

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM UNE Platform

Apr-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.87		1,367	2.8727	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	11.23		433	11.2309	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	3.01		2,557	3.0133	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.40		456	8.3991	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.08		255		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		3		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.86		1,619		-1	5	-0.022	-0.049		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.79		644		-1	5	-0.022	-0.049		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.65		1,617		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		80.46		307		-2	5	-0.044	-0.098		
OR-6-03-3140	% Accuracy - LSRC - Platform		1.64		122		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		93		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		14		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		38		0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		4		0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-3-01-3140	% Completed In 1 Day (1-5 Lines - No Disp) - Platform	73.13	81.82	428	88	5.19	1.5964	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.58	4.48	4,107	201	0.90	-2.8700	-2	20	-0.176	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	12.24	18.75	580	16	8.31	-1.1503	-1	10	-0.044	-0.071	
PR-4-02-3100	Average Delay Days - Total - POTS	7.88	1.41	136	17	44.03	11.33	1.7903	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.03	0.00	580	16	2.56	1.0311	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.17	0.00	580	16	1.05	1.9293	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	13.05	0.00	1,303	228	2.42	5.0000	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	20.47	290.92		2,108		270.4495	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	50.85		496		50.8488	NA	0	NA	0.000	
<b>Stat. Score</b>												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	20.20	20.00	297	40	6.76	0.2108	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	27.69	30.77	65	13	13.60	-0.5837	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.46	18.59	297	40	19.54	3.29	-1.5892	-1	5	-0.022	-0.029
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	12.56	11.18	65	13	16.34	4.96	0.1891	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	59.22	73.68	206	19	11.78	-1.5043	-1	5	-0.022	-0.029	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	34.47	63.16	206	19	11.39	-2.6793	-2	5	-0.044	-0.057	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.85	21.05	206	19	5.15	-2.7382	-2	5	-0.044	-0.057	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	7.43	0.00	1,399	11	7.94	0.1785	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	12.40	NA	129	NA		NA	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.87	11.26	1,399	11	22.00	6.66	1.8584	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	15.17	NA	129	NA	19.65		NA	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	81.25	87.50	912	8	13.86	-0.8793	-1	5	-0.022	-0.029	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	61.73	62.50	912	8	17.26	-0.3801	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	18.64	0.00	912	8	13.83	0.8643	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.91	18.75	1,890	64	4.26	-1.5035	-1	10	-0.044	-0.057	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.99		79,638,750			0	5	0.000		
								Totals	-17	227	-0.524	

"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 UNE LOOP

Apr-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Wgtd. Score	Domain Clustering Review	
		FP	CLEC	CLEC			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	2.87		1,367		2.8727	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	11.23		433		11.2309	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	3.01		2,557		3.0133	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.40		456		8.3991	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000	
<b>OR Ordering</b>												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		93.50		1,015			-1	10	-0.058	-0.119	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		21			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.86		1,619			-1	2	-0.012	-0.024	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.79		644			-1	2	-0.012	-0.024	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.65		1,617			0	2	0.000	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.55		220			-1	5	-0.029	-0.060	
OR-6-03-3331	% Accuracy - LSRC - Loop		4.99		581			0	5	0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		92.86		476			-1	5	-0.029	-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		89			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	
<b>PR Provisioning</b>												
PR-4-02-3100	Average Delay Days - Total - POTS	7.88	1.41	136	17	44.03	11.33	1.7903	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	12.24	2.50	580	40		5.36	1.7489	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.03	0.00	580	41		1.64	0.4197	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.17	0.00	580	41		0.67	1.5061	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	13.76	1.96	712	51		4.99	2.5163	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbels w/in 7 days-Loop-Basic Hot Cut		0.00		156				0	10	0.000	0.000
PR-6-02-3523	% Installatn Trbels w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbels 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		17				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	20.47	290.92		2,108			270.4495	-2	2	-0.023	-0.038
<b>Stat. Score</b>												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.67	12.96	1,696	54		4.09	-1.0365	-1	10	-0.058	-0.096
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	18.51	9.91	1,696	54	21.71	3.00	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	57.76	50.00	1,063	12		14.34	0.2598	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.09	25.00	1,063	12		10.67	-1.2057	-1	5	-0.029	-0.048
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.91	8.33	1,890	60		4.40	0.8367	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	13.16	33.33	38	6		14.85	-1.7286	-2	10	-0.116	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	12.19	17.27	38	6	14.70	6.46	-0.7961	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample												
<b>Totals</b>												
								-11	173	-0.364		

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

Apr-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.87		1,367	2.8727	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	11.23		433	11.2309	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	3.01		2,557	3.0133	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.40		456	8.3991	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2h		89.58		48		-2	10	-0.090	-0.179		
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		0.86		1,619		-1	5	-0.023	-0.045		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.79		644		-1	5	-0.023	-0.045		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.65		1,617		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		72.06		68		-2	10	-0.050	-0.179		
OR-6-03-2000	% Accuracy - LSRC		9.62		52		-1	10	-0.045	-0.089		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		38		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		9		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		5		0	2	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000	0.000		
<b>PR Provisioning</b>												
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error		Stat. Score			
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	73.13	60.00	428	10		14.18	-1.2618	-1	5	-0.023	-0.033
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.58	4.76	4,107	42		1.94	-1.8879	-2	20	-0.180	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	12.24	0.00	580	4		16.44	SS	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	7.88	1.50	136	2	44.03	31.36	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.03	0.00	580	4		5.08	SS	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.17	0.00	580	4		2.08	SS	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	13.05	7.50	1,303	40		5.41	0.7699	0	15	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	20.47	290.92		2,108			270.4495	-2	2	-0.018	-0.028
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	50.85		496			50.8488	NA	0	NA	0.000
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	20.20	14.29	297	21		9.07	0.3274	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	27.69	40.00	65	5		20.77	SS	NA	10	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.46	11.40	297	21	19.54	4.41	0.0509	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	12.56	11.89	65	5	16.34	7.58	SS	NA	5	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	59.22	78.57	206	14		13.57	-1.7748	-2	5	-0.045	-0.069
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.47	50.00	206	14		13.13	-1.4467	-1	5	-0.023	-0.035
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.85	14.29	206	14		5.94	-1.8490	-2	5	-0.045	-0.069
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.43	100.00	1,399	1		26.24	SS	NA	10	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	12.40	NA	129	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.87	71.62	1,399	1	22.00	22.00	SS	NA	5	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	15.17	NA	129	NA	19.65		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	61.25	NA	912	NA			NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	61.73	NA	912	NA			NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	18.64	NA	912	NA			NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.91	18.52	1,690	27		6.50	-1.1383	-1	10	-0.045	-0.069
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.99		79,638,750				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample												
									Totals	-18	222	-0.649

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

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Performance Assurance Plan Report

PRELIM

DSL

Apr-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.64		11	5.6364	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	7.49		363	7.4909	NA	0	0.000	0.000		
PO-2-02-6050	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		13		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
<b>OR Ordering</b>												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		3		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		3		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		90.00		10		NA	0	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		2		0	5	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/Spit		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Spit		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Spit		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Spit		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.65		1,619		-1	2	-0.014	-0.067		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.79		644		-1	2	-0.014	-0.067		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.65		1,617		0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	2.00	NA	1	0.00	1.00	SS	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	100.00	NA	1		1.00	SS	NA	2	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	2	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	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	0.00		2		2.00	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.15		26			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	6.00	1.50	1	4	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.37		38			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	13.76	12.24	712	49	5.09	0.0381	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	66.67	0.00	3	39	28.24		SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spit		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/Spit		NA		NA			NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Spit	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Spit	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Spit	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Spit	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Spit	NA	NA	NA	NA			NA	NA	0	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	20.47	290.92		2,108		270.4495	-2	2	-0.029	-0.036	
<b>Stat. Score</b>												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	100.00	NA	1		1.00	SS	NA	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	6.31	NA	1	0.00	1.00	SS	NA	2	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	NA	100.00	NA	1		1.00	SS	0	2	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	NA	0.00	NA	1		1.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	9.69	20.00	1,693	25	5.96	-1.8799	-2	5	-0.072	-0.091	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	13.16	0.00	38	1	34.25		SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	18.52	13.60	1,693	25	21.72	4.38	1.3426	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	12.19	2.63	38	1	14.70	14.69		SS	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	13.92	88.48	237	26	7.15	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	57.78	100.00	1,061	1	49.41		SS	NA	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.93	23.08	1,887	26	6.63	-1.7091	-2	10	-0.144	-0.182	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Spit	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Spit	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Spit	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Spit	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/Spit	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Spit	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Spit	NA	NA	NA	NA			NA	NA	0	0.000	0.000
							Totals	-8	139	-0.273		

"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**

**Apr-2013**

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score			
		CLEC	NA	FP	CLEC						
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA	NA		NA	NA	0	0.000			
OR-1-13-5000	% On Time Design Layout Record	NA	NA		NA	NA	0	0.000			
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA	NA		NA	NA	0	0.000			
OR-2-12-5020	% On Time Trunk ASR Reject	NA	NA		NA	NA	0	0.000			
<b>PR Provisioning</b>		<b>FP</b>									
PR-4-07-3540	% On Time Performance - LNP only	96.87		863			0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		2			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	3	3.00	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	
<b>MR Maintenance &amp; Repair</b>											
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA			NA	NA	0	0.000
<b>NP Network Performance</b>											
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00						0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00						0	10	0.000	
							Totals	0	80	0.000	

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

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

Fair Point New Hampshire		PRELIM						Apr-2013	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
1	<b>OSS Interface</b>	-	-	-	-	-	-	-	\$0
	PO-1-06 Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	-
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	-
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	-
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	-
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	-
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	-
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	-
<b>ORDERING</b>									
2	<b>% On Time Ordering Notification</b>	13,926	44,676	24,730	-	\$0	\$0	-	\$83,331
	OR-1-02 % On Time LSRC - Flow Through	-	37,713	19,023	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - 2WxUNE/Resale	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
	OR-1-12 % On Time FOG	-	-	-	-	-	-	-	-
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-	-
	OR-1-19 % OT Resp - Resp, for Inbound Apts, (<=192)	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxUNE/Resale	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
	OR-4-16 % On Time PCN - 1 Bus. Day	13,926	6,962	5,707	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	-
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
<b>PROVISIONING</b>									
3	<b>Installation Performance</b>	\$30,751	\$0	\$10,428	\$0	\$0	\$0	-	\$41,177
	PR-3-01 % Completed In 1 Day (1-5 lines No Disp.)	-	-	1,646	-	-	-	-	-
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appointments - Dispatch	7,543	-	-	-	-	-	-	-
	PR-4-04 Missed Appnts - Disp - 2W Digital-UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appnts - Disp - Line Share/Spit	-	-	-	-	-	-	-	-
	PR-4-05 Missed Appointments - No Dispatch	23,208	-	8,780	-	-	-	-	-
	PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-05 % Missed Appt -No Disp -Line Share/Spit	-	-	-	-	-	-	-	-
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-	-
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-	-
	PR-6-01 Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-	-
	PR-6-01 % Install Trbls w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-
	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-4-02 % Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - EEL	-	-	-	-	-	-	-	-
	PR-8-01 % Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-	-
	PR-4-01 % Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - IOF	-	-	-	-	-	-	-	-
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	-
4	PR-4-07 <b>% On Time Performance - LNP</b>	-	-	-	-	\$0	-	-	\$0
<b>MAINTENANCE</b>									
5	<b>Hot Cut Performance</b>	-	-	-	-	-	-	-	\$0
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-
6	<b>Maintenance Performance</b>	\$ 24,369	\$26,457	\$9,376	\$36,330	\$0	\$2,488	-	\$98,019
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-
	MR-3-01 Missed Repair Appointments - Loop	-	16,710	-	-	-	-	-	-
	MR-3-01 % Missed Repr Appt -Loop-2W Dig-UNE/Resale	-	-	-	-	-	-	-	-
	MR-3-01 % Missed Repr Appt -Loop -2WxDSL Loops	-	-	-	11,777	-	-	-	-
	MR-3-01 % Missed Repair Appt -Loop -Line Share/Spit	-	-	-	-	-	-	-	-
	MR-3-02 % Missed Repair Appointment -CO -2WxDSL Loops	-	-	-	-	-	-	-	-
	MR-4-03 Mean Time To Repair -CO -2WxDSL Loops	-	-	-	-	-	-	-	-
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Dig-UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	-
	MR-4-08 Out of Service >24hrs. - Bus.	8,703	-	4,076	-	-	-	-	-
	MR-4-08 Out of Service >24hrs. - Res.	-	-	-	-	-	-	-	-
	MR-4-08 Out of Service >24Hrs. - Total	-	9,747	-	-	-	-	-	-
	MR-5-01 % Repeat Reports within 30 Days	15,666	-	5,299	-	-	-	-	-
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-	-
	MR-5-01 % Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	23,553	-	-	-	-
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-06 % Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-08 %Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-5-01 % Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	2,488	-	-
<b>NETWORK PERFORMANCE</b>									
7	NP-1-04 <b>Final Trunk Groups Blocked</b>	-	-	-	-	\$0	-	-	\$0
<b>COLLOCATION</b>									
8	<b>Collocation</b>	-	-	-	-	-	-	\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-	-
<b>RESOLUTION PROCESS</b>									
9	<b>Resolution Process</b>	-	-	-	-	-	-	\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-
	BI-3-04 % CLEC Billing Claims Acknowledgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
	BI-3-05 %CLEC Billing Claims Resld w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
<b>Month Total</b>		\$69,044	\$71,133	\$44,632	\$36,330	\$0	\$2,488	\$0	\$222,627

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	0.0	1	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	100.00	17,333	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.81	8,313	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	13	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	33.33	100.00	3	1	54.43	SS	NA	5
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	12.50	2.94	24	34	8.82	0.89	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	4	4.00	SS	0	5
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	14.25	1.00	4	2	21.91	30.27	SS	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	7.41	0.00	27	39	6.56	0.98	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	3.70	0.00	27	39	4.73	0.23	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	13	40	0.00	5.00	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	33.33	2.56	27	39	11.80	3.12	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	12.50	NA	24	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	17.00	NA	3	NA	25.98	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	25.00	0.00	24	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									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	15.48	19.10	9	1	15.47	38.12	SS	NA	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	11.69	9.79	17	36	30.43	9.45	0.41	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA			NA	NA	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA			NA	NA	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	19.23	31.58	26	38	10.03	-1.40	-1	10	
"NA" - no activity    "UD" - under development    "SS" - Small Sample									Total	117

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

Special Provision - UNE Ordering

Apr-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	94.02	669	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	24	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	127	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	5	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
FEB-2013	65.76	257	169	FEB-2013	70.00	240	168
MAR-2013	63.29	237	150	MAR-2013	71.09	211	150
APR-2013	70.99	362	267	APR-2013	80.46	307	247
<b>Overall</b>	<b>67.29</b>	<b>856</b>	<b>576</b>	<b>Overall</b>	<b>74.54</b>	<b>758</b>	<b>565</b>

<b>Market Adjustment *</b>	<b>Calculated Quarterly</b>
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
FEB-2013	99.52	209	208	FEB-2013	99.51	206	206
MAR-2013	98.83	256	253	MAR-2013	99.21	252	250
APR-2013	88.54	253	224	APR-2013	94.55	220	208
<b>Overall</b>	<b>95.40</b>	<b>718</b>	<b>685</b>	<b>Overall</b>	<b>97.79</b>	<b>678</b>	<b>653</b>

<b>Market Adjustment *</b>	<b>\$ -</b>
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
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
APR-2013	86.09	1,179	1,015	APR-2013	86.07	1,149	989
<b>Overall</b>	<b>87.77</b>	<b>3,703</b>	<b>3,250</b>	<b>Overall</b>	<b>87.90</b>	<b>3,668</b>	<b>3,224</b>

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

Special Provision - Hot Cut - Loop Performance

	Current Month	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	17	100.00	6
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	156	16.67	6
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	1.50	1	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	13.88	140	18.55	217
	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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<b>Total Market Adjustment</b>		\$ -
UNE Platform allocation	31.43%	\$ -
UNE Loop allocation	47.14%	\$ -
Resale allocation	7.14%	\$ -
DSL allocation	14.29%	\$ -

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary PRELIM

Apr-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.524	\$ 177,052	
Unbundled Network Elements - Loop	-0.364	\$ 154,591	
Resale	-0.649	\$ 54,653	
Digital Subscriber Lines	-0.273	\$ 27,627	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>			<b>\$ 413,923</b>
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 83,331	
3 Installation Performance		\$ 41,177	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 98,019	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 222,527</b>
<b>Individual Rule Payments:</b>			<b>\$ 943</b>
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			<b>\$ -</b>
<b>CHANGE CONTROL</b>			<b>\$ -</b>
<b>Grand Total</b>			<b>\$ 637,392</b>

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

Fair Point New Hampshire  
Performance Assurance Plan Report

FINAL

UNE Platform

Apr-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.		Domain Clustering Review
		FP	CLEC	FP	CLEC		Score	Wgt.	Score	Wgt.	
PO-1-01-6020	Customer Service Record - EDI	NA	2.87		1,367	2.8727	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	11.23		433	11.2309	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	3.01		2,557	3.0133	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.40		456	8.3991	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
<b>OR Ordering</b>											
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.08		255		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		3		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.86		1,619		-1	5	-0.022	-0.049	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.79		644		-1	5	-0.022	-0.049	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.65		1,617		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		80.46		307		-2	5	-0.044	-0.098	
OR-6-03-3140	% Accuracy - LSRC - Platform		1.64		122		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		93		0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		14		0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		38		0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		4		0	2	0.000	0.000	
<b>PR Provisioning</b>											
PR-3-01-3140	% Completed In 1 Day (1-5 Lines - No Disp) - Platform	73.13	81.82	428	88	5.19	1.5964	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	1.58	4.48	4,107	201	0.90	-2.8700	-2	20	-0.176	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	12.24	18.75	580	16	8.31	-1.1503	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	7.88	1.41	136	17	44.03	11.33	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.03	0.00	580	16	2.56	1.0311	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.17	0.00	580	16	1.05	1.9293	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	13.05	0.00	1,303	228	2.42	5.0000	0	10	0.000	0.000
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	20.47	290.92		2,108		270.4495	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	50.85		496		50.8488	NA	0	NA	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	20.20	20.00	297	40	6.76	0.2108	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	27.69	30.77	65	13	13.60	-0.5837	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.46	18.59	297	40	19.54	3.29	-1	5	-0.022	-0.029
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	12.56	11.18	65	13	16.34	4.96	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	59.22	73.68	206	19	11.78	-1.5043	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	34.47	63.16	206	19	11.39	-2.6793	-2	5	-0.044	-0.057
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.85	21.05	206	19	5.15	-2.7382	-2	5	-0.044	-0.057
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	7.43	0.00	1,399	11	7.94	0.1785	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	12.40	NA	129	NA		NA	NA	0	NA	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.87	11.26	1,399	11	22.00	6.66		5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	15.17	NA	129	NA	19.65	NA	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	81.25	87.50	912	8	13.86	-0.8793	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	61.73	62.50	912	8	17.26	-0.3801	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	18.64	0.00	912	8	13.83	0.8643	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.91	18.75	1,890	64	4.26	-1.5035	0	10	0.000	0.000
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		99.99		79,638,750			0	5	0.000	
							Totals	-13	227	-0.392	

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

Apr-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	2.87	1,367		2.8727	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	11.23	433		11.2309	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	3.01	2,557		3.0133	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.40	456		8.3991	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		93.50	1,015			-1	10	-0.058	-0.119		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	21			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.86	1,619			-1	2	-0.012	-0.024		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.79	644			-1	2	-0.012	-0.024		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.65	1,617			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.55	220			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		4.99	581			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		92.86	476			-1	5	-0.029	-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	89			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		
<b>PR Provisioning</b>		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	7.88	1.41	136	17	44.03	11.33	1.7903	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	12.24	2.50	580	40		5.36	1.7489	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.03	0.00	580	41		1.64	0.4197	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.17	0.00	580	41		0.67	1.5061	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	13.78	1.96	712	51		4.99	2.5163	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		156				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		17				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	20.47	290.92	2,108				270.4495	-2	2	-0.023	-0.038
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.67	12.96	1,696	54		4.09	-1.0365	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	18.51	9.91	1,696	54	21.71	3.00	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	57.76	50.00	1,063	12		14.34	0.2598	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.09	25.00	1,063	12		10.67	-1.2057	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.91	8.33	1,890	60		4.40	0.8367	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	13.16	33.33	38	6		14.85	-1.7286	-2	10	-0.116	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	12.19	17.27	38	6	14.70	6.46	-0.7861	0	5	0.000	0.000
								Totals	-8	173	-0.249	

"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

Apr-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	2.87		1,367	2.8727	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	11.23		433	11.2309	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	3.01		2,557	3.0133	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.40		456	8.3991	NA	0	NA	0.000		
PO-2-02-6090	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2hr		89.58		48		-2	10	-0.090	-0.179		
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		0.88		1,619		-1	5	-0.023	-0.045		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.79		644		-1	5	-0.023	-0.045		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.65		1,617		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		72.06		68		-2	10	-0.090	-0.179		
OR-6-03-2000	% Accuracy - LSRC		9.62		52		-1	10	-0.045	-0.089		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		38		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		9		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		5		0	2	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000	0.000		
<b>PR Provisioning</b>												
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat Score				
PR-3-01-2100	% Completed In 1 Day (1-5 lines - No Disp) - POTS Total	73.13	60.00	428	10	14.18	14.18	-1.2618	-1	5		
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.58	4.76	4,107	42	1.94	1.94	-1.8879	-2	20		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	12.24	0.00	580	4	16.44	16.44	SS	0	10		
PR-4-02-2100	Average Delay Days - Total - POTS	7.88	1.50	136	2	44.03	31.36	SS	NA	15		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.03	0.00	580	4	5.08	5.08	SS	0	5		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.17	0.00	580	4	2.08	2.08	SS	0	5		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	13.05	7.50	1,303	40	5.41	5.41	0.7699	0	15		
<b>MR Maintenance &amp; Repair</b>												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	20.47	290.92		2,108			270.4495	-2	2		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	50.85		496			50.8488	NA	0		
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	20.20	14.29	297	21	9.07	9.07	0.3274	0	10		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	27.69	40.00	65	5	20.77	20.77	SS	NA	10		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.46	11.40	297	21	19.54	19.54	0.0509	0	5		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	12.56	11.89	65	5	18.34	18.34	SS	NA	5		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	59.22	78.57	206	14	13.57	13.57	-1.7748	-2	5		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.47	50.00	206	14	13.13	13.13	-1.4467	0	5		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.85	14.29	206	14	5.94	5.94	-1.8490	-2	5		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.43	100.00	1,399	1	26.24	26.24	SS	NA	10		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	12.40	NA	129	NA			NA	NA	0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.87	71.62	1,399	1	22.00	22.00	SS	NA	5		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	15.17	NA	129	NA	19.65	19.65	NA	NA	0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	81.25	NA	912	NA			NA	NA	0		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	61.73	NA	912	NA			NA	NA	0		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	18.64	NA	912	NA			NA	NA	0		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.91	18.52	1,890	27	6.50	6.50	-1.1383	0	10		
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.99		79,638,750				0	5		
									Totals	-16	222	-0.581

\*NA\* - no activity \*UD\* - under development \*SS\* - Small Sample

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

Fair Point New Hampshire  
Performance Assurance Plan Report

FINAL

DSL

Apr-2013

PO	Pre-Ordering	Performance		Observers		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.64		11	5.6364	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		7.49			7.4909	NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	7.49		383		NA	0	0.000	0.000		
PO-2-02-6060	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		13		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
<b>OR Ordering</b>												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		3		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		3		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		90.00		10		NA	0	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		2		0	5	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		0.88		1,619		-1	2	-0.014	-0.067		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.79		644		-1	2	-0.014	-0.067		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.65		1,617		0	2	0.000	0.000		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	2.00	NA	1	0.00	1.00	SS	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	100.00	NA	1		1.00	SS	NA	2	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	2	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	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	0.00		2		2.00	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.15		26			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	6.00	1.50	1	4	0.00		SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.37		38			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	13.76	12.24	712	49		5.09	0.0381	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	66.67	0.00	3	39		28.24	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
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	20.47	290.92		2,108		270.4495	-2	2	-0.029	-0.036	
<b>Stat Score</b>												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	100.00	NA	1		1.00	SS	NA	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	6.31	NA	1	0.00	1.00	SS	NA	2	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	NA	100.00	NA	1		1.00	SS	0	2	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	NA	0.00	NA	1		1.00	SS	0	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	9.69	20.00	1,693	25		5.96	-1.8799	-2	5	-0.072	-0.091
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	13.16	0.00	38	1		34.25	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	18.52	13.60	1,693	25	21.72	4.38	1.3426	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	12.19	2.83	38	1	14.70	14.89	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	13.92	88.46	237	26		7.15	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	57.78	100.00	1,061	1		49.41	SS	NA	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.93	23.08	1,887	26		6.63	-1.7091	-2	10	-0.144	-0.182
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	139	-0.273	

"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**

**Apr-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		Perf.				
		Score	Wgt	Wgt. Score	Score	Wgt	Wgt. Score	
PR-4-07-3540	% On Time Performance - LNP only	96.87	863	0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	100.00	2	0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	NA	2	2.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	2	2.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	3	3.00	SS	0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	2	2.00	SS	NA	5	0.000

  

MR	Maintenance & Repair	FP		Perf.			
		Score	Wgt	Wgt. Score	Score	Wgt	Wgt. Score
MR-4-01-5000	Mean Time to Repair - Total	NA	0.00	NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA		NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA		NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA		NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA		NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA		NA	NA	0	0.000

  

NP	Network Performance	FP		Perf.				
		Score	Wgt	Wgt. Score	Score	Wgt	Wgt. Score	
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		FINAL					Apr-2013		
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
1	OSS Interface	-	-	-	-	-	-	-	\$0
PO-1-06	Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	-
PO-1-06	Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	-
PO-1-06	Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	-
PO-2-02	OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	-
PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	-
PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	-
PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	-
<b>ORDERING</b>									
2	% On Time Ordering Notification	13,926	44,676	24,730	-	\$0	\$0	-	\$83,331
OR-1-02	% On Time LSRC - Flow Through	-	37,713	19,023	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2WxUNE/Resale	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
OR-1-12	% On Time FOC	-	-	-	-	-	-	-	-
OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-	-
OR-1-19	% OT Resp - Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - 2WxUNE/Resale	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
OR-4-16	% On Time PCN - 1 Bus. Day	13,925	6,962	5,707	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	-
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
<b>PROVISIONING</b>									
3	Installation Performance	\$23,208	\$0	\$10,426	\$0	\$0	\$0	-	\$33,634
PR-3-01	% Completed in 1 Day (1-5 Lines No Disp.)	-	-	1,646	-	-	-	-	-
PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-04	Missed Appointments - Dispatch	-	-	-	-	-	-	-	-
PR-4-04	Missed Appnts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-
PR-4-04	Missed Appnts - Disp - Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-05	Missed Appointments - No Dispatch	-	-	-	-	-	-	-	-
PR-4-05	% Missed Appt - No Disp - 2W Digital -UNE/Resale	23,208	-	8,760	-	-	-	-	-
PR-4-05	% Missed Appt - No Disp - Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-14	% Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-	-
PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-
PR-6-01	Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	-
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
<b>MAINTENANCE</b>									
6	Maintenance Performance	\$ 8,703	\$0	\$4,076	\$35,330	\$0	\$2,488	-	\$50,597
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt -Loop-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt -Loop -2WxDSL Loops	-	-	-	11,777	-	-	-	-
MR-3-01	% Missed Repair Appt -Loop -Line Share/Spit	-	-	-	-	-	-	-	-
MR-3-02	% Missed Repair Appointment -CO -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-03	Mean Time To Repair -CO -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Spit	-	-	-	-	-	-	-	-
MR-4-08	Out of Service >24Hrs. - Bus.	8,703	-	4,076	-	-	-	-	-
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	-	-	-	23,553	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-06	% Out of Service > 4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-06	% Out of Service > 4 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	-	-	-	-	-	2,488	-	-
<b>NETWORK PERFORMANCE</b>									
7	NP-1-04 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
<b>COLLOCATION</b>									
8	Collocation	-	-	-	-	-	-	\$0	\$0
NP-2-01/2	% OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-
NP-2-05/6	% On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-
NP-2-07/8	Average Delay Days - Total	-	-	-	-	-	-	-	-
<b>RESOLUTION PROCESS</b>									
9	Resolution Process	-	-	-	-	-	-	\$0	\$0
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-
BI-3-04	% CLEC Billing Claims Ackn'd/dgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
<b>Month Total</b>		<b>\$45,836</b>	<b>\$44,676</b>	<b>\$39,233</b>	<b>\$35,330</b>	<b>\$0</b>	<b>\$2,488</b>	<b>\$0</b>	<b>\$167,562</b>

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



## Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	0.0	1	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 D;	100.00	17,333	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.81	8,313	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/Re	100.00	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Rc	100.00	13	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	33.33	100.00	3	1	54.43	SS NA	5	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	12.50	2.94	24	34	8.82	0.89 0	5	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	4	4.00	SS 0	5	
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	14.25	1.00	4	2	21.91	30.27 SS NA	5	
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	7.41	0.00	27	39	6.56	0.98 0	20	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	3.70	0.00	27	39	4.73	0.23 0	20	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	13	40	0.00	5.00 0	10	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	33.33	2.56	27	39	11.80	3.12 0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	12.50	NA	24	NA		NA NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	17.00	NA	3	NA	25.98	NA NA	0	
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	25.00	0.00	24	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	
<b>MR</b>	<b>Maintenance &amp; Repair</b>								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	15.48	19.10	9	1	15.47	38.12 SS NA	5	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	11.69	9.79	17	36	30.43	9.45 0.41 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	0.00	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	19.23	31.58	26	38	10.03	-1.40 -1	10	
"NA" - no activity "UD" - under development "SS" - Small Sample								Total	117

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

Special Provision - UNE Ordering

Apr-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	94.02	569	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	24	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	127	\$ -
OR-2-06-3320	% OT LSR/ASRC Rej. - Facility Check - POTS	100.00	5	\$ -

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
FEB-2013	65.76	257	169	FEB-2013	70.00	240	168
MAR-2013	63.29	237	160	MAR-2013	71.09	211	150
APR-2013	70.99	362	257	APR-2013	80.46	307	247
Overall	67.29	856	576	Overall	74.54	758	565

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		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
FEB-2013	99.52	209	208	FEB-2013	99.61	206	205
MAR-2013	98.83	256	253	MAR-2013	99.21	252	250
APR-2013	88.54	253	224	APR-2013	94.65	220	208
Overall	95.40	718	685	Overall	97.79	678	663

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
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
APR-2013	86.09	1,179	1,015	APR-2013	86.07	1,149	989
Overall	87.77	3,703	3,250	Overall	87.90	3,668	3,224

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	17	100.00	6
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	156	16.67	6
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		1.50	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	13.88	140	18.55	217
		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	\$	-
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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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<b>Total Market Adjustment</b>		\$	-
UNE Platform allocation	31.43%	\$	-
UNE Loop allocation	47.14%	\$	-
Resale allocation	7.14%	\$	-
DSL allocation	14.29%	\$	-

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary FINAL

Apr-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.392	\$ 113,631	
Unbundled Network Elements - Loop	-0.249	\$ 75,313	
Resale	-0.581	\$ 47,446	
Digital Subscriber Lines	-0.273	\$ 27,627	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>			\$ 264,017
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 83,331	
3 Installation Performance		\$ 33,634	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 50,597	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			\$ 167,562
<b>Individual Rule Payments:</b>			\$ 1,434
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			\$ -
<b>CHANGE CONTROL</b>			\$ -
<b>Grand Total</b>			<b>\$ 433,013</b>

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