

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

UNE Platform

Jan-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Vgto. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.34		1,257	3.3437	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	10.76		445	10.7551	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	3.14		2,632	3.1444	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.60		663	8.5988	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		98.24		227		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		1		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.57		1,751		-1	5	-0.021	-0.049		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.11		742		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.14		1,749		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		70.59		323		-2	5	-0.041	-0.098		
OR-6-03-3140	% Accuracy - LSRC - Platform		5.63		160		-1	5	-0.021	-0.049		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		119		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		12		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		44		0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		5		0	2	0.000	0.000		
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.50	80.00	568	30	9.07	1.7909	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.63	3.55	3,847	169	1.26	-0.9845	-1	20	-0.083	-0.143	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	18.51	4.00	416	25	8.00	1.6990	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	3.72	1.32	178	19	8.18	1.97	2,1107	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.96	0.00	416	25	2.01	0.8104	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.24	0.00	416	25	1.01	1.5832	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.54	0.54	1,406	186	1.93	3.7352	0	10	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.47	24.71		2,595		22.2348	-2	2	-0.017	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	52.22		509		52.2181	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	18.31	9.26	295	54	5.72	1.4747	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	11.58	11.11	95	18	8.23	0.4079	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	13.53	15.66	295	54	16.14	2.39	5.0000	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.22	9.23	95	18	8.16	2.10	-0.8805	-1	5	-0.021	-0.025
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.24	31.58	237	19	11.27	2.7190	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	42.19	21.05	237	19	11.78	1.5925	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.81	5.26	237	19	7.70	0.4166	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	9.30	4.55	1,462	22	6.24	0.2991	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	11.70	0.00	188	2	22.85	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.57	21.55	1,462	22	61.55	13.22	0.1219	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	13.15	0.64	188	2	23.70	16.85	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	81.63	100.00	1,165	6	15.85	-5.0000	-2	5	-0.041	-0.049	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.86	83.33	1,165	6	19.68	-1.4910	-1	5	-0.021	-0.025	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	25.58	33.33	1,165	6	17.86	-0.9198	-1	5	-0.021	-0.025	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.50	13.54	2,040	96	3.45	-0.4868	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.96		96,765,035			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample												
								Totals	-12	242	-0.285	

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

UNE LOOP

Jan-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-2-02-6010	OSS Interface Availability - Prime - WPTS	NA	NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	3.34	1,257		3,3437	0	2	0.000	0.000			
PO-1-03-6020	Address Validation - EDI	NA	10.76	445		10.7551	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	3.14	2,632		3,1444	0	2	0.000	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	8.60	663		8,5988	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-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		95.75	1,200			0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	14			0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.57	1,751			-1	2	-0.012	-0.024			
OR-4-16-1000	% On Time PCN - 1 Business Day		98.11	742			0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		99.14	1,749			0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		93.94	264			-1	5	-0.029	-0.060			
OR-6-03-3331	% Accuracy - LSRC - Loop		4.67	749			0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		93.18	557			-1	5	-0.029	-0.060			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	21			0	2	0.000	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	122			0	2	0.000	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	2			0	2	0.000	0.000			
PR Provisioning													
PR-4-02-3100	Average Delay Days - Total - POTS	3.72	1.32	178	19	8.18	1.97	2,1107	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	18.51	16.13	416	31		7.23	0.0449	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.96	0.00	416	33		1.76	0.6313	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.24	0.00	416	33		0.89	1,4502	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	4.92	9.21	569	76		2.64	-1,7215	-2	10	-0.116	-0.154	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		71				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		14				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble	2.47	24.71		2,595			22,2348	-2	2	-0.023	-0.038	
Stat. Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.81	10.71	1,757	84		3.47	0,1930	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.34	8.20	1,757	84	56.15	6.27	5,0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	60.87	9.09	1,306	33		8.60	5,0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	23.97	3.03	1,306	33		7.52	2,9686	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.50	8.51	2,040	94		3.49	0,9910	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	3.13	0.00	64	10		5.92	0,6632	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	12.28	12.51	64	10	18.60	6.33	-0,2544	0	5	0.000	0.000	
									Totals	-7	173	-0.208	

"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

Jan-2013

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	3.34		1,257	3.3437	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	10.76		445	10.7551	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	3.14		2,632	3.1444	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.60		663	8.5988	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 -2h		96.70		91		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		0.57		1,751		-1	5	-0.024	-0.042		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.11		742		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.14		1,749		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		66.92		130		-2	10	-0.095	-0.169		
OR-6-03-2000	% Accuracy - LSRC		3.17		63		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		58		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		10		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		21		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	62.50	33.33	568	3	28.02	SS	NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.63	18.52	3,847	54	2.19	-5.0000	-2	20	-0.190	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	18.51	14.29	416	7	14.80	0.3046	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	3.72	1.18	178	11	8.18	2.54	1.8649	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.96	0.00	416	7	3.72	1.5157	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.24	0.00	416	7	1.87	2.1309	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.54	9.52	1,406	21	5.44	-1.0110	-1	15	-0.071	-0.100	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.47	24.71		2,595		22.2348	-2	2	-0.019	-0.035	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	52.22		509		52.2181	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	18.31	17.65	295	17	9.65	0.3117	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	11.58	0.00	95	6	13.47	0.0219	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.53	9.70	295	17	16.14	4.03	1.0494	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.22	5.58	95	6	8.16	3.44	0.3818	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	66.24	66.67	237	6	19.55	-0.4117	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	42.19	0.00	237	6	20.42	1.7537	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.81	0.00	237	6	13.34	0.0606	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.30	NA	1,462	NA		NA	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	11.70	NA	188	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.57	NA	1,462	NA	61.55		NA	0	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	13.15	NA	188	NA	23.70		NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	81.63	NA	1,165	NA			NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.88	NA	1,165	NA			NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	25.58	NA	1,165	NA			NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.50	21.74	2,040	23	6.93	-1.5580	-1	10	-0.048	-0.088	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.96		96,765,035				0	5	0.000	
								Totals	-9	210	-0.448	

"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

Jan-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.00		5		5.0000	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	7.78		510		7.7765	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		100.00		2			0	2	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		5			0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		5			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		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		92.31		13			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		0.57		1,751			-1	2	-0.017	-0.100	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.11		742			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.14		1,749			0	2	0.000	0.000	
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA		NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	NA	NA		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	16	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	0.00	NA		NA			NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		23			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10.20	1.40	5	5	14.18	8.97	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		94.29		35			-1	10	-0.085	-0.100	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	4.92	9.80	569	51		3.16	-1.6937	-2	15	-0.254	-0.300
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	14.29	2.85	7	35		14.49	0.4988	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	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	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	2.47	24.71		2,595			22.2348	-2	2	-0.034	-0.043
Stat Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	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	3.73	NA	1	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	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	10.81	11.54	1,757	26		6.14	-0.5014	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	3.13	0.00	64	1		17.53	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.34	4.83	1,757	26	56.15	11.09	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	12.28	1.57	64	1	18.60	18.75	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	27.91	100.00	172	27		9.29	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	60.87	0.00	1,306	3		28.21	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.50	25.93	2,040	27		6.41	-2.1640	-2	10	-0.169	-0.213
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	118	-0.559	

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM TRUNKS

Jan-2013

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgld. Score		
		CLEC	FP	FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:	NA			NA	NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	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	98.48		1,186			0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		3			0	20	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA	0.00	NA	3	3.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	0.00	NA	3	3.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA		NA	NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	33.33	NA	3	3.00	SS	NA	5	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	70	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.

Fair Point New Hampshire		PRELIM						Jan-2013	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	-	-	-	-	-	-	-	\$0
	PO-1-06 Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	
ORDERING									
2	% On Time Ordering Notification	-	-	-	-	\$0	\$0	-	\$0
	OR-1-02 % On Time LSRC - Flow Through	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2Wfg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-	
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-	
	OR-1-19 % OT Resp - Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wfg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
PROVISIONING									
3	Installation Performance	\$12,764	\$19,893	\$12,731	\$49,664	\$0	\$0	-	\$95,052
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - Line Share/Split	-	-	-	-	-	-	-	
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-	
	PR-4-04 Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	
	PR-4-04 Missed Appts - Disp - Line Share/Split	-	-	-	-	-	-	-	
	PR-4-05 Missed Appointments - No Dispatch	12,764	-	8,780	-	-	-	-	
	PR-4-05 % Missed Appt - No Disp - 2W Digital -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-05 % Missed Appt - No Disp - Line Share/Split	-	-	-	-	-	-	-	
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	13,324	-	-	-	
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-	
	PR-6-01 Installation Troubles w/in 30 Days	-	19,893	3,951	-	-	-	-	
	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	-	-	-	36,339	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days - Line Share/Split	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - DS0 -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - DS1 -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - DS3 -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - Other -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total -UNE/Resale	-	-	-	-	-	-	-	
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale	-	-	-	-	-	-	-	
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	-	-	
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	-	-	
	PR-6-01 % Open Orders in Hold Status >30 Days-UNE/Resale	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - EEL	-	-	-	-	-	-	-	
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - IOF	-	-	-	-	-	-	-	
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	
4	PR-4-07 % On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
MAINTENANCE									
6	Maintenance Performance	\$ 4,787	\$0	\$10,272	\$28,264	\$0	\$0	-	\$43,323
	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 Digtal-UNE/Resale	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt -Loop -2WxDSL Loops	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repair Appt -Loop -Line Share/Split	-	-	-	-	-	-	-	
	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 Digtal-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/Split	-	-	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Bus.	-	-	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Res.	4,787	-	-	-	-	-	-	
	MR-4-08 Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports within 30 Days	-	-	10,272	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digtal-UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	28,264	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Split	-	-	-	-	-	-	-	
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-06 % Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-08 %Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	-	-	
NETWORK PERFORMANCE									
7	NP-1-04 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
Collocation									
8	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	\$0	\$0
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-	
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-	
RESOLUTION PROCESS									
9	Resolution Process	-	-	-	-	-	-	\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$17,551	\$19,893	\$23,003	\$77,928	\$0	\$0	\$0	\$138,375

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	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-10-01-1000	% 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 Days	99.40	1,000	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	97.99	1,891	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/Resale	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	20	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	71.43	NA	7	NA	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	18.18	0.00	55	17	10.70	1.60	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA	NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	11.33	NA	15	NA	9.51	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.61	0.00	62	18	3.37	0.76	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	62	18	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.08	0.00	48	18	3.95	0.60	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	14.52	5.56	62	18	9.43	0.56	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	18.18	0.00	55	1	38.92	SS	0
PR-4-02-3510	Average Delay Days - Total - EEL	11.90	NA	10	NA	7.09	NA	5
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	12.73	100.00	55	1	33.63	SS	2
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	0.00	NA	0	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	7.01	16.31	14	3	7.16	16.24	SS	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.11	5.44	31	41	7.78	5.70	0.42	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA	NA	NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA	NA	NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	50.00	NA	2	NA	NA	NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA	NA	NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	28.89	22.73	45	44	9.61	0.42	0	10
								Total	112

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

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

Special Provision - UNE Ordering

Jan-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	94.38	676	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	33	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	166	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	7	\$ -

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
NOV-2012	76.23	244	186	NOV-2012	76.23	244	186
DEC-2012	67.24	232	156	DEC-2012	75.86	203	154
JAN-2013	70.68	324	229	JAN-2013	70.59	323	228
Overall	71.38	800	571	Overall	73.77	770	568

Market Adjustment *	Calculated Quarterly
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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
NOV-2012	94.65	243	230	NOV-2012	94.58	240	227
DEC-2012	90.20	153	138	DEC-2012	95.17	145	138
JAN-2013	93.28	268	250	JAN-2013	93.94	264	248
Overall	93.07	664	618	Overall	94.45	649	613

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
NOV-2012	92.63	1,805	1,672	NOV-2012	92.63	1,805	1,672
DEC-2012	85.91	1,377	1,183	DEC-2012	86.35	1,370	1,183
JAN-2013	86.60	1,254	1,086	JAN-2013	86.60	1,254	1,086
Overall	88.84	4,436	3,941	Overall	88.98	4,429	3,941

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	14	100.00	7
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	71	2.94	34
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		17.27	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	18.41	195	18.57	189
		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	3	\$ -

* 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

Jan-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.285	\$ 60,779	
Unbundled Network Elements - Loop	-0.208	\$ -	
Resale	-0.448	\$ 33,032	
Digital Subscriber Lines	-0.559	\$ 90,088	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 183,899
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 95,052	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 43,323	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 138,375
Individual Rule Payments:			\$ 1,995
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 324,269

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

Fair Point New Hampshire
Performance Assurance Plan Report

FINAL

UNE Platform

Jan-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgto. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.34		1,257	3.3437	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	10.76		445	10.7551	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	3.14		2,632	3.1444	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.60		663	8.5988	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-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		98.24		227		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		1		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.57		1,751		-1	5	-0.021	-0.049		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.11		742		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.14		1,749		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		70.59		323		-2	5	-0.041	-0.098		
OR-6-03-3140	% Accuracy - LSRC - Platform		5.63		160		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		119		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		12		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		44		0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		5		0	2	0.000	0.000		
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.50	80.00	568	30	9.07	1.7909	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.63	3.55	3,847	169	1.26	-0.9845	-1	20	-0.083	-0.143	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	18.51	4.00	416	25	8.00	1.6990	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	3.72	1.32	178	19	8.18	1.97	2.1107	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.96	0.00	416	25	2.01	0.8104	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.24	0.00	416	25	1.01	1.5832	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.54	0.54	1,406	186	1.93	3.7352	0	10	0.000	0.000	
MR maintenance & repair												
Performance Observations FP Std Sampling Perf. Wgto. Wgtd.												
FP CLEC FP CLEC Deviation error score score												
MR-1-01-6050	Average Response Time - Create Trouble	2.47	24.71		2,595			22.2348	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	52.22		509			52.2181	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	18.31	9.26	295	54	5.72	1.4747	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	11.58	11.11	95	18	8.23	0.4079	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	13.53	15.66	295	54	16.14	2.39	5.0000	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.22	9.23	95	18	8.16	2.10	-0.8805	-1	5	-0.021	-0.025
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.24	31.58	237	19	11.27	2.7190	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	42.19	21.05	237	19	11.78	1.5925	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.81	5.26	237	19	7.70	0.4166	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	9.30	4.55	1,462	22	6.24	0.2991	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	11.70	0.00	188	2	22.85	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.57	21.55	1,462	22	61.55	13.22	0.1219	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	13.15	0.64	188	2	23.70	16.85	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	81.63	100.00	1,165	6	15.85	-5.0000	-2	5	-0.041	-0.049	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.86	83.33	1,165	6	19.66	-1.4910	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	25.58	33.33	1,165	6	17.86	-0.9198	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.50	13.54	2,040	96	3.45	-0.4868	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.96		96,765,035			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-9	242	-0.223	

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

Fair Point New Hampshire FINAL
Performance Assurance Plan Report

UNE LOOP

Jan-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgtd. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC		Score	Wgt.					
PO-2-02-6010	OSS Interface Availability - Prime - WPTS	NA	NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	3.34		1,257	3.3437	0	2	0.000	0.000			
PO-1-03-6020	Address Validation - EDI	NA	10.76		445	10.7551	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	3.14		2,632	3.1444	0	2	0.000	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	8.60		663	8.5988	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		Wgtd.											
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		95.75		1,200		0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		14		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.57		1,751		-1	2	-0.012	-0.024			
OR-4-16-1000	% On Time PCN - 1 Business Day		98.11		742		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		99.14		1,749		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		93.94		264		-1	5	-0.029	-0.060			
OR-6-03-3331	% Accuracy - LSRC - Loop		4.67		749		0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		93.18		557		-1	5	-0.029	-0.060			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		21		0	2	0.000	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		122		0	2	0.000	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		2		0	2	0.000	0.000			
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgtd.				
PR-4-02-3100	Average Delay Days - Total - POTS	3.72	1.32	178	19	8.18	1.97	2.1107	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	18.51	16.13	416	31		7.23	0.0449	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.96	0.00	416	33		1.76	0.6313	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.24	0.00	416	33		0.89	1.4502	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	4.92	9.21	569	76		2.64	-1.7215	-2	10	-0.116	-0.154	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		71				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		14				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	2.47	24.71		2,595			22.2348	-2	2	-0.023	-0.038	
		Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.81	10.71	1,757	84		3.47	0.1930	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.34	8.20	1,757	84	56.15	6.27	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	60.87	9.09	1,306	33		8.60	5.0000	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	23.97	3.03	1,306	33		7.52	2.9686	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.50	8.51	2,040	94		3.49	0.9910	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	3.13	0.00	64	10		5.92	0.6632	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	12.28	12.51	64	10	18.60	6.33	-0.2544	0	5	0.000	0.000	
									Totals	-7	173	-0.208	

"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

Jan-2013

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	3.34		1,257	3.3437	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	10.76		445	10.7551	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	3.14		2,632	3.1444	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.60		663	8.5988	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 -2h		96.70		91		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		0.57		1,751		-1	5	-0.024	-0.042		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.11		742		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.14		1,749		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		66.92		130		-2	10	-0.095	-0.169		
OR-6-03-2000	% Accuracy - LSRC		3.17		63		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		58		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		10		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		21		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	62.50	33.33	568	3	28.02	SS	NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.63	18.52	3,847	54	2.19	-5.0000	-2	20	-0.190	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	18.51	14.29	416	7	14.80	0.3046	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	3.72	1.18	178	11	8.18	2.54	1.8649	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.96	0.00	416	7	3.72	1.5157	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.24	0.00	416	7	1.87	2.1309	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.54	9.52	1,406	21	5.44	-1.0110	-1	15	-0.071	-0.100	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.47	24.71		2,595		22.2348	-2	2	-0.019	-0.035	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	52.22		509		52.2181	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	18.31	17.65	295	17	9.65	0.3117	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	11.58	0.00	95	6	13.47	0.0219	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	13.53	9.70	295	17	16.14	4.03	1.0494	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.22	5.58	95	6	8.16	3.44	0.3818	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	66.24	66.67	237	6	19.55	-0.4117	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	42.19	0.00	237	6	20.42	1.7537	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.81	0.00	237	6	13.34	0.0606	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.30	NA	1,462	NA		NA	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	11.70	NA	188	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.57	NA	1,462	NA	61.55		NA	0	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	13.15	NA	188	NA	23.70		NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	81.63	NA	1,165	NA			NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.86	NA	1,165	NA			NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	25.58	NA	1,165	NA			NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.50	21.74	2,040	23	6.93	-1.5580	-1	10	-0.048	-0.088	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.96		96,765,035				0	5	0.000	
								Totals	-9	210	-0.448	

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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

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DSL

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PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.00		5		5.0000	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	7.78		510		7.7765	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		100.00		2			0	2	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		5			0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		5			0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		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		92.31		13			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		0.57		1,751			-1	2	-0.017	-0.100	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.11		742			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.14		1,749			0	2	0.000	0.000	
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA		NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	NA	NA	NA	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	16	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	0.00	NA	NA	NA			NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		23			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10.20	1.40	5	5	14.18	8.97	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		94.29		35			-1	10	-0.085	-0.100	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	4.92	9.80	569	51		3.16	-1.6937	-2	15	-0.254	-0.300
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	14.29	2.86	7	35		14.49	0.4988	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	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	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	2.47	24.71		2,595			22.2348	-2	2	-0.034	-0.043
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	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	3.73	NA	1	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	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	10.81	11.54	1,757	26		6.14	-0.5014	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	3.13	0.00	64	1		17.53	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.34	4.83	1,757	26	56.15	11.09	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	12.28	1.57	64	1	18.60	18.75	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	27.91	100.00	172	27		9.29	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	60.87	0.00	1,306	3		28.21	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.50	25.93	2,040	27		6.41	-2.1640	-2	10	-0.169	-0.213
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	118	-0.559	

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

FINAL TRUNKS

Jan-2013

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score		
		CLEC	FP	FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:	NA			NA	NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	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	98.48		1,186			0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		3			0	20	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA	0.00	NA	3	3.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	0.00	NA	3	3.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA		NA	NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	33.33	NA	3	3.00	SS	NA	5	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	70	0.000

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Fair Point New Hampshire		FINAL							Jan-2013	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
PRE-ORDERING										
1	OSS Interface	-	-	-	-	-	-	-	\$0	
	PO-1-06 Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-		
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-		
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-		
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-		
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-		
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-		
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-		
ORDERING										
2	% On Time Ordering Notification	-	-	-	-	\$0	\$0	-	\$0	
	OR-1-02 % On Time LSRC - Flow Through	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-		
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-		
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-		
	OR-1-19 % OT Resp -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-		
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-		
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-		
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-		
PROVISIONING										
3	Installation Performance	\$12,764	\$19,893	\$12,731	\$49,664	\$0	\$0	-	\$95,052	
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total - Line Share/Split	-	-	-	-	-	-	-		
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-		
	PR-4-04 Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-		
	PR-4-04 Missed Appts - Disp - Line Share/Split	-	-	-	-	-	-	-		
	PR-4-05 Missed Appointments - No Dispatch	12,764	-	8,780	-	-	-	-		
	PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-		
	PR-4-05 % Missed Appt -No Disp -Line Share/Split	-	-	-	-	-	-	-		
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	13,324	-	-	-		
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-		
	PR-6-01 Installation Troubles w/in 30 Days	-	19,893	3,951	-	-	-	-		
	PR-6-01 % Install Trbl's w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbl's w/in 30 Days -2WxDSL Loops	-	-	-	36,339	-	-	-		
	PR-6-01 % Install Trbl's w/in 30 Days -Line Share/Split	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment -FP -DS0 -UNE/Resale	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment -FP -DS1 -UNE/Resale	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment -FP -DS3 -UNE/Resale	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment -FP -Other -UNE/Resale	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total -UNE/Resale	-	-	-	-	-	-	-		
	PR-5-01 % Missed Appointment - Facilities -UNE/Resale	-	-	-	-	-	-	-		
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	-	-		
	PR-6-01 % Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	-	-		
	PR-8-01 % Open Orders in Hold Status>30 Days-UNE/Resale	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total - EEL	-	-	-	-	-	-	-		
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - IOF	-	-	-	-	-	-	-		
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-		
4	PR-4-07 % On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0	
MAINTENANCE										
6	Maintenance Performance	\$ -	\$0	\$10,272	\$28,264	\$0	\$0	-	\$38,536	
	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 Digtal-UNE/Resale	-	-	-	-	-	-	-		
	MR-3-01 % Missed Repr Appt -Loop -2WxDSL Loops	-	-	-	-	-	-	-		
	MR-3-01 % Missed Repair Appt -Loop -Line Share/Split	-	-	-	-	-	-	-		
	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 Digtal-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/Split	-	-	-	-	-	-	-		
	MR-4-08 Out of Service >24Hrs. - Bus.	-	-	-	-	-	-	-		
	MR-4-08 Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-		
	MR-4-08 Out of Service >24Hrs. - Total	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports within 30 Days	-	-	10,272	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digtal-UNE/Resale	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	28,264	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Split	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-		
	MR-4-06 % Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-		
	MR-4-08 %Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-		
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-		
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	-	-		
NETWORK PERFORMANCE										
7	NP-1-04 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0	
Collocation										
8	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	\$0	\$0	
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-		
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-		
RESOLUTION PROCESS										
9	Resolution Process	-	-	-	-	-	-	\$0	\$0	
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-		
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-		
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-		
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-		
Month Total		\$12,764	\$19,893	\$23,003	\$77,928	\$0	\$0	\$0	\$133,588	

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	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-10-01-1000 % 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 Days	99.40	1,000	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	97.99	1,891	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/Resale	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	20	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	NA	NA	0
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	71.43	NA	7	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	18.18	0.00	55	17	10.70	1.60	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	11.33	NA	15	NA	9.51		NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.61	0.00	62	18	3.37	0.76	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	62	18	0.00	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.08	0.00	48	18	3.95	0.60	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	14.52	5.56	62	18	9.43	0.56	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	18.18	0.00	55	1	38.92	SS	0	10
PR-4-02-3510	Average Delay Days - Total - EEL	11.90	NA	10	NA	7.09		NA	5
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	12.73	100.00	55	1	33.63	SS	NA	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	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	0.00	NA	0	NA			NA	0

MR	Maintenance & Repair	FP	FP	FP	FP	Std Dev.	Sample Error	Stat. Score	NA	NA	0
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	7.01	16.31	14	3	7.16	16.24	SS	NA	5	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.11	5.44	31	41	7.78	5.70	0.42	0	5	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	50.00	NA	2	NA			NA	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA			NA	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	28.89	22.73	45	44		9.61	0.42	0	10	
"NA" - no activity "UD" - under development "SS" - Small Sample										Total	112

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

Special Provision - UNE Ordering

Jan-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	94.38	676	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	33	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	166	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	7	\$ -

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
NOV-2012	76.23	244	186	NOV-2012	76.23	244	186
DEC-2012	67.24	232	156	DEC-2012	75.86	203	154
JAN-2013	70.68	324	229	JAN-2013	70.59	323	228
Overall	71.38	800	571	Overall	73.77	770	568

Market Adjustment *	Calculated Quarterly
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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
NOV-2012	94.65	243	230	NOV-2012	94.58	240	227
DEC-2012	90.20	153	138	DEC-2012	95.17	145	138
JAN-2013	93.28	268	250	JAN-2013	93.94	264	248
Overall	93.07	664	618	Overall	94.45	649	613

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
NOV-2012	92.63	1,805	1,672	NOV-2012	92.63	1,805	1,672
DEC-2012	85.91	1,377	1,183	DEC-2012	86.35	1,370	1,183
JAN-2013	86.60	1,254	1,086	JAN-2013	86.60	1,254	1,086
Overall	88.84	4,436	3,941	Overall	88.98	4,429	3,941

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	14	100.00	7
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	71	2.94	34
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	17.27	1	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	18.41	195	18.57	189
	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	3	\$ -

* 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 workaroud	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

Jan-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.223	\$ -	
Unbundled Network Elements - Loop	-0.208	\$ -	
Resale	-0.448	\$ 33,032	
Digital Subscriber Lines	-0.559	\$ 90,088	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 123,120
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 95,052	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 38,536	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 133,588
Individual Rule Payments:			\$ 1,995
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 258,703

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