

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

May-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	2.77		1,707	2.7698	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	12.11		419	12.1098	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	2.76		2,531	2.7614	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	9.51		432	9.5093	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		95.65		207		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		4		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.22		1,795		0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.27		681		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		97.49		1,792		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		74.87		187		-2	5	-0.044	-0.102
OR-6-03-3140	% Accuracy - LSRC - Platform		2.68		149		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		132		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		8		0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		44		0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000
PR Provisioning										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	88.48	76.92	1,684	65	4.04	-2.7566	-2	5	-0.044
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.46	6.74	5,602	193	1.13	-3.3141	-2	20	-0.178
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	16.76	15.00	513	20	8.51	0.1617	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	3.00	1.55	224	31	10.42	2.00	0.9408	0	15
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.17	0.00	513	20	2.45	0.8206	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	513	20	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	4.68	0.00	2,693	174	1.65	3.4208	0	10	0.000
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	10.52	51.48		2,515		40.9630	-2	2	-0.018
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	52.76		517		52.7582	NA	0	NA
Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	21.46	24.49	466	49	6.17	-0.6862	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	26.60	21.43	94	14	12.66	0.0438	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.90	20.84	465	49	15.18	2.28	-2.9290	-2	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	9.74	12.35	94	14	13.64	3.91	-0.8531	-1	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	65.50	72.73	313	22	10.49	-0.9210	-1	5	-0.022
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.78	59.09	313	22	10.57	-2.3726	-2	5	-0.044
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.75	18.18	313	22	5.14	-2.3428	-2	5	-0.044
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	9.19	4.55	2,112	22	6.19	0.2823	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.15	NA	179	NA		NA	NA	0	NA
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.96	22.63	2,111	22	22.33	4.79	0.4477	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	14.41	NA	179	NA	29.81		NA	0	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	87.27	81.82	1,563	11	10.09	0.2030	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	73.64	63.64	1,563	11	13.33	0.4499	0	5	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	35.83	45.45	1,563	11	14.51	-0.9804	-1	5	-0.022
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.92	3.53	2,849	85	3.69	2.6876	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.95		86,837,621			0	5	0.000
							Totals	-17	225	-0.484

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

Fair Point New Hampshire PRELIM
Performance Assurance Plan Report

UNE LOOP

May-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgtd. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC		Score	Wgt.					
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	2.77		1,707	2.7698	0	2	0.000	0.000			
PO-1-03-6020	Address Validation - EDI	NA	12.11		419	12.1098	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	2.76		2,531	2.7614	0	2	0.000	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	9.51		432	9.5093	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
OR Ordering										Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		90.71		1,012		-1	10	-0.058	-0.119			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		89.47		19		-1	5	-0.029	-0.060			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.22		1,795		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		99.27		681		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		97.49		1,792		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		90.87		150		-1	5	-0.029	-0.060			
OR-6-03-3331	% Accuracy - LSRC - Loop		3.59		557		0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.11		492		-1	5	-0.029	-0.060			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		7		0	2	0.000	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		77		0	2	0.000	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		2		0	2	0.000	0.000			
PR Provisioning										Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	3.00	1.55	224	31	10.42	2.00	0.9408	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	16.76	10.64	513	47		5.69	0.8746	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.17	0.00	513	47		1.64	0.2263	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	513	47		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.58	7.22	699	97		3.04	0.2196	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		75				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		14				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair										Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	10.52	51.48		2,515		40.9630		-2	2	-0.023	-0.038	
										Stat. Score			
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	11.40	25.64	2,578	78		3.65	-3.5891	-2	10	-0.116	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.54	13.78	2,576	78	21.74	2.50	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	69.00	51.85	1,784	27		8.97	1.6646	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	31.84	14.81	1,784	27		9.03	1.7456	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.92	10.47	2,849	86		3.67	0.4763	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	3.57	25.00	56	8		7.01	-2.5727	-2	10	-0.116	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	12.73	26.85	56	8	13.49	5.10	-1.9756	-2	5	-0.058	-0.096	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-12	173	-0.457

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

May-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	2.77		1,707	2.7698	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	12.11		419	12.1098	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	2.76		2,531	2.7614	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	9.51		432	9.5093	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		97.73		44		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		0.22		1,795		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.27		681		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.49		1,792		0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		65.71		35		-2	10	-0.084	-0.179	
OR-6-03-2000	% Accuracy - LSRC		15.87		63		-2	10	-0.084	-0.179	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		48		0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		7		0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		14		0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000	0.000	
PR Provisioning											
		FP	CLEC	FP	CLEC	FP Std Deviaton	Sampling Error	Stat. Score			
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	88.48	55.56	1,684	9		10.67	-2.9167	-2	5	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.46	8.89	5,602	45		2.32	-2.5691	-2	20	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	16.76	8.33	513	12		10.91	0.3005	0	10	
PR-4-02-2100	Average Delay Days - Total - POTS	3.00	3.40	224	5	10.42	4.71	SS	NA	15	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.17	8.33	513	12		3.14	-2.3475	-2	5	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	513	12		0.00	5.0000	0	5	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	4.68	4.88	2,693	41		3.32	-0.5224	0	15	
MR Maintenance & Repair											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	10.52	51.48		2,515			40.9630	-2	2	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	52.76		517			52.7582	NA	0	
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	21.46	25.93	466	27		8.13	-0.8031	0	10	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	26.60	26.67	94	15		12.28	-0.3517	0	10	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.90	14.45	465	26	15.18	3.06	-0.8395	-1	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	9.74	10.67	94	15	13.64	3.79	-0.6029	0	5	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	65.50	42.86	313	7		18.17	0.8506	0	5	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.78	0.00	313	7		18.32	1.6717	0	5	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.75	0.00	313	7		8.90	0.4239	0	5	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.19	0.00	2,112	3		16.69	SS	0	10	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.15	NA	179	NA			NA	NA	0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.95	24.40	2,111	3	22.33	12.90	SS	NA	5	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.41	NA	179	NA	29.81		NA	NA	0	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	87.27	100.00	1,563	2		23.59	SS	NA	5	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	73.64	100.00	1,563	2		31.17	SS	NA	5	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	35.83	50.00	1,563	2		33.93	SS	NA	5	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.92	22.73	2,849	44		5.10	-2.0042	-2	10	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.95		86,837,621				0	5	
								Totals	-15	237	-0.544

"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

May-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	5.00		4	5.0000	NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	8.22		370	8.2162	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		17		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		2		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2		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		100.00		9		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.22		1,795		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.27		681		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.49		1,792		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	0.00	1	1	0.00	SS	0	2	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	3	3	0.00	SS	0	2	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	500.00	0.00	1	1	0.00	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		24		0	10	0.000	0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	11.00	2.00	1	6	0.00	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		34		0	10	0.000	0.000		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	9.01	8.33	699	72	3.54	0.0736	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	60.00	0.00	5	37	23.34	SS	0	5	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000		
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000		
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	10.52	51.48		2,515		40.9630	-2	2	-0.031	-0.043	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	50.00	NA	2	NA		NA	NA	0	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	49.30	NA	2	NA	33.49	NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	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	50.00	NA	2	NA		NA	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	11.40	25.00	2,578	20	7.14	-2.0314	-2	5	-0.076	-0.106	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	3.57	16.67	56	6	7.97	-2.0002	-2	5	-0.076	-0.106	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.54	17.25	2,576	20	21.74	4.88	1,2680	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	12.73	6.03	56	6	13.49	5.79	1,3153	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	18.13	92.31	353	26	7.83	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	69.00	100.00	1,784	1	46.26	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.92	15.38	2,849	26	6.61	-0.7071	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	-6	131	-0.183		

"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

May-2013

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC		FP	CLEC			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			2	0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	100.00			1	0	10	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	97.81		869		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	0.00	0.00	2	1	0.00	SS 0	5 0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	2	1	0.00	SS 0	5 0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	7	1	0.00	SS 0	10 0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	100.00	2	1	0.00	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 95	0.000

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

Fair Point New Hampshire		PRELIM						May-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 - WPIS	-	-	-	-	-	-	-	-
	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	-	52,218	-	-	\$0	\$0	-	\$52,218
	OR-1-02 % On Time LSRC - Flow Through	-	52,218	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-	-
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-	-
	OR-1-19 % OT Resp. -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
PROVISIONING									
3	Installation Performance	\$29,010	\$0	\$10,975	\$0	\$0	\$3,357	-	\$43,342
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802	-	2,195	-	-	-	-	-
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appmts - Disp - 2W Digital-UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appmts - Disp - Line Share/Split	-	-	-	-	-	-	-	-
	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/Split	-	-	-	-	-	-	-	-
	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/Split	-	-	-	-	-	-	-	-
	PR-4-01 % Missed Appointment - FP - DSO - UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01 % Missed Appointment - FP - DS1 - UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01 % Missed Appointment - FP - DS3 - UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01 % Missed Appointment - FP - Other - UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - UNE/Resale	-	-	-	-	-	-	-	-
	PR-5-01 % Missed Appointment - Facilities - UNE/Resale	-	-	-	-	-	-	-	-
	PR-5-02 % Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-	-	-	-	-
	PR-6-01 % Installation Troubles within 30 days - UNE/Resale	-	-	-	-	-	3,357	-	-
	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	% On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
Hot Cut Performance									
5		-	-	-	-	-	-	-	\$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	-	-	-	-	-	-	-	-
MAINTENANCE									
6	Maintenance Performance	\$ 13,490	\$27,850	\$7,134	\$28,264	\$0	\$1,595	-	\$78,332
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-
	MR-3-01 Missed Repair Appointments - Loop	-	27,850	-	-	-	-	-	-
	MR-3-01 % Missed Repr Appt - Loop - 2W Dig-UNE/Resale	-	-	-	-	-	-	-	-
	MR-3-01 % Missed Repr Appt - Loop - 2WxDSL Loops	-	-	-	14,132	-	-	-	-
	MR-3-01 % Missed Repair Appt - Loop - Line Share/Split	-	-	-	-	-	-	-	-
	MR-3-02 % Missed Repair Appointment - CO - 2WxDSL Loops	-	-	-	14,132	-	-	-	-
	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/Split	-	-	-	-	-	-	-	-
	MR-4-03 Out of Service > 24Hrs. - Bus.	8,703	-	-	-	-	-	-	-
	MR-4-03 Out of Service > 24Hrs. - Res.	4,787	-	-	-	-	-	-	-
	MR-4-03 Out of Service > 24Hrs. - Total	-	-	-	-	-	-	-	-
	MR-5-01 % Repeat Reports within 30 Days	-	-	7,134	-	-	-	-	-
	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/Split	-	-	-	-	-	-	-	-
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-01 Mean Time to Repair - DS1 & DS3 - UNE/Resale	-	-	-	-	-	1,595	-	-
	MR-4-06 % Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-03 % 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	-	-	-	-	-	-	-	-
NETWORK PERFORMANCE									
7	Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
Collocation									
8		-	-	-	-	-	-	\$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 Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
	BI-3-05 % CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
Month Total		\$42,500	\$80,068	\$18,109	\$28,264	\$0	\$4,952	\$0	\$173,832

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	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					30

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:	99.68	624	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.95	10,271	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	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Re	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	20.00	NA	5	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	9.79	0.00	143	17	7.62	0.87	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	7.87	NA	15	NA	5.66	SS	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	2.70	0.00	148	18	4.05	0.33	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	2.70	0.00	148	18	4.05	0.33	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.27	8.00	132	25	3.25	-1.90	-2
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	18.24	5.56	148	18	9.64	1.03	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	9.79	NA	143	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	7.64	NA	14	NA	0.00	SS	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	16.78	0.00	143	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	22.78	3.87	23	1	35.81	42.84	SS	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.59	7.55	183	55	6.69	3.53	-1.59	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2	NA		NA	NA	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2	NA		NA	NA	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA		NA	NA	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA		NA	NA	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.53	8.93	206	56		5.46	1.05	
								Total	102

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

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

Special Provision - UNE Ordering

May-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.35	624	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	15	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	121	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAR-2013	63.29	237	150	MAR-2013	71.09	211	150
APR-2013	70.99	362	257	APR-2013	80.46	307	247
MAY-2013	60.93	343	209	MAY-2013	74.87	187	140
Overall	65.39	942	616	Overall	76.17	705	537

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAR-2013	98.83	256	253	MAR-2013	99.21	252	250
APR-2013	88.54	253	224	APR-2013	94.55	220	208
MAY-2013	87.89	190	167	MAY-2013	90.67	150	136
Overall	92.13	699	644	Overall	95.50	622	594

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
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
MAY-2013	87.17	1,224	1,067	MAY-2013	87.65	980	859
Overall	89.01	3,895	3,467	Overall	89.41	3,616	3,233

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

Special Provision - Hot Cut - Loop Performance

	Current Month	Current Month	Prior Month	Prior Month	
	CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	14	100.00	17
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	75	0.00	156
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
	Performance	Observations	Performance	Observations	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	15.61	134	13.88	140
	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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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

May-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>
MODE OF ENTRY		
Unbundled Network Elements - Platform	-0.484	\$ 155,912
Unbundled Network Elements - Loop	-0.457	\$ 218,012
Resale	-0.544	\$ 42,642
Digital Subscriber Lines	-0.183	\$ -
Trunks	0.000	\$ -
Mode of Entry Total		\$ 416,566
# CRITICAL MEASURES		
1 OSS Interface		\$ -
2 % On Time Ordering Notification		\$ 52,218
3 Installation Performance		\$ 43,342
4 % On Time Performance - LNP		\$ -
5 Hot Cut Performance		\$ -
6 Maintenance Performance		\$ 78,332
7 Final Trunk Groups Blocked		\$ -
8 Collocation		\$ -
9 Resolution Processes		\$ -
Critical Measure Total		\$ 173,892
Individual Rule Payments:		\$ 795
SPECIAL PROVISIONS		
UNE Ordering		\$ -
UNE Flow Through		\$ -
UNE Hot Cut Loop		\$ -
Special Provision Total		\$ -
CHANGE CONTROL		\$ -
Grand Total		\$ 591,253

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

May-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perr. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.77		1,707	2.7698	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	12.11		419	12.1098	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	2.76		2,531	2.7614	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	9.51		432	9.5093	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		95.65		207		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		4		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.22		1,795		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.27		681		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.49		1,792		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		74.87		187		-2	5	-0.044	-0.102		
OR-6-03-3140	% Accuracy - LSRC - Platform		2.68		149		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		132		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		8		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		44		0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	88.48	76.92	1,684	65	4.04	-2.7566	-2	5	-0.044	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.46	6.74	5,602	193	1.13	-3.3141	-2	20	-0.178	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	16.76	15.00	513	20	8.51	0.1617	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	3.00	1.55	224	31	10.42	2.00	0.9408	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.17	0.00	513	20	2.45	0.8206	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	513	20	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	4.68	0.00	2,693	174	1.65	3.4208	0	10	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	10.52	51.48		2,515		40.9630	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	52.76		517		52.7582	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	21.46	24.49	466	49	6.17	-0.6862	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	26.60	21.43	94	14	12.66	0.0438	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.90	20.84	465	49	15.18	2.28	-2.9290	-2	5	-0.044	-0.057
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	9.74	12.35	94	14	13.64	3.91	-0.8531	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	65.50	72.73	313	22	10.49	-0.9210	-1	5	-0.022	-0.029	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.78	59.09	313	22	10.57	-2.3726	-2	5	-0.044	-0.057	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	5.75	18.18	313	22	5.14	-2.3428	-2	5	-0.044	-0.057	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	9.19	4.55	2,112	22	6.19	0.2823	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.15	NA	179	NA		NA	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.96	22.63	2,111	22	22.33	4.79	0.4477	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	14.41	NA	179	NA	29.81		NA	0	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	87.27	81.82	1,563	11	10.09	0.2030	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	73.64	63.64	1,563	11	13.33	0.4499	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	35.83	45.45	1,563	11	14.51	-0.9804	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.92	3.53	2,849	85	3.69	2.6876	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.95		86,837,621			0	5	0.000		
								Totals	-15	225	-0.440	

"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
Performance Assurance Plan Report

UNE LOOP

May-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	2.77		1,707		2.7698	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	12.11		419		12.1098	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	2.76		2,531		2.7614	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	9.51		432		9.5093	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
OR Ordering													
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		90.71		1,012			-1	10	-0.058	-0.119		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		89.47		19			-1	5	-0.029	-0.060		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.22		1,795			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.27		681			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.49		1,792			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		90.67		150			-1	5	-0.029	-0.060		
OR-6-03-3331	% Accuracy - LSRC - Loop		3.59		557			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.11		492			-1	5	-0.029	-0.060		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		7			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		77			0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		2			0	2	0.000	0.000		
PR Provisioning													
PR-4-02-3100	Average Delay Days - Total - POTS	3.00	1.55	224	31	10.42	2.00	0.9408	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	16.76	10.64	513	47		5.69	0.8746	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.17	0.00	513	47		1.64	0.2263	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	513	47		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.58	7.22	699	97		3.04	0.2196	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		75				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		14				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble	10.52	51.48		2,515			40.9630	-2	2	-0.023	-0.038	
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	11.40	25.64	2,578	78		3.65	-3.5891	-2	10	-0.116	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.54	13.78	2,576	78	21.74	2.50	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	69.00	51.85	1,784	27		8.97	1.6646	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	31.84	14.81	1,784	27		9.03	1.7456	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.92	10.47	2,849	86		3.67	0.4763	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	3.57	25.00	56	8		7.01	-2.5727	-2	10	-0.116	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	12.73	26.85	56	8	13.49	5.10	-1.9758	-2	5	-0.058	-0.096	
										Totals	-12	173	-0.457

"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

May-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	2.77		1,707	2.7698	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	12.11		419	12.1098	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	2.76		2,531	2.7614	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	9.51		432	9.5093	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 LSRRC - Flow Thru - POTS/Pre-Qualified Complex -2h		97.73		44		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		0.22		1,795		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.27		681		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.49		1,792		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		65.71		35		-2	10	-0.084	-0.179		
OR-6-03-2000	% Accuracy - LSRRC		15.87		63		-2	10	-0.084	-0.179		
OR-1-04-2320	% OT LSRRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		48		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		7		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		14		0	2	0.000	0.000		
OR-2-06-2320	% OT LSR/ASRC Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000	0.000		
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Disp) - POTS Total	88.48	55.56	1,684	9	10.67	-2.9167	-2	5	-0.042	-0.067	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.46	8.89	5,602	45	2.32	-2.5691	-2	20	-0.169	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	16.76	8.33	513	12	10.91	0.3005	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	3.00	3.40	224	5	10.42	4.71	SS	NA	NA	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.17	8.33	513	12	3.14	-2.3475	-2	5	-0.042	-0.067	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	513	12	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	4.68	4.88	2,693	41	3.32	-0.5224	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	10.52	51.48		2,515		40.9630	-2	2	-0.017	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	52.76		517		52.7582	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	21.46	25.93	466	27	8.13	-0.8031	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	26.60	26.67	94	15	12.28	-0.3517	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.90	14.45	465	26	15.18	3.06	-0.8395	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	9.74	10.67	94	15	13.64	3.79	-0.6029	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	65.50	42.86	313	7	18.17	0.8506	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.78	0.00	313	7	18.32	1.6717	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	5.75	0.00	313	7	8.90	0.4239	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.19	0.00	2,112	3	16.69	SS	0	10	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.15	NA	179	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.96	24.40	2,111	3	22.33	12.90	SS	NA	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.41	NA	179	NA	29.81	NA	NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	87.27	100.00	1,563	2	23.59	SS	NA	5	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	73.64	100.00	1,563	2	31.17	SS	NA	5	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	35.83	50.00	1,563	2	33.93	SS	NA	5	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.92	22.73	2,849	44	5.10	-2.0042	-2	10	-0.084	-0.115	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.95		86,837,621			0	5	0.000		
							Totals	-14	237	-0.523		

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

May-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	5.00		4	5.0000	NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	8.22		370	8.2162	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		17		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 LSR - No Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000	
OR-1-06-1341	% OT LSR/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		2		0	2	0.000	0.000	
OR-2-04-1341	% On Time LSR - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSR - No Facility Check - 2W xDSL Loops		100.00		9		0	5	0.000	0.000	
OR-1-06-3342	% On Time LSR/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSR - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSR/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASRC - 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		0.22		1,795		0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.27		681		0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.49		1,792		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	0.00	1	1	0.00	SS	0	2	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	3	3	0.00	SS	0	2	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	500.00	0.00	1	1	0.00	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		24		NA	0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	11.00	2.00	1	6	0.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		34		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	9.01	8.33	699	72	3.54	0.0736	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	60.00	0.00	5	37	23.34	SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	10.52	51.48		2,515		40.9630	-2	2	-0.031	-0.043
Stat. Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	50.00	NA	2	NA		NA	NA	0	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	49.30	NA	2	NA	33.49	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	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	50.00	NA	2	NA		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	11.40	25.00	2,578	20	7.14	-2.0314	-2	5	-0.076	-0.106
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	3.57	16.67	56	6	7.97	-2.0002	-2	5	-0.076	-0.106
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.54	17.25	2,576	20	21.74	4.88	1.2680	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	12.73	6.03	56	6	13.49	5.79	1.3153	0	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	18.13	92.31	353	26	7.83	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	69.00	100.00	1,784	1	46.26	SS	NA	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.92	15.38	2,849	26	6.61	-0.7071	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	-6	131	-0.183	

"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

May-2013

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	FP	FP	CLEC			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:	100.00			2	0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	100.00			1	0	10	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	97.81		869		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	0.00	0.00	2	1	0.00	SS 0	5 0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	2	1	0.00	SS 0	5 0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	7	1	0.00	SS 0	10 0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	100.00	2	1	0.00	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 95	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							May-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	-	52,218	-	-	\$0	\$0	-	\$52,218	
	OR-1-02 % On Time LSRC - Flow Through	-	52,218	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-		
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-		
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-		
	OR-1-19 % OT Resp - Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-		
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-		
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-		
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-		
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-		
PROVISIONING										
3	Installation Performance	\$29,010	\$0	\$10,975	\$0	\$0	\$3,357	-	\$43,342	
	PR-3-01 % Completed in 1 Day (1-5 Lines No Disp.)	5,802	-	2,195	-	-	-	-		
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total - 2W xDSL Loop	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total - Line Share/Split	-	-	-	-	-	-	-		
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-		
	PR-4-04 Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-		
	PR-4-04 Missed Appts - Disp - Line Share/Split	-	-	-	-	-	-	-		
	PR-4-05 Missed Appointments - No Dispatch	23,208	-	8,760	-	-	-	-		
	PR-4-05 % Missed Appt - No Disp - 2W Digital - UNE/Resale	-	-	-	-	-	-	-		
	PR-4-05 % Missed Appt - No Disp - Line Share/Split	-	-	-	-	-	-	-		
	PR-4-14 % Completed On Time - 2W xDSL 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 - 2W xDSL Loops	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days - Line Share/Split	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment - FP - DS0 - UNE/Resale	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment - FP - DS1 - UNE/Resale	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment - FP - DS3 - UNE/Resale	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment - FP - Other - UNE/Resale	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total - UNE/Resale	-	-	-	-	-	-	-		
	PR-5-01 % Missed Appointment - Facilities - UNE/Resale	-	-	-	-	-	-	-		
	PR-5-02 % Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-	-	-	-		
	PR-6-01 % Installation Troubles within 30 days - UNE/Resale	-	-	-	-	-	3,357	-		
	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	
Hot Cut Performance										
5	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	\$0	
	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	-	-	-	-	-	-	-		
MAINTENANCE										
6	Maintenance Performance	\$ 8,703	\$27,850	\$7,134	\$28,264	\$0	\$1,595	-	\$73,545	
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-		
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-		
	MR-3-01 Missed Repair Appointments - Loop	-	27,850	-	-	-	-	-		
	MR-3-01 % Missed Repr Appt - Loop - 2W Digtl-UNE/Resale	-	-	-	-	-	-	-		
	MR-3-01 % Missed Repr Appt - Loop - 2W xDSL Loops	-	-	-	14,132	-	-	-		
	MR-3-01 % Missed Repair Appt - Loop - Line Share/Split	-	-	-	-	-	-	-		
	MR-3-02 % Missed Repair Appointment - CO - 2W xDSL Loops	-	-	-	14,132	-	-	-		
	MR-4-03 Mean Time To Repair - CO - 2W xDSL Loops	-	-	-	-	-	-	-		
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Dig-UNE/Resale	-	-	-	-	-	-	-		
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W xDSL Loops	-	-	-	-	-	-	-		
	MR-4-04 % Cleared (all troubles) w/in 24 Hours - Line Share/Split	-	-	-	-	-	-	-		
	MR-4-08 Out of Service > 24Hrs. - Bus.	8,703	-	-	-	-	-	-		
	MR-4-08 Out of Service > 24Hrs. - Res.	-	-	-	-	-	-	-		
	MR-4-08 Out of Service > 24Hrs. - Total	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports within 30 Days	-	-	7,134	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days - 2W xDSL Loops	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days - Line Share/Split	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - DS1 & DS3 - UNE/Resale	-	-	-	-	-	1,595	-		
	MR-4-06 % Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-		
	MR-4-03 % 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	-	-	-	-	-	-	-		
NETWORK PERFORMANCE										
7	NP-1-04 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0	
Collocation										
8	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	\$0	
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-		
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-		
RESOLUTION PROCESS										
9	Resolution Process	-	-	-	-	-	-	\$0	\$0	
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-		
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-		
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-		
	BI-3-05 % CLEC Billing Claims Rskvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-		
Month Total		\$37,713	\$80,068	\$18,109	\$28,264	\$0	\$4,952	\$0	\$169,106	

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	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business Days	99.68	624	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.95	10,271	0	20
					22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	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	20.00	NA	5	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	9.79	0.00	143	17	7.62	0.87	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	7.87	NA	15	NA	5.66	SS	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	2.70	0.00	148	18	4.05	0.33	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	2.70	0.00	148	18	4.05	0.33	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.27	8.00	132	25	3.25	-1.90	-2
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	18.24	5.56	148	18	9.64	1.03	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	9.79	NA	143	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	7.64	NA	14	NA	0.00	SS	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	16.78	0.00	143	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	22.78	3.87	23	1	35.81	42.84	SS	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.59	7.55	183	55	6.69	3.53	-1.59	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2	NA		NA	NA	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2	NA		NA	NA	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA		NA	NA	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA		NA	NA	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.53	8.93	206	56		5.46	1.05	
								Total	102

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

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

Special Provision - UNE Ordering

May-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.35	624	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	15	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	121	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAR-2013	63.29	237	150	MAR-2013	71.09	211	150
APR-2013	70.99	362	257	APR-2013	80.46	307	247
MAY-2013	60.93	343	209	MAY-2013	74.87	187	140
Overall	65.39	942	616	Overall	76.17	705	537

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAR-2013	98.83	256	253	MAR-2013	99.21	252	250
APR-2013	88.54	253	224	APR-2013	94.55	220	208
MAY-2013	87.89	190	167	MAY-2013	90.67	150	136
Overall	92.13	699	644	Overall	95.50	622	594

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAR-2013	92.83	1,492	1,385	MAR-2013	93.14	1,487	1,385
APR-2013	86.09	1,179	1,016	APR-2013	86.07	1,149	989
MAY-2013	87.17	1,224	1,067	MAY-2013	87.65	980	859
Overall	89.01	3,895	3,467	Overall	89.41	3,616	3,233

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 CLEC Performance	Current Month Observations	Prior Month CLEC Performance	Prior Month Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	14	100.00	17
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	75	0.00	156
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	15.61	134	13.88	140
		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 FINAL

May-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.440	\$ 134,771	
Unbundled Network Elements - Loop	-0.457	\$ 218,012	
Resale	-0.523	\$ 40,239	
Digital Subscriber Lines	-0.183	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 393,023	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 52,218	
3 Installation Performance		\$ 43,342	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 73,545	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 169,106	
Individual Rule Payments:		\$ 795	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ -	
CHANGE CONTROL		\$ -	
Grand Total		\$ 562,923	

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