

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

Jul-2013

PO	Pre-Ordering	Performance		Observations		Perf.			Wgt.		Domain Clustering Review	
		FP	CLEC	FP	CLEC	Diff.	Score	Wgt.	Wgt.	Score		
PO-1-01-6020	Customer Service Record - EDI	NA	3.05		1,329		3.0459	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	11.11		557		11.1131	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	3.09		2,059		3.0908	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.78		522		8.7759	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		96.65		179			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		0.12		1,738			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		96.90		613			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		1,733			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		89.04		146			-2	5	-0.041	-0.098	
OR-6-03-3140	% Accuracy - LSRC - Platform		3.23		93			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		81			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		5			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		30			0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		1			0	2	0.000	0.000	
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	87.65	68.42	1,628	19	7.59	-2.5144	-2	5	-0.041	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.48	3.50	4,116	143	1.03	-1.4805	-1	20	-0.083	-0.143	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	28.60	21.43	507	14	12.24	0.8764	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.94	1.73	206	15	5.44	1.45	1.3451	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.38	0.00	507	14	3.16	5.0000	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.39	0.00	507	14	1.70	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	4.69	5.49	2,964	91	2.25	-0.1775	0	10	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	21.09	52.01		2,972		30.9202	-2	2	-0.017	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.80		716		47.7989	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	25.47	17.39	585	115	4.44	2.0181	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	31.78	38.46	107	13	13.68	-0.2002	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.92	16.47	584	115	16.37	1.67	-1.9917	-2	5	-0.041	-0.049
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	14.63	11.73	107	13	16.12	4.73	0.6002	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.67	83.33	414	48	7.19	-2.2715	-2	5	-0.041	-0.049	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.51	62.50	414	48	7.30	-3.4331	-2	5	-0.041	-0.049	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	8.94	10.42	414	48	4.35	-0.1306	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	23.29	6.90	3,284	29	7.88	2.6067	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	8.12	0.00	197	2	19.41	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	52.33	32.57	3,280	29	48.21	8.99	2.7822	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	23.19	13.71	197	2	34.19	24.30	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	95.00	87.50	2,381	16	5.47	1.7124	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	86.48	68.75	2,381	16	8.58	2.1747	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	68.04	50.00	2,381	16	11.70	1.7636	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	16.65	16.98	4,168	159	3.01	-0.0238	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.97		66,518,222			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample Totals -13 242 -0.306												

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

Jul-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	3.05		1,329		3.0459	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	NA	11.11		557		11.1131	NA	0	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	0	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	0	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.09		2,059		3.0908	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.78		522		8.7759	NA	0	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		95.05		989		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		83.33		6		NA	0	2	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.12		1,738		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.90		613		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		1,733		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		97.59		166		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		2.51		597		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		92.48		492		-1	5	-0.030	-0.068		
OR-1-08-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		12		0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		79		0	2	0.000	0.000		
OR-2-08-3331	% 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	2.94	1.73	206	15	5.44	1.45	1.3451	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	28.60	7.14	507	28		8.77	3.0451	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.38	0.00	507	28		2.27	5.0000	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.39	0.00	507	28		1.22	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.04	0.00	784	58		3.70	5.0000	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		74				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		6				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	21.09	52.01		2,972			30.9202	-2	2	-0.024	-0.038
Stel. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	23.62	22.99	3,869	87		4.60	0.2451	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	46.28	15.85	3,864	87	47.05	5.10	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	79.63	66.67	2,720	36		6.76	2.0196	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	60.07	13.89	2,720	36		8.22	5.0000	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	16.65	17.39	4,168	92		3.93	-0.0773	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.85	40.00	82	5		16.82	SS	NA	10	NA	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	24.42	6.96	82	5	32.79	15.10	SS	NA	5	NA	0.000
								Totals	-3	168	-0.054	

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM RESALE

Jul-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	3.05		1,329		3.0459	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	11.11		557		11.1131	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	3.09		2,059		3.0908	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.78		522		8.7759	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		94.29		35			-1	10	-0.042	-0.085
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		2			0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.12		1,738			0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		96.90		613			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		1,733			0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		80.95		21			-2	10	-0.083	-0.169
OR-6-03-2000	% Accuracy - LSRC		6.98		43			-1	10	-0.042	-0.085
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		30			0	5	0.000	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		8			0	2	0.000	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		10			0	2	0.000	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA			NA	0	NA	0.000
PR Provisioning											
PR-3-01-2100	% Completed In 1 Day (1-5 lines - No Disp) - POTS Total	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	87.65	50.00	1,628	6	13.45	-2.7601	-2	5	-0.042	-0.067
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.48	12.50	4,116	24	2.47	-2.5328	-2	20	-0.167	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	28.60	22.22	507	9	15.20	0.7661	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.94	1.40	206	5	5.44	2.46	SS	NA	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.38	0.00	507	9	3.92	5.0000	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.39	0.00	507	9	2.11	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	4.69	11.43	2,964	35	3.59	-1.3876	-1	15	-0.063	-0.100
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	21.09	52.01		2,972		30.9202	-2	2	-0.017	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.80		716		47.7989	NA	0	NA	0.000
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	25.47	5.77	585	52	6.30	3.6353	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	31.78	0.00	107	3	27.26	SS	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.92	13.79	584	48	16.37	2.46	-0.3883	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	14.63	2.40	107	3	16.12	9.44	SS	NA	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	66.67	89.29	414	28	9.21	-2.4263	-2	5	-0.042	-0.057
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.51	32.14	414	28	9.34	0.5514	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	8.94	7.14	414	28	5.57	0.6141	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	23.29	16.67	3,284	6	17.27	0.6289	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	8.12	NA	197	NA		NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	52.33	39.44	3,280	6	48.21	19.70	0.6326	0	5	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	23.19	NA	197	NA	34.19		NA	NA	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	95.00	100.00	2,381	1	21.79	SS	NA	5	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	86.48	100.00	2,381	1	34.20	SS	NA	5	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	68.04	100.00	2,381	1	46.64	SS	NA	5	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	16.65	21.05	4,168	57	4.97	-0.7256	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.97		66,518,222				0	5	0.000
								Totals	-13	240	-0.496

"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

Jul-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	3.29		14		3.2857	0	5	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA			NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	7.11		288		7.1146	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		90.00		10			NA	0	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA			NA	0	0.000	0.000		
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		4			0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		4			0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		15			0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		1			0	2	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/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		0.12		1,738			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.90		613			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		1,733			0	2	0.000	0.000		
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA		NA	0.00		NA	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	3	NA			NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	2	2	0.00		SS	0	2	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	12	6	0.00		SS	0	2	0.000	0.000	
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	5	2	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		78.13		32				-2	10	-0.141	-0.172	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.25		4	0.00	4.00	SS	0	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.96		49				0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.16	10.84	784	83	3.16	-0.6565	0	15	0.000	0.000		
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	1.85	2	54	0.00		SS	NA	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	
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble	21.09	52.01		2,972			30.9202	-2	2	-0.028	-0.036	
Stat Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	100.00	1	1	0.00		SS	NA	2	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	39.99	26.15	1	1	0.00		SS	NA	2	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	51.89	NA	1	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	0.00	2	1	0.00		SS	NA	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	0.00	100.00	2	1	0.00		SS	NA	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	23.62	18.75	3,659	32	7.54	0.8456	0	5	0.000	0.000		
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	16.85	100.00	82	2	26.14		SS	NA	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	46.28	22.76	3,864	32	47.05	8.35	3.7190	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	24.42	67.10	82	2	32.79	23.47		SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	9.82	79.41	336	34	5.36	5.0000	0	5	0.000	0.000		
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	79.63	50.00	2,720	6	16.46	2.0922	0	10	0.000	0.000		
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	16.65	14.71	4,168	34	6.41	0.4953	0	10	0.000	0.000		
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	-4	142	-0.169	

'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

Jul-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			1	0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	100.00			3	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	100.00			7	0	5	0.000		
PR Provisioning		FP								
PR-4-07-3540	% On Time Performance - LNP only	97.25			835		0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks	100.00			22		0	20	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	4	26	0.00	SS 0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	4	26	0.00	SS 0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	1	55	0.00	SS 0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	3.85	4	26	0.00	SS NA	5	0.000	
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	11.68	17.40	1	2	0.00	SS NA	5	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	0.00	0.00	1	2	0.00	SS 0	10	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	115	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						Jul-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	-	-	10,463	-	-	\$0	\$0	\$10,463
OR-1-02	% On Time LSRG - Flow Through	-	-	10,463	-	-	-	-	-
OR-1-04	%OT LSRG - No Facility Check - 2WxUNE/Resale	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRG - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRG - 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	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRG - No Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	-
OR-1-06	%OT LSRG/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	-	-	-	-	-	-	-	-
PROVISIONING									
3	Installation Performance	\$26,689	\$0	\$16,243	\$0	\$0	\$0	\$0	\$42,932
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,602	-	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/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	20,887	-	8,760	-	-	-	-	-
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	-	-	5,268	-	-	-	-	-
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
MAINTENANCE									
5	Hot Cut Performance	-	-	-	-	-	-	-	\$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	\$	\$0	\$0	\$0	\$0	\$764	\$0	\$764
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 Digital-UNE/Resale	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt -Loop -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repair Appt -Loop -Line Share/Spit	-	-	-	-	-	-	-	-
MR-3-02	% Missed Repair Appointment -CO -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-03	Mean Time To Repair -CO -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2W Digital-UNE/Resale	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24 Hours -Line Share/Spit	-	-	-	-	-	-	-	-
MR-4-08	Out of Service >24Hrs. - Bus.	-	-	-	-	-	-	-	-
MR-4-08	Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	-
MR-4-08	Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports within 30 Days	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	764	-	-
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-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	-	-	-
NETWORK PERFORMANCE									
7	NP-1-04 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
RESOLUTION PROCESS									
8	Collocation	-	-	-	-	-	-	\$0	\$0
NP-2-01/2	% OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-
NP-2-05/6	% On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-
NP-2-07/8	Average Delay Days - Total	-	-	-	-	-	-	-	-
RESOLUTION PROCESS									
9	Resolution Process	-	-	-	-	-	-	\$0	\$0
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-
BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
Month Total		\$26,689	\$0	\$26,706	\$0	\$0	\$764	\$0	\$54,169

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.	
DR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0	
DR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0	
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	99.85	1,320	0	2	
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	948	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	15	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	13	0	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	7	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	2	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	13.64	7.14	132	28	7.14	1.30	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	33.33	NA	3	NA		NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	8.63	5.00	19	2	16.64	20.88	SS	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	2.90	3.57	138	28	3.48	-0.27	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.72	0.00	138	28	1.76	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.90	3.45	111	29	1.97	-0.33	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	25.36	3.57	138	28	9.02	3.28	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	13.64	NA	132	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	7.00	NA	18	NA	15.48		NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	25.00	0.00	132	0	0.00		SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	33.33	NA	3	NA			NA	NA
PR-4-02-3530	Average Delay Days - IOF	38.00	NA	1	NA	0.00		NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	3	NA			NA	NA

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	12.03	NA	25	NA	11.95		NA	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.33	9.80	178	63	11.26	4.05	-0.89	-1
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA			NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA			NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	24.14	28.13	203	64	6.13	-0.49	0	10
									Total
									112

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

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

Special Provision - UNE Ordering

Jul-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	93.54	573	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	17	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	109	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	3	\$ -

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
MAY-2013	60.93	343	209	MAY-2013	74.87	187	140
JUN-2013	63.71	269	165	JUN-2013	76.87	134	103
JUL-2013	71.54	260	186	JUL-2013	89.04	146	130
Overall	64.97	862	560	Overall	79.87	467	373

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
MAY-2013	87.89	190	167	MAY-2013	90.67	150	136
JUN-2013	86.43	221	191	JUN-2013	92.69	162	150
JUL-2013	94.39	214	202	JUL-2013	97.69	166	162
Overall	89.60	625	560	Overall	93.72	478	448

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
MAY-2013	87.17	1,224	1,067	MAY-2013	87.66	980	859
JUN-2013	84.03	1,077	905	JUN-2013	83.51	922	770
JUL-2013	93.47	1,287	1,203	JUL-2013	94.81	1,080	1,024
Overall	88.49	3,588	3,175	Overall	88.97	2,982	2,653

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 CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	6	100.00	18
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	74	0.00	116
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	36.18	150	21.26	123
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Jul-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.306	\$ 71,349	
Unbundled Network Elements - Loop	-0.054	\$ -	
Resale	-0.496	\$ 75,674	
Digital Subscriber Lines	-0.169	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 147,023
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 10,463	
3 Installation Performance		\$ 42,932	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 764	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 54,159
Individual Rule Payments:			\$ 2,438
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 203,621

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

Jul-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	3.05		1,329		3.0459	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	11.11		557		11.1131	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	3.09		2,059		3.0908	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.78		522		8.7759	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		96.65		179			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		0.12		1,738			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		96.90		613			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		1,733			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		69.04		146			-2	5	-0.041	-0.098	
OR-6-03-3140	% Accuracy - LSRC - Platform		3.23		93			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		81			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		5			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		30			0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		1			0	2	0.000	0.000	
PR Provisioning												
PR-3-01-3140	% Completed In 1 Day (1-5 Lines - No Disp) - Platform	87.65	68.42	1,628	19	7.59	-2.5144	-2	5	-0.041	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.48	3.50	4,116	143	1.03	-1.4805	-1	20	-0.083	-0.143	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	26.60	21.43	507	14	12.24	0.8764	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.94	1.73	206	15	5.44	1.45	1.3451	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.38	0.00	507	14	3.16	5.0000	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.39	0.00	507	14	1.70	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	4.69	5.49	2,964	91	2.25	-0.1775	0	10	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	21.09	52.01		2,972		30.9202	-2	2	-0.017	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.80		716		47.7989	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	25.47	17.39	585	115	4.44	2.0181	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	31.78	38.46	107	13	13.68	-0.2002	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.92	16.47	584	115	16.37	1.67	-1.9917	-2	5	-0.041	-0.049
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	14.63	11.73	107	13	16.12	4.73	0.6002	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.67	83.33	414	48	7.19	-2.2715	-2	5	-0.041	-0.049	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.51	62.50	414	48	7.30	-3.4331	-2	5	-0.041	-0.049	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	8.94	10.42	414	48	4.35	-0.1306	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	23.29	6.90	3,284	29	7.88	2.6067	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	8.12	0.00	197	2	19.41	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	52.33	32.57	3,280	29	48.21	8.99	2.7822	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	23.19	13.71	197	2	34.19	24.30	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	95.00	87.50	2,381	16	5.47	1.7124	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	86.48	68.75	2,381	16	8.58	2.1747	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	68.04	50.00	2,381	16	11.70	1.7636	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	16.65	16.98	4,168	159	3.01	-0.0238	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.97		66,518,222			0	5	0.000		
								Totals	-13	242	-0.306	

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

Jul-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC			Score	Wgt.	Score				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	3.05	1,329		3.0459	0	2	0.000	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	11.11	557		11.1131	NA	0	NA	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA	NA			NA	0	NA	0.000	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA	NA			NA	0	NA	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.09	2,059		3.0908	0	2	0.000	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.78	522		8.7759	NA	0	NA	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	0.000		
OR Ordering											Wgt.		
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		95.05	989			0	10	0.000	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		83.33	6			NA	0	NA	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.12	1,738			0	2	0.000	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		96.90	613			0	2	0.000	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85	1,733			0	2	0.000	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		97.59	166			0	5	0.000	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		2.51	597			0	5	0.000	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		92.48	492			-1	5	-0.030	-0.068	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	12			0	2	0.000	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	79			0	2	0.000	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	2			0	2	0.000	0.000	0.000		
PR Provisioning											Wgt.		
PR-4-02-3100	Average Delay Days - Total - POTS	2.94	1.73	206	15	5.44	1.45	1.3451	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	28.60	7.14	507	28		8.77	3.0451	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.38	0.00	507	28		2.27	5.0000	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.39	0.00	507	28		1.22	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.04	0.00	784	58		3.70	5.0000	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00	74					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	6					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	21.09	52.01	2,972				30.9202	-2	2	-0.024	-0.038	
Stat. Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	23.62	22.99	3,869	87		4.60	0.2451	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	46.28	15.85	3,864	87	47.05	5.10	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	79.63	66.67	2,720	36		6.76	2.0196	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	60.07	13.89	2,720	36		8.22	5.0000	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	16.65	17.39	4,168	92		3.93	-0.0773	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.85	40.00	82	5		16.82	SS	NA	10	NA	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	24.42	6.96	82	5	32.79	15.10	SS	NA	5	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample											Totals		
											-3	168	-0.054

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

Jul-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.05		1,329		3.0459	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	11.11		557		11.1131	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	3.09		2,059		3.0908	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.78		522		8.7759	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		94.29		35			0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		2			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.12		1,738			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		96.90		613			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		1,733			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		80.95		21			-2	10	-0.083	-0.169	
OR-6-03-2000	% Accuracy - LSRC		6.98		43			-1	10	-0.042	-0.085	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		30			0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		8			0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		10			0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA			NA	0	NA	0.000	
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	87.65	50.00	1,628	6		13.45	-2.7601	-2	5	-0.042	-0.067
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.48	12.50	4,116	24		2.47	-2.5328	-2	20	-0.167	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	28.60	22.22	507	9		15.20	0.7661	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.94	1.40	206	5	5.44	2.46	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.38	0.00	507	9		3.92	5.0000	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.39	0.00	507	9		2.11	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	4.69	11.43	2,964	35		3.59	-1.3876	0	15	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	21.09	52.01			2,972		30.9202	-2	2	-0.017	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.80			716		47.7989	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	25.47	5.77	585	52		6.30	3.8353	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	31.78	0.00	107	3		27.26	SS	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.92	13.79	584	48	16.37	2.46	-0.3883	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	14.63	2.40	107	3	16.12	9.44	SS	NA	5	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	66.67	89.29	414	28		9.21	-2.4263	-2	5	-0.042	-0.057
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.51	32.14	414	28		9.94	0.5514	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	8.94	7.14	414	28		5.57	0.6141	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	23.29	16.67	3,284	6		17.27	0.8269	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	8.12	NA	197	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	52.33	39.44	3,280	6	48.21	19.70	0.6326	0	5	0.000	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	23.19	NA	197	NA	34.19		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	95.00	100.00	2,381	1		21.79	SS	NA	5	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	66.48	100.00	2,381	1		34.20	SS	NA	5	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	68.04	100.00	2,381	1		46.64	SS	NA	5	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	16.65	21.05	4,168	57		4.97	-0.7256	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.97			66,518,222			0	5	0.000	
								Totals	-11	240	-0.392	

"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

Jul-2013

PO	Pre-Ordering	Performance		User Values		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	3.29		14	3.2857	0	5	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	7.11		288	7.1146	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		90.00		10		NA	0	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		4		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		4		0	2	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		15		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		1		0	2	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.12		1,738		0	2	0.000	0.000		
OR-4-16-1000	% On Time FCN - 1 Business Day		96.90		613		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		1,733		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA		NA	0.00	NA	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	3	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	2	2	0.00	SS	0	2	0.000	0.000	
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	12	6	0.00	SS	0	2	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	5	2	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		78.13		32			-2	10	-0.141	-0.172	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.25		4	0.00	4.00	SS	0	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		97.96		49			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.16	10.84	784	83	3.16	-0.6565	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	1.85	2	54	0.00	SS	NA	5	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	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	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	0	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	21.09	52.01		2,972		30.9202	-2	2	-0.028	-0.036	
Stat Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	100.00	1	1	0.00	SS	NA	2	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	39.99	25.15	1	1	0.00	SS	NA	2	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	51.89	NA	1	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	0.00	2	1	0.00	SS	NA	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	0.00	100.00	2	1	0.00	SS	NA	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	23.62	18.75	3,869	32	7.54	0.8456	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	15.85	100.00	82	2	26.14	SS	NA	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	46.28	22.76	3,864	32	47.05	8.35	3.7190	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	24.42	67.10	82	2	32.79	23.47	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	9.82	79.41	336	34	5.36	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	79.63	50.00	2,720	6	16.46	2.0922	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	16.65	14.71	4,168	34	6.41	0.4953	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	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		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	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	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	0	0.000	0.000	
							Totals	-4	142	-0.169		

*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

Jul-2013

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgt'd. Score		
		CLEC	FP	FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks	100.00			1	0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	100.00			3	0	10	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=1	NA			NA	NA	0	0.000		
OR-2-12-5020	% On Time Trunk ASR Reject	100.00			7	0	5	0.000		
PR Provisioning		FP								
PR-4-07-3540	% On Time Performance - LNP only	97.25		835		0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		22		0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	4	26	0.00	SS 0	5 0.000		
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	4	26	0.00	SS 0	5 0.000		
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	1	55	0.00	SS 0	10 0.000		
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	3.85	4	26	0.00	SS NA	5 0.000		
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	11.68	17.40	1	2	0.00	SS NA	5 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	0.00	0.00	1	2	0.00	SS 0	10 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	115	0.000

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

Fair Point New Hampshire			FINAL						Jul-2013	
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING										
1	OSS Interface		-	-	-	-	-	-	-	\$0
	PO-1-06	Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	-
	PO-1-06	Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	-
	PO-1-06	Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	-
ORDERING										
2	% On Time Ordering Notification		-	-	-	-	-	\$0	\$0	\$0
	OR-1-02	% On Time LSR - Flow Through	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSR - No Facility Check - 2Wdg-UNE/Resl	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSR - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSR - 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 - 2Wdg-UNE/Resl	-	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSR - No Facility Check - All Spcls-UNE/Resl	-	-	-	-	-	-	-	-
	OR-1-06	%OT LSR/ASRC - Facility Check - All Spcls-UNE/Resl	-	-	-	-	-	-	-	-
	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		\$26,689	\$0	\$10,976	\$0	\$0	\$0	\$0	\$37,664
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,602	-	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/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	20,887	-	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-5-01	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 - 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-5-01	% Installation Troubles within 30 days - UNE/Resale	-	-	-	-	-	-	-	-
	PR-5-01	% 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-5-01	% 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-5-01	% Open Orders in a Hold Status > 30 Days - IOF	-	-	-	-	-	-	-	-
4	PR-4-07	% On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
5	Hot Cut Performance		-	-	-	-	-	-	-	\$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		\$ -	\$0	\$0	\$0	\$0	\$764	-	\$764
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
	MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-
	MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	-
	MR-3-01	% Missed Repr Appt - Loop-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-
	MR-3-01	% Missed Repr Appt - Loop - 2WxDSL Loops	-	-	-	-	-	-	-	-
	MR-3-01	% Missed Repair 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.	-	-	-	-	-	-	-	-
	MR-4-08	Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	-
	MR-4-08	Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	-
	MR-5-01	% Repeat Reports w/in 30 Days	-	-	-	-	-	-	-	-
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-	-
	MR-5-01	% Repeat Reports w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	-
	MR-5-01	% Repeat Reports w/in 30 Days - Line Share/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	-	-	-	-	-	764	-	-
	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-4-08	% Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	-
	MR-5-01	% Repeat Reports w/in 30 days - Specials - UNE/Resale	-	-	-	-	-	-	-	-
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
8	Collocation		-	-	-	-	-	-	\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-
	NP-2-05/6	% On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-
	NP-2-07/8	Average Delay Days - Total	-	-	-	-	-	-	-	-
RESOLUTION PROCESS										
9	Resolution Process		-	-	-	-	-	-	\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-
	BI-3-04	% CLEC Billing Claims Ackn'd w/in 2 Bus Days	-	-	-	-	-	-	-	-
	BI-3-05	% CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
Month Total			\$26,689	\$0	\$10,976	\$0	\$0	\$764	\$0	\$38,429

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business D	99.85	1,320	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	948	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	100.00	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	15	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	13	0	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	7	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	2	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	13.64	7.14	132	28	7.14	1.30	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	33.33	NA	3	NA		NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	8.63	5.00	19	2	16.64	20.88	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	2.90	3.57	138	28	3.48	-0.27	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.72	0.00	138	28	1.76	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.90	3.45	111	29	1.97	-0.33	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	25.36	3.57	138	28	9.02	3.28	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	13.64	NA	132	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	7.00	NA	18	NA	15.48	NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	25.00	0.00	132	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	33.33	NA	3	NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	38.00	NA	1	NA	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	3	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	12.03	NA	25	NA	11.95	NA	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.33	9.80	178	63	11.26	4.05	-0.89
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA		NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	24.14	28.13	203	64	6.13	-0.49	0
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								112

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

Special Provision - UNE Ordering

Jul-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	93.54	573	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	17	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	109	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	3	\$ -

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
MAY-2013	60.93	343	209	MAY-2013	74.87	187	140
JUN-2013	63.71	269	165	JUN-2013	76.87	134	103
JUL-2013	71.64	260	186	JUL-2013	89.04	146	130
Overall	64.97	862	560	Overall	79.87	467	373

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
MAY-2013	87.89	190	167	MAY-2013	90.67	160	136
JUN-2013	86.43	221	191	JUN-2013	92.59	162	150
JUL-2013	94.39	214	202	JUL-2013	97.59	166	162
Overall	89.60	626	560	Overall	93.72	478	448

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
MAY-2013	87.17	1,224	1,067	MAY-2013	87.65	980	859
JUN-2013	84.03	1,077	905	JUN-2013	83.51	922	770
JUL-2013	93.47	1,287	1,203	JUL-2013	94.81	1,089	1,024
Overall	88.49	3,588	3,176	Overall	88.97	2,982	2,653

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	6	100.00	18
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	74	0.00	116
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	36.18	150	21.26	123
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)	Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	

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

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

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

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

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

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

Jul-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.306	\$ 71,349	
Unbundled Network Elements - Loop	-0.054	\$ -	
Resale	-0.392	\$ 51,650	
Digital Subscriber Lines	-0.169	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 123,000
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 37,664	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 764	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 38,429
Individual Rule Payments:			\$ 2,438
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 163,867

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