

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

Mar-2013

PO	Pre-Ordering	Performance		Observations		FP Std Deviation	Sampling error	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC									
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		1,244			2.8802	0	2	0.000	0.000		
PO-1-03-6020	Address Validation -EDI	NA	13.93		308			13.9286	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00						0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA				NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA				NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA						NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.81		2,739			2.8065	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	10.06		624			10.0609	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		95.97		149				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		0.27		2,257				-1	5	-0.021	-0.049		
OR-4-16-1000	% On Time PCN - 1 Business Day		95.14		740				0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.54		2,254				0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		71.09		211				-2	5	-0.041	-0.098		
OR-6-03-3140	% Accuracy - LSRC - Platform		5.94		101				-1	5	-0.021	-0.049		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		77				0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		13				0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		21				0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		3				0	2	0.000	0.000		
PR Provisioning											Wgt.			
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	69.04	43.48	478	23			9.87	-2.6966	-2	5	-0.041	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.15	2.50	3,584	120			1.35	-0.6444	0	20	0.000	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	13.36	8.70	494	23			7.26	0.2621	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	6.96	12.00	143	10	16.15		5.28	-1.0241	-1	15	-0.062	-0.107	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.82	0.00	494	23			2.85	0.4173	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.40	0.00	494	23			1.35	1.3590	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	7.02	0.88	1,368	114			2.49	2.7339	0	10	0.000	0.000	
MR Maintenance & Repair											Wgt.			
MR-1-01-6050	Average Response Time - Create Trouble	7.64	35.14		2,235				27.5014	-2	2	-0.017	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	51.62		570				51.6228	NA	0	NA	0.000	
Stat. Score											Wgtd. Score			
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	15.04	11.76	266	51			5.46	0.3594	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	4.76	0.00	84	7			8.38	0.5886	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	15.40	10.81	266	51	47.42		7.25	0.7205	0	5	0.000	0.000	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	6.93	3.62	84	7	11.04		4.34	0.8274	0	5	0.000	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	56.22	37.50	201	16			12.89	1.1860	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	37.81	12.50	201	16			12.60	1.8354	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.97	0.00	201	16			6.15	0.2820	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	6.66	0.00	1,472	28			4.93	0.9559	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	0.77	0.00	130	1			8.77	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	21.58	15.89	1,472	28	27.86		5.51	1.6054	0	5	0.000	0.000	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	10.46	3.82	130	1	11.90		11.95	SS	NA	5	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	61.63	62.50	1,056	8			13.74	0.9516	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	66.29	37.50	1,056	8			16.78	1.3204	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	20.45	0.00	1,056	8			14.32	0.9875	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	0.00	0.00	1,952	85			0.00	5.0000	0	10	0.000	0.000	
BI Billing											Wgt.			
BI-1-02-1000	% DUF in 4 Business Days		99.99		82,258,494					0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample											Totals			
											-9		242	-0.202

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

Mar-2013

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	2.88		1,244		2.8802	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	NA	13.93		308		13.9286	NA	0	NA		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.81		2,739		2.8065	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	10.06		624		10.0609	NA	0	NA		
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		94.30		1,052		-1	10	-0.061	-0.119		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		88.24		17		-1	5	-0.031	-0.060		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.27		2,257		-1	2	-0.012	-0.024		
OR-4-16-1000	% On Time PCN - 1 Business Day		95.14		740		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.54		2,254		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.21		252		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		3.82		654		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		92.39		552		-1	5	-0.031	-0.060		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		10		0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		69		0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		1		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-3100	Average Delay Days - Total - POTS	6.96	12.00	143	10	16.15	5.28	-1.0241	-1	5	-0.031	-0.045
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	13.36	12.90	494	31		6.30	0.2566	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.82	0.00	494	33		2.40	0.1414	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.40	0.00	494	33		1.14	1.1679	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	3.56	3.85	674	52		2.67	-0.5726	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		16.67		6			NA	0	NA	NA	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA	NA	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	0	NA	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		6			0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA	NA	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	7.64	35.14		2,235			27.5014	-2	2	-0.025	-0.038
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.94	9.76	1,738	82		3.06	-0.8201	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	20.41	8.50	1,738	82	31.74	3.59	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	62.56	29.55	1,186	44		7.43	4.2002	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	18.72	2.27	1,186	44		5.99	2.9862	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	0.00	0.00	1,952	82		0.00	5.0000	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.00	10.00	50	10		8.23	-1.1466	-1	10	-0.061	-0.096
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	14.43	4.59	50	10	14.53	5.03	2.4324	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample Totals -8 163 -0.252												

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

Mar-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		1,244		2.8802	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	13.93		308		13.9286	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.81		2,739		2.8065	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	10.06		624		10.0609	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		100.00		35			0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA		NA			NA	0	NA	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.27		2,257			-1	5	-0.021	-0.046	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.14		740			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.54		2,254			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		79.55		44			-2	10	-0.085	-0.185	
OR-6-03-2000	% Accuracy - LSRC		5.58		36			-1	10	-0.043	-0.093	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		30			0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		8			0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		4			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	69.04	40.00	478	5		20.78	SS	NA	5	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.15	7.14	3,584	28		2.75	-2.0090	-2	20	-0.170	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	13.38	18.18	494	11		10.37	-0.9373	-1	10	-0.043	-0.067
PR-4-02-2100	Average Delay Days - Total - POTS	6.96	1.50	143	4	16.15	8.19	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.82	0.00	494	11		4.08	0.9111	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.40	0.00	494	11		1.94	1.7154	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.16	2.00	1,368	50		3.71	1.1606	0	15	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	7.64	35.14		2,235		27.5014	-2	2	-0.017	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	51.62		570		51.6228	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	15.04	10.00	266	20		8.29	0.2193	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	4.76	0.00	84	17		5.66	0.0688	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.40	15.09	266	20	47.42	11.00	-0.7531	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	6.93	3.16	84	17	11.04	2.93	1.6239	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	56.22	76.47	201	17		12.53	-1.9342	-2	5	-0.043	-0.057
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	37.81	29.41	201	17		12.25	0.4090	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.97	0.00	201	17		5.98	0.3383	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	6.66	50.00	1,472	2		17.64	SS	NA	10	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	0.77	NA	130	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	21.58	98.38	1,472	1	27.86	27.87	SS	NA	5	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.46	NA	130	NA	11.90	NA	NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	81.63	100.00	1,056	1		38.74	SS	NA	5	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	66.29	100.00	1,056	1		47.30	SS	NA	5	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	20.45	100.00	1,056	1		40.36	SS	NA	5	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	0.00	0.00	1,952	38		0.00	5.0000	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		82,258,494				0	5	0.000	
									Totals	-11	235	-0.421

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

Mar-2013

PO		Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO Pre-Ordering												
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	3.33		3	3.3333	0	5	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	6.29		441	8.2948	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		25		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		4		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		4		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		85.71		14		-1	5	-0.039	-0.167		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.27		2,257		-1	2	-0.016	-0.067		
OR-4-16-1000	% On Time PCN - 1 Business Day		95.14		740		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.54		2,254		0	2	0.000	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.00	NA	1	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	100.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	250.00	NA	2	NA		NA	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.43		28			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	1.00	1.33	2	3	0.00	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.22		36			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.56	6.12	674	49	2.74	-1.2656	-1	15	-0.117	-0.150	
PR-8-01-3342	% Open Orders In Hold Status >30 Days -2W xDSL Loops	40.00	0.00	5	36	23.38	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	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		FP	CLEC	FP	CLEC		Diff.	Perf. Score	Wgt	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	7.64	35.14		2,235		27.6014	-2	2	-0.031	-0.043	
MR-3-01-1341 % Missed Repair Appt -Loop -2W Digital -UNE/Resale		NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	12.46	NA	2	NA	15.49		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	2	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	2	NA			NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.94	4.76	1,738	21	5.94	0.0095	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.00	50.00	50	4	12.34	SS	NA	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	20.41	6.28	1,738	20	31.74	7.14	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	14.43	5.02	50	4	14.53	7.55	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	39.59	100.00	197	24	10.57	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	62.56	0.00	1,186	1	48.42	SS	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	0.00	0.00	1,953	24	0.00	5.0000	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
							Totals	-5	128	-0.203		

"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

Mar-2013

OR	Ordering	Performance		Observations		Perf.				
		CLEC	FP	FP	CLEC	Score	Wgt	Wgt. Score		
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA			NA	NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			NA	NA	0	0.000		
OR-2-12-5020	% On Time Trunk ASR Reject	NA			NA	NA	0	0.000		
PR Provisioning										
FP										
PR-4-07-3540	% On Time Performance - LNP only		97.07		921		0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		1		0	20	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA	0.00	NA	2	2.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	0.00	NA	2	2.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	0.00	NA	1	1.00	SS	0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	50.00	NA	2	2.00	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	80	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					Mar-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	-	31,911	-	60,565	\$0	\$0	-	\$92,477	
	OR-1-02 % On Time LSRC - Flow Through	-	31,911	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - 2W/dg-UNE/Rsl	-	-	-	60,565	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Sp/It	-	-	-	-	-	-	-		
	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 - 2W/dg-UNE/Rsl	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Sp/It	-	-	-	-	-	-	-		
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - All Specs-UNE/Rsl	-	-	-	-	-	-	-		
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Specs-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	\$16,246	\$5,968	\$11,194	\$27,264	\$0	\$15,266	-	\$75,949	
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total	10,444	5,968	-	-	-	-	-		
	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/Sp/It	-	-	-	-	-	-	-		
	PR-4-04 Missed Appointments - Dispatch	-	-	2,414	-	-	-	-		
	PR-4-04 Missed Appts - Disp - 2W Digital-UNE/Resale	-	-	-	-	-	-	-		
	PR-4-04 Missed Appts - Disp - Line Share/Sp/It	-	-	-	-	-	-	-		
	PR-4-05 Missed Appointments - No Dispatch	-	-	8,760	-	-	-	-		
	PR-4-05 % Missed Appt - No Disp - 2W Digital -UNE/Resale	-	-	-	-	-	-	-		
	PR-4-05 % Missed Appt - No Disp - Line Share/Sp/It	-	-	-	-	-	-	-		
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-		
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-		
	PR-6-01 Installation Troubles w/in 30 Days	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days - 2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days - 2WxDSL Loops	-	-	-	27,254	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days - Line Share/Sp/It	-	-	-	-	-	-	-		
	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-4-02 % Missed Appointment - FP - Other - UNE/Resale	-	-	-	-	-	-	-		
	PR-5-01 Average Delay Days - Total - UNE/Resale	-	-	-	-	-	-	6,115		
	PR-5-01 % Missed Appointment - Facilities - UNE/Resale	-	-	-	-	-	-	6,115		
	PR-5-02 % Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-	-	-	3,057		
	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	\$0	\$0	\$0	\$3,057	-	\$3,057	
	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/Sp/It	-	-	-	-	-	-	-		
	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/Sp/It	-	-	-	-	-	-	-		
	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	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days - 2W Digital-UNE/Resale	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days - Line Share/Sp/It	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	1,529		
	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-4-03 % Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 days - Specials - UNE/Resale	-	-	-	-	-	-	1,529		
NETWORK PERFORMANCE										
7	NP-1-04 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0	
RESOLUTION PROCESS										
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	-	-	-	-	-	-	-		
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 Acknldgd w/ 2 Bus Days	-	-	-	-	-	-	-		
	BI-3-05 % CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-		
Month Total		\$16,246	\$37,879	\$11,194	\$87,820	\$0	\$18,344	\$0	\$171,483	

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	96.72	580	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	98.90	1,268	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	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	18	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	40.00	NA	5	NA		NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	8.65	5.26	104	19	7.01	0.06	0	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	10.18	12.00	11	1	12.34	31.59	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	5.00	109	20	0.00	-5.00	-2	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	5.00	109	20	0.00	-5.00	-2	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	5.26	36	19	0.00	-5.00	-2	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	11.01	5.00	109	20	7.61	0.34	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	8.65	NA	104	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	12.22	NA	9	NA	12.82	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	8.65	0.00	104	0	0.00	SS	0	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	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	8.11	5.84	9	1	6.79	28.77	SS	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.80	15.58	25	39	8.70	2.23	-3.49	-2
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	100.00	NA	1	NA		NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	23.53	30.00	34	40	9.89	-0.89	-1	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.

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

Special Provision - UNE Ordering

Mar-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	93.32	629	\$ -
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	110	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	4	\$ -

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-6-01-3140 % Flow-Through Total-UNE POTS Platform				OR-6-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2013	70.68	324	229	JAN-2013	70.69	323	228
FEB-2013	66.76	267	169	FEB-2013	70.00	240	168
MAR-2013	63.29	237	150	MAR-2013	71.09	211	160
Overall	66.99	818	548	Overall	70.64	774	546

Market Adjustment *	\$ 256,984
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OR-6-01-3112 % Flow-Through Total-UNE POTS Loop				OR-6-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2013	93.28	268	250	JAN-2013	93.94	264	248
FEB-2013	99.52	209	208	FEB-2013	99.51	206	205
MAR-2013	98.83	266	253	MAR-2013	99.21	252	250
Overall	97.00	733	711	Overall	97.37	722	703

Market Adjustment *	\$ -
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OR-6-01-3121 % Flow-Through Total-UNE Other				OR-6-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2013	86.60	1,264	1,086	JAN-2013	86.60	1,264	1,086
FEB-2013	82.36	1,032	850	FEB-2013	82.36	1,032	850
MAR-2013	92.83	1,492	1,385	MAR-2013	93.14	1,487	1,385
Overall	87.90	3,778	3,321	Overall	88.02	3,773	3,321

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	6	100.00	14
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	16.67	6	0.00	49
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	1.50	1	NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	18.55	217	16.94	178
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)	Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	-
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	-
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	-
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	-

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Mar-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.202	\$ -	
Unbundled Network Elements - Loop	-0.252	\$ 75,313	
Resale	-0.421	\$ 28,227	
Digital Subscriber Lines	-0.203	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 103,541	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 92,477	
3 Installation Performance		\$ 75,949	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 3,057	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 171,483	
Individual Rule Payments:		\$ 2,446	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ 255,984	
CHANGE CONTROL		\$ -	
Grand Total		\$ 533,453	

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

Mar-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-01-6020	Customer Service Record - EDI	NA	2.68		1,244		2.8802	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	13.93		308		13.9286	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA			NA	0	NA	0.000
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.81		2,739		2.8065	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	10.06		624		10.0609	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		95.97		149			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		0.27		2,257			-1	5	-0.021	-0.049
OR-4-16-1000	% On Time PCN - 1 Business Day		95.14		740			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.54		2,254			0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		71.09		211			-2	5	-0.041	-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		5.94		101			-1	5	-0.021	-0.049
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		77			0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		13			0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		21			0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		3			0	2	0.000	0.000
PR Provisioning											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	69.04	43.48	478	23	9.87	-2.6966	-2	5	-0.041	-0.071
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	2.15	2.50	3,584	120	1.35	-0.6444	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	13.36	8.70	494	23	7.26	0.2621	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	6.96	12.00	143	10	16.15	-1.0241	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.62	0.00	494	23	2.85	0.4173	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.40	0.00	494	23	1.35	1.3590	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	7.02	0.88	1,368	114	2.49	2.7339	0	10	0.000	0.000
MR maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	7.64	35.14		2,235		27.5014	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	51.62		570		51.6228	NA	0	NA	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	15.04	11.76	266	51	5.46	0.3594	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	4.76	0.00	84	7	8.38	0.5886	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	15.40	10.81	266	51	47.42	7.25	0.7205	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	6.93	3.62	84	7	11.04	4.34	0.8274	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	56.22	37.50	201	16	12.89	1.1860	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	37.81	12.50	201	16	12.60	1.8354	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.97	0.00	201	16	6.15	0.2820	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	6.66	0.00	1,472	26	4.93	0.9559	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	0.77	0.00	130	1	8.77	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	21.58	15.89	1,472	26	27.86	5.51	1.6054	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	10.46	3.82	130	1	11.90	11.95	SS	NA	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	81.63	62.50	1,056	8	13.74	0.9516	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	66.29	37.50	1,056	8	16.78	1.3204	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	20.45	0.00	1,056	8	14.32	0.9875	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	0.00	0.00	1,952	85	0.00	5.0000	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DJF in 4 Business Days		99.99		82,258,494			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample											
								Totals	-8	242	-0.140

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

Mar-2013

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review	
		FP	CLEC	FP	CLEC	Diff.	Score	Score	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	2.88		1,244		2.8802	0	2	0.000	
PO-1-03-6020	Address Validation - EDI	NA	13.93		308		13.9286	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	2.81		2,739		2.8065	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	10.06		624		10.0609	NA	0	NA	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5		0.000	
OR Ordering											
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		94.30		1,052		0	10		0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		86.24		17		-1	5		-0.031	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.27		2,257		-1	2		-0.012	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.14		740		0	2		0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.54		2,254		0	2		0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.21		252		0	5		0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		3.82		654		0	5		0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		92.39		552		-1	5		-0.031	
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		10		0	2		0.000	
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		89		0	2		0.000	
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		1		0	2		0.000	
PR Provisioning											
PR-4-02-3100	Average Delay Days - Total - POTS	6.96	12.00	143	10	16.15	5.28	-1.0241	0	5	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	13.36	12.90	494	31		6.30	0.2566	0	20	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.82	0.00	494	33		2.40	0.1414	0	5	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.40	0.00	494	33		1.14	1.1679	0	5	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	3.56	3.85	674	52		2.67	-0.5726	0	10	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		16.67		6			NA	0	NA	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	0	NA	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		6			0	10	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	7.64	35.14		2,235			27.5014	-2	2	
Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.94	9.76	1,738	82		3.06	-0.8201	0	10	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	20.41	8.50	1,738	82	31.74	3.59	5.0000	0	5	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	62.56	29.55	1,186	44		7.43	4.2002	0	5	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	18.72	2.27	1,186	44		5.99	2.9862	0	5	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	0.00	0.00	1,952	92		0.00	5.0000	0	10	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.00	10.00	50	10		8.23	-1.1466	-1	10	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	14.43	4.59	50	10	14.53	5.03	2.4324	0	5	
Totals											
									-6	163	-0.160

"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

Mar-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domah Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		1,244	2.8802	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	13.93		308	13.9286	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.81		2,739	2.8065	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	10.06		624	10.0609	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		100.00		35		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA		NA		NA	0	NA	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.27		2,257		-1	5	-0.021	-0.046		
OR-4-16-1000	% On Time PCN - 1 Business Day		95.14		740		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.64		2,254		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		79.55		44		-2	10	-0.085	-0.185		
OR-6-03-2000	% Accuracy - LSRC		5.66		36		-1	10	-0.043	-0.093		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		30		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		8		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		4		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	69.04	40.00	478	5	20.78	SS	NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.15	7.14	3,584	28	2.75	-2.0090	-2	20	-0.170	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	13.36	18.18	494	11	10.37	-0.9373	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	6.96	1.50	143	4	16.15	8.19	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.82	0.00	494	11	4.08	0.9111	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.40	0.00	494	11	1.94	1.7154	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.16	2.00	1,368	50	3.71	1.1606	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	7.64	35.14		2,235		27.5014	-2	2	-0.017	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	51.62		570		51.6228	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	15.04	10.00	266	20	8.29	0.2193	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	4.76	0.00	64	17	5.66	0.0668	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.40	15.09	266	20	47.42	11.00	-0.7531	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	6.93	3.16	84	17	11.04	2.93	1.6239	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	58.22	76.47	201	17	12.53	-1.9342	-2	5	-0.043	-0.057	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	37.81	29.41	201	17	12.25	0.4090	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.97	0.00	201	17	5.98	0.3383	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	6.66	50.00	1,472	2	17.64	SS	NA	10	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	0.77	NA	130	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	21.58	98.38	1,472	1	27.86	27.87	SS	NA	5	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.46	NA	130	NA	11.90		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	81.63	100.00	1,056	1	38.74	SS	NA	5	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	66.29	100.00	1,056	1	47.30	SS	NA	5	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	20.45	100.00	1,056	1	40.36	SS	NA	5	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	0.00	0.00	1,952	38	0.00	5.0000	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		82,258,494			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-10	235	-0.379		

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

Mar-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wtgd Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	3.33		3	3.3333	0	5	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	8.29		441	8.2948	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		25		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		4		0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		4		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		85.71		14		-1	5	-0.039	-0.167	
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/Spilt		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Spilt		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSR Rej - No Facility Check - Line Share/Spilt		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Spilt		NA		NA		NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.27		2,257		-1	2	-0.016	-0.067	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.14		740		0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.54		2,254		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.00	NA	1	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	100.00	NA	1	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	250.00	NA	2	NA		NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.43		28		0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	1.00	1.33	2	3	0.00	0.00	SS	NA	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.22		36		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	3.56	6.12	674	49	2.74	-1.2656	-1	15	-0.117	-0.150
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	40.00	0.00	5	36	23.38	SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spilt		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/Spilt		NA		NA		NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Spilt	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Spilt	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Spilt	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Spilt	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Spilt	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	7.64	35.14		2,235		27.5014	-2	2	-0.031	-0.043
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	12.46	NA	2	NA	15.49	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	2	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	2	NA		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.94	4.76	1,738	21	5.94	0.0095	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.00	50.00	50	4	12.34	SS	NA	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	20.41	6.28	1,738	20	31.74	7.14	5.0000	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	14.43	5.02	50	4	14.53	7.65	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	39.59	100.00	197	24	10.57	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	62.56	0.00	1,186	1	48.42	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	0.00	0.00	1,953	24	0.00	5.0000	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Spilt	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Spilt	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Spilt	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Spilt	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/Spilt	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Spilt	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Spilt	NA	NA	NA	NA		NA	NA	0	0.000	0.000
							Totals	-5	128	-0.203	

"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

Mar-2013

OR	Ordering	Performance		Observations		Perf.			
		CLEC	FP	FP	CLEC	Score	WgtL	WgtL. Score	
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		97.07		921			0 20 0.000	
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		1			0 20 0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA	0.00	NA	2	2.00	SS	0 5 0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	0.00	NA	2	2.00	SS	0 5 0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	0.00	NA	1	1.00	SS	0 10 0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	50.00	NA	2	2.00	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	
"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.

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	96.72	580	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	98.90	1,268	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	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	18	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	40.00	NA	5	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	8.65	5.26	104	19	7.01	0.06	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	5
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	10.18	12.00	11	1	12.34	31.59	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	5.00	109	20	0.00	-5.00	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	5.00	109	20	0.00	-5.00	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	5.26	36	19	0.00	-5.00	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	11.01	5.00	109	20	7.61	0.34	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	8.65	NA	104	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	12.22	NA	9	NA	12.82	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	8.65	0.00	104	0	0.00	SS	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	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	8.11	5.84	9	1	6.79	28.77	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.80	15.58	25	39	8.70	2.23	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	NA	1	NA		NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	23.53	30.00	34	40	9.89	-0.89	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

Mar-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	93.32	629	\$ -
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	110	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	4	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JAN-2013	70.68	324	229	JAN-2013	70.59	323	228
FEB-2013	65.76	257	169	FEB-2013	70.00	240	168
MAR-2013	63.29	237	150	MAR-2013	71.09	211	150
Overall	66.99	818	648	Overall	70.54	774	548

Market Adjustment *	\$ 255,984
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JAN-2013	93.28	268	250	JAN-2013	93.94	264	248
FEB-2013	99.52	209	208	FEB-2013	99.51	206	205
MAR-2013	98.83	256	263	MAR-2013	99.21	252	250
Overall	97.00	733	711	Overall	97.37	722	703

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JAN-2013	86.60	1,254	1,086	JAN-2013	86.60	1,254	1,086
FEB-2013	82.36	1,032	850	FEB-2013	82.36	1,032	850
MAR-2013	92.83	1,492	1,385	MAR-2013	93.14	1,487	1,385
Overall	87.90	3,778	3,321	Overall	88.02	3,773	3,321

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	6	100.00	14
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	16.67	6	0.00	49
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbi-UNE POTS Loop Ttl HC-CLEC	1.50	1	NA	
PR-9-08-3533	Avg Durtn HC Install Trbi-UNE POTS Loop Ttl HC-FP	18.55	217	16.94	178
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbi-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)	Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	

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

% On Time Observations Mrkt Adj.

PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	NA	\$	-
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* Cumulative number of delay days greater than 8 standard Delay Days*

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

PO-6-01-6000	% Software Validation	R3	R3	\$	-
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* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3	\$	-
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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

Mar-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.140	\$ -	
Unbundled Network Elements - Loop	-0.160	\$ -	
Resale	-0.379	\$ 23,423	
Digital Subscriber Lines	-0.203	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 23,423
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 60,565	
3 Installation Performance		\$ 57,123	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 1,529	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 119,217
Individual Rule Payments:			\$ 3,354
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 255,984
CHANGE CONTROL			\$ -
Grand Total			\$ 401,978

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