1 -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - DS3 -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - Other -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total -UNE/Resale	-	-	-	-	-	-	-	
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale	-	-	-	-	-	-	-	
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	-	-	
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	-	-	
	PR-8-01 % Open Orders in Hold Status >30 Days -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - EEL	-	-	-	-	-	-	-	
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - IOF	-	-	-	-	-	-	-	
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	
4	PR-4-07 % On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
<b>MAINTENANCE</b>									
5	Hot Cut Performance	-	-	-	-	-	-	-	\$0
	PR-6-02 % Installation Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installation Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installation Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
<b>MAINTENANCE</b>									
6	Maintenance Performance	\$ 8,703	\$0	\$17,121	\$26,497	\$0	\$0	-	\$52,321
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repair Appt -Loop-2W Dig-UNE/Resale	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repair Appt -Loop -2WxDSL Loops	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repair Appt -Loop -Line Share/Spit	-	-	-	-	-	-	-	
	MR-3-02 % Missed Repair Appointment -CO -2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-03 Mean Time To Repair -CO -2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Dig-UNE/Resale	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -Line Share/Spit	-	-	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Bus.	-	-	5,707	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports within 30 Days	8,703	-	11,414	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days-2W Digital-UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	26,497	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	
	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 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
<b>RESOLUTION PROCESS</b>									
8	Collocation	-	-	-	-	-	-	\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-	
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-	
<b>RESOLUTION PROCESS</b>									
9	Resolution Process	-	-	-	-	-	-	\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	
	BI-3-04 % CLEC Billing Claims Acknowledgd w/ 2 Bus Days	-	-	-	-	-	-	-	
	BI-3-05 % CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
<b>Month Total</b>		<b>\$46,997</b>	<b>\$27,435</b>	<b>\$40,634</b>	<b>\$57,619</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$172,485</b>

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

## Performance Report for Critical Measure # 8 - Collocation

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

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

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business C	99.92	1,276	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	2,600	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	3	0	10					
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	11	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				
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	50.00	NA	2	NA	NA	NA	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	17.39	0.00	46	20	10.15	1.69	0	5	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	NA	3	NA	NA	NA	NA	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA	NA	NA	NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	2.78	NA	9	NA	1.39	NA	NA	5	
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	51	20	0.00	5.00	0	20	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	51	20	0.00	5.00	0	20	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	12	7	0.00	SS	0	0	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	19.61	5.00	51	20	10.47	1.18	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	17.39	NA	46	NA	NA	NA	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	2.88	NA	8	NA	1.46	NA	NA	0	
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	17.39	0.00	46	0	0.00	SS	0	0	
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	3	NA	NA	NA	NA	0	
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA	0	
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	33.33	NA	3	NA	NA	NA	NA	0	
MR	Maintenance & Repair									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	8.60	NA	15	NA	10.44	NA	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.37	7.29	33	48	9.94	5.91	0.07	5	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA	NA	NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA	NA	NA	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	100.00	2	1	0.00	SS	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	100.00	2	1	0.00	SS	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	29.17	14.58	48	48	9.28	1.49	0	10	
									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

Nov-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	92.37	486	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	23	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	109	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	6	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
SEP-2012	74.24	229	170	SEP-2012	90.91	55	60
OCT-2012	73.52	365	261	OCT-2012	92.11	38	35
NOV-2012	76.23	244	186	NOV-2012	76.23	244	186
<b>Overall</b>	<b>74.52</b>	<b>828</b>	<b>617</b>	<b>Overall</b>	<b>80.42</b>	<b>337</b>	<b>271</b>

<b>Market Adjustment *</b>	<b>Calculated Quarterly</b>
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
SEP-2012	96.67	321	310	SEP-2012	96.54	318	307
OCT-2012	89.22	269	240	OCT-2012	92.86	252	234
NOV-2012	94.66	243	230	NOV-2012	94.58	240	227
<b>Overall</b>	<b>93.64</b>	<b>833</b>	<b>780</b>	<b>Overall</b>	<b>94.81</b>	<b>810</b>	<b>768</b>

<b>Market Adjustment *</b>	<b>\$ -</b>
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
SEP-2012	93.60	1,969	1,843	SEP-2012	93.60	1,969	1,843
OCT-2012	93.37	2,472	2,308	OCT-2012	93.44	2,470	2,308
NOV-2012	92.63	1,805	1,672	NOV-2012	92.63	1,805	1,672
<b>Overall</b>	<b>93.23</b>	<b>6,246</b>	<b>5,823</b>	<b>Overall</b>	<b>93.26</b>	<b>6,244</b>	<b>5,823</b>

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

Special Provision - Hot Cut - Loop Performance

		Current Month CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	18	100.00	10
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	100	0.00	25
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	
		<b>Performance</b>	<b>Observations</b>	<b>Performance</b>	<b>Observations</b>
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	21.43	206	23.86	221
		<b>VZ Std. Dev.</b>	<b>Stat Score</b>	<b>VZ Std. Dev.</b>	<b>Stat Score</b>
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		<b>Greater of -</b>	<b>Tier II (2 mo) or</b>	<b>Tier III (1mo)</b>	<b>Total</b>
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary FINAL

Nov-2012

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.356	\$ 92,490	
Unbundled Network Elements - Loop	-0.324	\$ 122,880	
Resale	-0.824	\$ 57,056	
Digital Subscriber Lines	-0.409	\$ 56,455	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>		\$ 328,880	
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 28,810	
3 Installation Performance		\$ 91,353	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 52,321	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>		\$ 172,485	
<b>Individual Rule Payments:</b>		\$ 1,582	
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>		\$ -	
<b>CHANGE CONTROL</b>		\$ -	
<b>Grand Total</b>		\$ 502,947	

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

Nov-2012

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	FP	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		797		3.3199	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	NA	10.13		333		10.1291	NA	0	NA		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	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	3.35		1,207		3.3455	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	10.68		306		10.6830	NA	0	NA		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000		
<b>OR Ordering</b>												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.18		1,275			0	10	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		9			0	5	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19		1,565			0	2	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.24		562			-1	2	-0.012		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.68		1,564			0	2	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.58		240			-1	5	-0.029		
OR-6-03-3331	% Accuracy - LSRC - Loop		4.38		616			0	5	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		91.19		420			-1	5	-0.029		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		12			0	2	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		79			0	2	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		4			0	2	0.000		
<b>PR Provisioning</b>												
PR-4-02-3100	Average Delay Days - Total - POTS	1.76	1.25	380	28	2.11	0.41	1.5366	0	5	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	27.59	19.35	522	31		8.26	0.7821	0	20	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.96	0.00	522	32		1.77	0.6491	0	5	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.19	0.00	522	32		0.80	1.5738	0	5	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	5.18	9.84	618	61		2.97	-1.6945	-2	10	-0.116	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		100				0	10	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		18			NA	0	10	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	2.54	19.56		2,264			17.0161	-2	2	-0.023	
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	14.65	12.96	2,779	108		3.47	0.3197	0	10	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	31.72	8.31	2,779	108	25.28	2.48	5.0000	0	5	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	78.08	19.51	1,934	41		6.53	5.0000	0	5	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	50.41	9.76	1,934	41		7.89	5.0000	0	5	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	14.03	14.17	3,008	120		3.23	-0.2052	0	10	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	8.93	25.00	56	12		9.07	-1.9147	-2	10	-0.116	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	9.10	12.80	56	12	14.91	4.74	-0.7428	0	5	0.000	
								Totals		-9	173	-0.324

"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

Nov-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		797	3.3199	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	10.13		333	10.1291	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	3.35		1,207	3.3455	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	10.68		306	10.6830	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
<b>OR Ordering</b>											
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2h		98.68		76		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		1		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.19		1,565		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.24		562		-1	5	-0.024	-0.042	
OR-4-17-1000	% On Time PCN - 2 Business Day		96.68		1,564		0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		79.79		94		-2	10	-0.098	-0.169	
OR-6-03-2000	% Accuracy - LSRC		2.63		38		-1	10	-0.049	-0.085	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		26		0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		4		0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		7		0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASRC Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000	
<b>PR Provisioning</b>											
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Disp) - POTS Total	FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score			
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Disp) - POTS Total	74.13	57.14	487	7	16.67	-1.4063	-1	5	-0.024	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	5.53	12.50	4,265	24	4.68	-1.7342	-2	20	-0.195	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	27.59	22.22	522	9	15.03	0.0765	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	1.76	3.20	360	5	2.11	0.95	SS	NA	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.96	11.11	522	9	3.27	-2.6779	-2	5	-0.049	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.19	0.00	522	9	1.47	2.1213	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.54	22.22	1,229	18	6.64	-2.1487	-2	15	-0.146	
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	2.54	19.56		2,264		17.0161	-2	2	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	177.66		615		177.8585	NA	0	NA	
<b>Stat Score</b>											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	22.74	7.69	367	26	8.49	1.6379	0	10	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.00	0.00	75	1	32.71	SS	0	10	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.33	15.00	367	26	13.52	2.74	-0.9661	-1	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.45	0.60	75	1	22.40	22.55	SS	NA	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	64.21	100.00	285	11	14.73	-5.0000	-2	5	-0.049	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	41.75	54.55	285	11	15.15	-1.1512	-1	5	-0.024	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	10.88	27.27	285	11	9.57	-1.9293	-2	5	-0.049	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	13.34	NA	2,392	NA		NA	NA	0	NA	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	3.90	NA	154	NA		NA	NA	0	NA	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	35.09	NA	2,392	NA	25.22	NA	NA	0	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.25	NA	154	NA	15.19	NA	NA	0	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	93.41	NA	1,730	NA		NA	NA	0	NA	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	83.12	NA	1,730	NA		NA	NA	0	NA	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	55.78	NA	1,730	NA		NA	NA	0	NA	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	14.03	25.93	3,008	27	6.71	-1.9047	-2	10	-0.098	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		98.90		103,673,619			0	5	0.000	
								Totals	-21	205	-0.849

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

Nov-2012

PO	Pre-Ordering	Performance		Observations		Dif.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	8.78		9		8.7778	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	10.15		252		10.1468	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		93.75		32		-1	2	-0.015	-0.091		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
<b>OR Ordering</b>												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		3		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		10		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		1		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		0.19		1,565		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.24		562		-1	2	-0.015	-0.059		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.68		1,564		0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	2.00	1	1	0.00	Stat Score	SS	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	100.00	6	1		0.00	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	0.00	2	1		61.24	SS	0	2	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	34	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	62.50	0.00	8	2		38.27	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		91.67		24			-1	10	-0.073	-0.086	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	1.20	1	5	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		91.67		36			-1	10	-0.073	-0.086	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	5.18	15.38	618	52		3.20	-2.8566	-2	15	-0.219	-0.259
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	2	38		36.27	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-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
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.54	19.56		2,264		17.0161	-2	2	-0.029	-0.039	
<b>Stat. Score</b>												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	3	NA			NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	0.00	NA	2		2.00	SS	0	2	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	140.50	NA	3	NA	1.31		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	31.06	NA	2	0.00	2.00	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	50.00	3	2		0.00	SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	100.00	NA	1		1.00	SS	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	3	2		0.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	14.65	9.09	2,779	33		6.19	0.6146	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	8.93	0.00	56	6		12.25	0.2283	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	31.72	9.71	2,779	33	25.28	4.43	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	9.10	4.52	56	6	14.91	6.41	0.5769	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	25.70	89.74	179	39		7.72	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	78.08	0.00	1,934	1		41.38	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	14.03	30.77	3,008	39		5.60	-2.8835	-2	10	-0.146	-0.196
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	-10	137	-0.569	

"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

Nov-2012

OR	Ordering	Performance		Observations		Perf.				
		CLEC	FP	FP	CLEC	Score	WgtL	Wgtd. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			2	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 (<=	NA			NA	NA	0	0.000		
OR-2-12-5020	% On Time Trunk ASR Reject	NA			NA	NA	0	0.000		
<b>PR Provisioning</b>										
FP										
PR-4-07-3540	% On Time Performance - LNP only	98.19		1,107		0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		10		0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	2	10	0.00	SS 0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	2	10	0.00	SS 0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	2	51	0.00	SS 0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	10.00	2	10	0.00	SS 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	
"NA" - no activity    "UD" - under development    "SS" - Small Sample							Totals	0	80	0.000

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

Fair Point New Hampshire		PRELIM					Nov-2012		
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
1	OSS Interface	-	-	-	-	-	-	-	\$0
PO-1-06	Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	-
PO-1-06	Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	-
PO-1-09	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	% On Time Ordering Notification	18,085	7,543	6,183	-	\$0	\$0	-	\$28,810
OR-1-02	% On Time LSRC - Flow Through	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2Wdg-UNE/Resale	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
OR-1-12	% On Time FOC	-	-	-	-	-	-	-	-
OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-	-
OR-1-19	% OT Resp. Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rel - No Facility Check - 2Wdg-UNE/Resale	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rel - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rel - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
OR-4-16	% On Time PCN - 1 Bus. Day	15,055	7,543	6,183	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - All Spcs-UNE/Resale	-	-	-	-	-	-	-	-
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcs-UNE/Resale	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rel - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
OR-2-06	%OT LSR/ASR Rel - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
<b>PROVISIONING</b>									
3	Installation Performance	\$23,208	\$19,893	\$17,231	\$47,666	\$0	\$0	-	\$107,897
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-	-	1,666	-	-	-	-	-
PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-04	Missed Appointments - Dispatch	-	-	-	-	-	-	-	-
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-
PR-4-04	Missed Appts - Disp - Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-05	Missed Appointments - No Dispatch	23,208	-	8,780	-	-	-	-	-
PR-4-05	% Missed Appt - No Disp - 2W Digital - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-05	% Missed Appt - No Disp - Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-14	% Completed On Time - 2WxDSL Loops	-	-	-	16,545	-	-	-	-
PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-
PR-6-01	Installation Troubles w/in 30 Days	-	19,893	6,585	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - 2WxDSL Loops	-	-	-	31,021	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - DSO - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - DS1 - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - DS3 - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - Other - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - UNE/Resale	-	-	-	-	-	-	-	-
PR-5-01	% Missed Appointment - Facilities - UNE/Resale	-	-	-	-	-	-	-	-
PR-5-02	% Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-	-	-	-	-
PR-6-01	% Installation Troubles within 30 days - UNE/Resale	-	-	-	-	-	-	-	-
PR-8-01	% Open Orders in Hold Status > 30 Days - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - EEL	-	-	-	-	-	-	-	-
PR-8-01	% Open Orders in a Hold Status > 30 Days - EEL	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - IOF	-	-	-	-	-	-	-	-
PR-8-01	% Open Orders in a Hold Status > 30 Days - IOF	-	-	-	-	-	-	-	-
4	PR-4-07 % On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
<b>MAINTENANCE</b>									
6	Maintenance Performance	\$ 8,703	\$0	\$17,121	\$26,497	\$0	\$0	-	\$52,321
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt - Loop - 2W Digt - UNE/Resale	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt - Loop - 2WxDSL Loops	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repair Appointment - Loop - Line Share/Spit	-	-	-	-	-	-	-	-
MR-3-02	% Missed Repair Appointment - CO - 2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-03	Mean Time To Repair - CO - 2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs - 2W Digt - UNE/Resale	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs - 2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all troubles) w/in 24 Hours - Line Share/Spit	-	-	-	-	-	-	-	-
MR-4-08	Out of Service > 24Hrs. - Bus.	-	-	5,707	-	-	-	-	-
MR-4-08	Out of Service > 24Hrs. - Res.	-	-	-	-	-	-	-	-
MR-4-08	Out of Service > 24Hrs. - Total	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports within 30 Days	8,703	-	11,414	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days - 2W Digital - UNE/Resale	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days - 2WxDSL Loops	-	-	-	26,497	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	-
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 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
<b>COLLOCATION</b>									
8	Collocation	-	-	-	-	-	-	\$0	\$0
NP-2-01/2	% OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-
NP-2-05/6	% On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-
NP-2-07/8	Average Delay Days - Total	-	-	-	-	-	-	-	-
<b>RESOLUTION PROCESS</b>									
9	Resolution Process	-	-	-	-	-	-	\$0	\$0
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-
BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
BI-3-05	% CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
<b>Month Total</b>		<b>\$46,997</b>	<b>\$27,435</b>	<b>\$40,534</b>	<b>\$74,063</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$189,029</b>

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

## Performance Report for Critical Measure # 8 - Collocation

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

## 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	99.92	1,276	0	2	
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	2,600	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	3	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	11	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	2	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	17.39	0.00	46	20	10.15	1.69	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	NA	3	NA		NA	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	2.78	NA	9	NA	1.39	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	51	20	0.00	5.00	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	51	20	0.00	5.00	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	12	7	0.00	SS	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	19.61	5.00	51	20	10.47	1.18	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	17.39	NA	46	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	2.88	NA	8	NA	1.46	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	17.39	0.00	46	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	3	NA		NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	0.00		NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	33.33	NA	3	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	8.60	NA	15	NA	10.44	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.37	7.29	33	48	9.94	5.91	5	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA		NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	100.00	2	1	0.00	SS	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	100.00	2	1	0.00	SS	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	29.17	14.58	48	48	9.28	1.49	10	
								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.

Fair Point New Hampshire Performance Assurance Plan Report PRELIM Special Provisions Report

Special Provision - UNE Ordering

Nov-2012

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	92.37	485	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	23	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	109	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	5	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2012	74.24	229	170	SEP-2012	90.91	65	50
OCT-2012	73.52	355	261	OCT-2012	92.11	38	35
NOV-2012	76.23	244	186	NOV-2012	76.23	244	186
<b>Overall</b>	<b>74.62</b>	<b>828</b>	<b>617</b>	<b>Overall</b>	<b>80.42</b>	<b>337</b>	<b>271</b>

<b>Market Adjustment *</b>	<b>Calculated Quarterly</b>
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2012	96.57	321	310	SEP-2012	96.54	318	307
OCT-2012	89.22	269	240	OCT-2012	92.86	252	234
NOV-2012	94.66	243	230	NOV-2012	94.58	240	227
<b>Overall</b>	<b>93.64</b>	<b>833</b>	<b>780</b>	<b>Overall</b>	<b>94.81</b>	<b>810</b>	<b>768</b>

<b>Market Adjustment *</b>	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2012	93.60	1,969	1,843	SEP-2012	93.60	1,969	1,843
OCT-2012	93.37	2,472	2,308	OCT-2012	93.44	2,470	2,308
NOV-2012	92.63	1,805	1,672	NOV-2012	92.63	1,805	1,672
<b>Overall</b>	<b>93.23</b>	<b>6,246</b>	<b>5,823</b>	<b>Overall</b>	<b>93.26</b>	<b>6,244</b>	<b>5,823</b>

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	18	100.00	10
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	100	0.00	25
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	21.43	206	23.86	221
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary PRELIM

Nov-2012

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.356	\$ 92,490	
Unbundled Network Elements - Loop	-0.324	\$ 122,880	
Resale	-0.849	\$ 57,056	
Digital Subscriber Lines	-0.569	\$ 90,088	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>			<b>\$ 362,513</b>
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 28,810	
3 Installation Performance		\$ 107,897	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 52,321	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 189,029</b>
<b>Individual Rule Payments:</b>			<b>\$ 1,582</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>\$ 553,124</b>

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