

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

UNE Platform

Nov-2013

PO	Pre-Ordering	Performance		Observations	CLEC	Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC									
PO-1-01-6020	Customer Service Record - EDI	NA	2.79		1,654		2.7902	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	11.35		561		11.3529	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	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.27		1,237		3.2684	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.10		397		8.0982	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		97.35		189			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		2.41		1,618			-2	5	-0.042	-0.102	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.23		576			-1	5	-0.021	-0.051	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.83		1,618			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		72.39		163			-2	5	-0.042	-0.102	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.83		121			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		94			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		11			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		34			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	79.94	33.33	1,057	12	11.62	-3.8058	-2	5	-0.042	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.02	1.72	3,322	116	0.95	-1.1762	-1	20	-0.083	-0.143	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	10.32	9.52	407	21	6.81	0.3352	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	3.68	1.33	76	6	11.78	4.99	1.0190	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	2.70	0.00	407	21	3.63	0.1792	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	407	21	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.15	8.14	2,066	86	2.64	-0.9845	-1	10	-0.042	-0.071	
MR maintenance & repair												
		Performance		Observations		FP Std		Sampling		Perf.		
		FP	CLEC	FP	CLEC	Deviation	error	Diff.		Score	Wgt.	
		Stat. Score										
MR-1-01-6050	Average Response Time - Create Trouble	1.17	12.80		1,561			11.6286	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	45.96		338			45.9586	NA	0	NA	0.000
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	21.26	22.22	334	36	7.18	-0.3768	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.00	0.00	90	17	10.58	1.8431	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.28	12.71	330	36	12.92	2.27	-0.6783	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.91	7.58	90	17	10.42	2.76	0.0987	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	57.32	55.17	239	29	9.73	0.0297	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.15	37.93	239	29	9.39	-0.5125	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	7.53	6.90	239	29	5.19	0.3305	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	8.40	0.00	1,488	15	7.20	0.6124	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.59	0.00	143	1	23.06	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.47	19.24	1,487	15	47.38	12.29	0.6231	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	12.45	20.04	143	1	15.24	15.29	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	84.16	81.82	1,111	11	11.06	0.1036	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.64	63.64	1,111	11	14.58	-0.2857	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	29.88	9.09	1,111	11	13.87	1.1946	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	14.93	18.84	2,050	69	4.36	-1.0630	-1	10	-0.042	-0.049	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		261,331			0	5	0.000		
								Totals		-12	240	-0.329

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

Nov-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	2.79	1,654		2.7902	0	2	0.000	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	11.35	561		11.3529	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	3.27	1,237		3.2684	0	2	0.000	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.10	397		8.0982	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		92.08	783			-1	10	-0.058	-0.125			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	16			0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		2.41	1,618			-2	2	-0.023	-0.050			
OR-4-16-1000	% On Time PCN - 1 Business Day		93.23	576			-1	2	-0.012	-0.025			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.83	1,618			0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.25	80			0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		2.65	641			0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.38	463			-1	5	-0.029	-0.063			
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	48			0	2	0.000	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA	NA			NA	0	NA	0.000	0.000		
PR Provisioning											Wgt.		
PR-4-02-3100	Average Delay Days - Total - POTS	3.68	1.33	76	6	11.78	4.99	1.0190	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	10.32	5.56	407	36		5.29	0.5806	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	2.70	0.00	407	36		2.82	0.2812	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	407	36		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	10.57	8.14	596	86		3.55	0.4746	0	10	0.000	0.000	
PR-6-02-3520	% Installatn TrbIs w/in 7 days-Loop-Basic Hot Cut		0.00	25					0	10	0.000	0.000	
PR-6-02-3523	% Installatn TrbIs w/in 7 days-Loop-Lg Job Hot Cut		NA	NA					NA	0	NA	0.000	
PR-6-02-3525	% Installatn TrbIs 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	9					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	1.17	12.80	1,561			11.6286		-2	2	-0.023	-0.038	
											Stat. Score		
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.76	38.81	1,822	67		3.85	-5.0000	-2	10	-0.117	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.86	11.48	1,817	67	43.47	5.41	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	60.66	28.30	1,278	53		6.84	4.5594	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	27.07	7.55	1,278	53		6.23	3.3094	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	14.93	11.90	2,050	84		3.97	0.5853	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.15	5.88	66	17		9.75	0.5571	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	17.18	12.15	66	17	17.45	4.75	1.0776	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample											Totals		
											-9	171	-0.263

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

Nov-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Rev/zw		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.79		1,654	2.7902	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	11.35		661	11.3529	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	3.27		1,237	3.2684	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.10		397	8.0982	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		95.45		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		2.41		1,618		-2	5	-0.042	-0.089		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.23		576		-1	5	-0.021	-0.045		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.83		1,618		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		83.33		24		-2	10	-0.084	-0.179		
OR-6-03-2000	% Accuracy - LSRC		2.33		43		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		35		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		19		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		100.00		1		0	2	0.000	0.000		
PR Provisioning												
		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	79.94	33.33	1,057	6		16.39	-2.9346	-2	5	-0.042	-0.067
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.02	0.00	3,322	36		1.69	0.5013	0	20	0.000	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	10.32	0.00	407	5		13.69	SS	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	3.68	NA	76	NA	11.78		NA	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	2.70	0.00	407	5		7.30	SS	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	407	5		0.00	SS	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.15	22.58	2,066	31		4.35	-3.2859	-2	15	-0.127	-0.200
MR Maintenance & Repair												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	1.17	12.80		1,561			11.6286	-2	2	-0.017	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	45.96		338			45.9586	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	21.26	27.78	334	18		9.90	-0.9567	-1	10	-0.042	-0.057
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.00	0.00	90	12		12.29	1.3810	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.28	11.29	330	18	12.92	3.13	-0.1146	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.91	4.04	90	12	10.42	3.20	1.3059	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	57.32	60.00	239	10		15.96	-0.4786	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.15	50.00	239	10		15.41	-1.2849	-1	5	-0.021	-0.029
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	7.53	0.00	239	10		8.52	0.0868	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.40	0.00	1,488	2		19.63	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.59	NA	143	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.47	32.06	1,487	2	47.38	33.52	SS	NA	5	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	12.45	NA	143	NA	15.24		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	84.16	100.00	1,111	1		36.53	SS	NA	5	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.64	100.00	1,111	1		48.13	SS	NA	5	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	29.88	0.00	1,111	1		45.80	SS	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	14.93	34.38	2,050	32		6.35	-2.9470	-2	10	-0.084	-0.115
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		261,331				0	5	0.000	
								Totals	-15	237	-0.481	

"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

Nov-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	3.00		1		3.0000	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	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	7.56		201		7.5572	0	2	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		6		0	2	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	2	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		12		0	2	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		12		0	2	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	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		3		0	5	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		1		0	5	5	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		2.41		1,618		-2	2	2	-0.031	-0.100	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.23		576		-1	2	2	-0.016	-0.050	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.83		1,618		0	2	2	0.000	0.000	
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.33	NA	3	NA	3.21	NA	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	0.00	3	3	0.00	SS	0	2	0.000	0.000	
PR-8-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	6	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	4	3	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		94.12		17		NA	0	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	5.00	1.67	3	3	3.61	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.45		22		0	10	10	0.000	0.000	
PR-8-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	11.41	27.66	596	47	4.82	-3.1188	-2	15	-0.233	-0.326	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	33.33	0.00	6	24	21.52	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	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	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-8-01-3340	% 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	1.17	12.80		1,561		11.6286	-2	2	-0.031	-0.043	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	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	27.59	NA	2	NA	28.03	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	50.00	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	10.77	17.24	1,820	29	5.80	-1.3631	-1	5	-0.039	-0.053	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	15.15	0.00	66	1	35.13	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.97	12.18	1,815	29	43.50	8.14	2.7822	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	17.18	1.56	66	1	17.45	17.58	SS	5	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	44.29	90.00	928	30	9.21	4.9747	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	60.85	50.00	1,277	2	34.54	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	14.89	13.33	2,048	30	6.55	0.0805	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	-8	129	-0.349		

"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

Nov-2013

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score		
		CLEC	FP	FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk)	NA			NA	NA	0	0.000		
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	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	95.50		689			0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks	NA		NA			NA	0	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	6	1	0.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	6	1	0.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	20	3	0.00	SS	0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	100.00	6	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	60	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							Nov-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	15,085	51,058	6,183	-	\$0	\$1,765	-	\$74,091
	OR-1-02 % On Time LSR-C-Flow Through	-	43,515	-	-	-	-	-	-
	OR-1-04 %OT LSR-C- No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSR-C- No Facility Check - 2WxDL Loops	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSR-C- 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 Rel - No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rel - No Facility Check - 2WxDL Loops	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rel - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
	OR-4-16 % On Time PON - 1 Bus. Day	15,085	7,543	6,183	-	-	-	-	-
	OR-1-04 %OT LSR-C- No Facility Check - All Spds-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-06 %OT LSR-C/ASRC - Facility Check - All Spds-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rel - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-06 %OT LSR/ASR Rel - Facility Check - UNE/Resale	-	-	-	-	-	1,765	-	-
PROVISIONING									
3	Installation Performance	\$28,430	\$0	\$8,780	\$32,612	\$0	\$3,630	-	\$73,352
	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/Spit	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appnts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appnts - Disp - Line Share/Spit	-	-	-	-	-	-	-	-
	PR-4-05 Missed Appointments - No Dispatch	-	-	-	-	-	-	-	-
	PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale	16,246	-	-	-	-	-	-	-
	PR-4-05 % Missed Appt -No Disp -Line Share/Spit	-	-	-	-	-	-	-	-
	PR-4-14 % Completed On Time - 2WxDL Loops	-	-	-	-	-	-	-	-
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-	-
	PR-6-01 Installation Troubles w/in 30 Days	6,382	-	6,585	-	-	-	-	-
	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	-	-	-	32,612	-	-	-	-
	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-6-01 % Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	3,630	-	-
	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-6-01 % 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-6-01 % Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	-
4	% On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
MAINTENANCE									
6	Maintenance Performance	\$ 10,444	\$27,850	\$11,037	\$11,306	\$0	\$0	-	\$60,656
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	3,924	-	-	-	-	-
	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 Digt-UNE/Resale	-	-	-	-	-	-	-	-
	MR-3-01 % Missed Repr Appt -Loop -2W xDSL Loops	-	-	-	11,306	-	-	-	-
	MR-3-01 % Missed Repair Appt-Loop -Line Share/Spit	-	-	-	-	-	-	-	-
	MR-3-02 % Missed Repair Appointment -CO -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-03 Mean Time To Repair -CO -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-04 % Cleared(all trbls) w/in 24hrs-2W Digt-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/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	10,444	-	7,134	-	-	-	-	-
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digtal-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/Spit	-	-	-	-	-	-	-	-
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-06 % Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-08 %Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-5-01 % Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	-	-	-
NETWORK PERFORMANCE									
7	Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0
COLLOCATION									
8	Collocation	-	-	-	-	-	-	\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-
	NP-2-05/8 % 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 Ackwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
Month Total		\$53,959	\$78,908	\$28,020	\$43,918	\$0	\$5,295	\$0	\$208,099

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.00	1	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	0	NA	0
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	0
					5

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	0.00	0	NA	5
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business D:	100.00	1,116	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,161	0	20
					29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Re	100.00	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E-No FT) -All Specials -UNE/Re	100.00	12	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA		0	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	85.71	14	-1	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	NA	6	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	4.03	0.00	149	18	4.91	0.00	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	5
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	2	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	14.11	NA	9	NA	14.99	NA	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	3.03	13.64	132	22	3.95	-2.39	-2	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	19.11	5.26	157	19	9.55	1.21	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	4.03	NA	149	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	18.67	NA	6	NA	16.72	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	18.79	0.00	149	0	0.00	SS	0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA	0

MR	Maintenance & Repair									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	7.24	33.17	15	4	8.04	14.58	SS	NA	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.43	9.30	121	37	19.81	4.93	-0.58	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	5
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	5
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	50.00	100.00	2	1		61.24	SS	NA	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	50.00	0.00	2	1		61.24	SS	0	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	17.65	19.51	136	41		6.79	-0.52	0	10
									Total	97

"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

Nov-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.33	567	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	18	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	82	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ -
--------------------------	-------------

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2013	63.04	322	203	SEP-2013	76.98	139	107
OCT-2013	62.14	280	174	OCT-2013	83.05	118	98
NOV-2013	61.44	319	196	NOV-2013	72.39	163	118
Overall	62.21	921	573	Overall	76.90	420	323

Market Adjustment *	Calculated Quarterly
----------------------------	-----------------------------

OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2013	93.33	240	224	SEP-2013	99.19	124	123
OCT-2013	86.45	214	185	OCT-2013	91.68	95	87
NOV-2013	89.06	192	171	NOV-2013	96.25	80	77
Overall	89.78	646	580	Overall	95.99	299	287

Market Adjustment *	\$ -
----------------------------	-------------

OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
SEP-2013	92.82	1,114	1,034	SEP-2013	85.38	390	333
OCT-2013	91.07	1,131	1,030	OCT-2013	80.29	350	281
NOV-2013	88.86	1,050	933	NOV-2013	82.94	340	282
Overall	90.96	3,295	2,997	Overall	82.96	1,080	896

Market Adjustment *	\$ -
----------------------------	-------------

* 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	9	100.00	9
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	25	0.00	36
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	13.96	133	12.69	186
	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		\$ -
--	----	--	------

% 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		\$ -
---	----	--	------

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

Nov-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>
MODE OF ENTRY		
Unbundled Network Elements - Platform	-0.329	\$ 81,920
Unbundled Network Elements - Loop	-0.263	\$ 91,169
Resale	-0.481	\$ 35,435
Digital Subscriber Lines	-0.349	\$ 46,846
Trunks	0.000	\$ -
Mode of Entry Total		\$ 255,369
# CRITICAL MEASURES		
1 OSS Interface		\$ -
2 % On Time Ordering Notification		\$ 74,091
3 Installation Performance		\$ 73,352
4 % On Time Performance - LNP		\$ -
5 Hot Cut Performance		\$ -
6 Maintenance Performance		\$ 60,656
7 Final Trunk Groups Blocked		\$ -
8 Collocation		\$ -
9 Resolution Processes		\$ -
Critical Measure Total		\$ 208,099
Individual Rule Payments:		\$ 129
SPECIAL PROVISIONS		
UNE Ordering		\$ -
UNE Flow Through		\$ -
UNE Hot Cut Loop		\$ -
Special Provision Total		\$ -
CHANGE CONTROL		\$ -
Grand Total		\$ 463,597

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

Nov-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.79		1,654	2.7902	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	11.35		561	11.3529	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	3.27		1,237	3.2684	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.10		397	6.0982	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		97.35		189		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		2.41		1,618		-2	5	-0.042	-0.102		
OR-4-16-1000	% On Time PCN - 1 Business Day		93.23		576		-1	5	-0.021	-0.051		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.83		1,618		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		72.39		163		-2	5	-0.042	-0.102		
OR-6-03-3140	% Accuracy - LSRC - Platform		0.83		121		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		94		0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		11		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		34		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	79.94	33.33	1,057	12	11.62	-3.8058	-2	5	-0.042	-0.071	
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	1.02	1.72	3,322	116	0.95	-1.1762	-1	20	-0.083	-0.143	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	10.32	9.52	407	21	6.81	0.3352	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	3.68	1.33	76	6	11.78	4.99	1,0190	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	2.70	0.00	407	21	3.63	0.1792	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	407	21	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.15	8.14	2,066	86	2.64	-0.9845	-1	10	-0.042	-0.071	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.17	12.80		1,561		11.6286	-2	2	-0.017	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	45.96		336		45.9586	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	21.26	22.22	334	36	7.18	-0.3768	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.00	0.00	90	17	10.58	1.8431	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.28	12.71	330	36	12.92	2.27	-0.6783	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.91	7.58	90	17	10.42	2.76	0.0987	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	57.32	55.17	239	29	9.73	0.0297	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	35.15	37.93	239	29	9.39	-0.5126	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	7.53	6.90	239	29	5.19	0.3305	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	8.40	0.00	1,488	15	7.20	0.6124	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.59	0.00	143	1	23.06	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.47	19.24	1,487	15	47.38	12.29	0.6231	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	12.45	20.04	143	1	15.24	15.29	SS	NA	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	84.16	81.82	1,111	11	11.06	0.1038	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	63.64	63.64	1,111	11	14.58	-0.2857	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	29.88	9.09	1,111	11	13.87	1.1948	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	14.93	18.84	2,050	69	4.36	-1.0630	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		261,331			0	5	0.000		
								Totals	-11	240	-0.288	

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

Fair Point New Hampshire
Performance Assurance Plan Report

FINAL

UNE LOOP

Nov-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-2-02-6010	OSS Interface Availability - Prime - WPTS	NA	NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	2.79		1,654		2.7902	0	2	0.000			
PO-1-03-6020	Address Validation - EDI	NA	11.35		561		11.3529	NA	0	NA			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000			
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000			
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.27		1,237		3.2684	0	2	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	8.10		397		8.0982	NA	0	NA			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
OR Ordering													
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		92.08		783		-1	10	-0.058	-0.125			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		16		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		2.41		1,618		-2	2	-0.023	-0.050			
OR-4-16-1000	% On Time PCN - 1 Business Day		93.23		576		-1	2	-0.012	-0.025			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.83		1,618		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.25		80		0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		2.65		641		0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.38		463		-1	5	-0.029	-0.063			
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		48		0	2	0.000	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
PR Provisioning													
PR-4-02-3100	Average Delay Days - Total - POTS	3.68	1.33	76	6	11.78	4.99	1.0190	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	10.32	5.56	407	36		5.29	0.5806	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	2.70	0.00	407	36		2.82	0.2812	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	407	36		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	10.57	8.14	596	86		3.55	0.4746	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		25				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		9				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	1.17	12.80		1,561			11.6286	-2	2	-0.023	-0.038	
Stat Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.76	38.81	1,822	67		3.85	-5.0000	-2	10	-0.117	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.98	11.48	1,817	67	43.47	5.41	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	60.88	28.30	1,278	53		6.84	4.5594	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	27.07	7.55	1,278	53		6.23	3.3094	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	14.93	11.90	2,050	84		3.97	0.5853	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.15	5.88	66	17		9.75	0.5571	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	17.18	12.15	66	17	17.45	4.75	1.0776	0	5	0.000	0.000	
									Totals	-9	171	-0.263	

"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

Nov-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	2.79		1,654		2.7902	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	11.35		561		11.3529	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	3.27		1,237		3.2684	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.10		397		8.0982	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		95.45		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		2.41		1,618			-2	5	-0.042	-0.089	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.23		576			-1	5	-0.021	-0.045	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.83		1,618			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		83.33		24			-2	10	-0.084	-0.179	
OR-6-03-2000	% Accuracy - LSRC		2.33		43			0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		35			0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		19			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		100.00		1			0	2	0.000	0.000	
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	79.94	33.33	1,057	6		16.39	-2.9346	-2	5	-0.042	-0.067
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.02	0.00	3,322	36		1.69	0.5013	0	20	0.000	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	10.32	0.00	407	5		13.69	SS	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	3.68	NA	76	NA	11.78		NA	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	2.70	0.00	407	5		7.30	SS	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	407	5		0.00	SS	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.15	22.58	2,066	31		4.35	-3.2859	-2	15	-0.127	-0.200
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.17	12.80		1,561			11.6286	-2	2	-0.017	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	45.96		338			45.9586	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	21.26	27.78	334	18		9.90	-0.9567	-1	10	-0.042	-0.057
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.00	0.00	90	12		12.29	1.3810	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.28	11.29	330	18	12.92	3.13	-0.1146	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.91	4.04	90	12	10.42	3.20	1.3059	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	57.32	60.00	239	10		15.96	-0.4786	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	35.15	50.00	239	10		15.41	-1.2849	-1	5	-0.021	-0.029
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	7.53	0.00	239	10		8.52	0.0868	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.40	0.00	1,488	2		19.63	SS	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.59	NA	143	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.47	32.06	1,487	2	47.38	33.52	SS	NA	5	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	12.45	NA	143	NA	15.24		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	84.16	100.00	1,111	1		36.53	SS	NA	5	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	63.64	100.00	1,111	1		48.13	SS	NA	5	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	29.88	0.00	1,111	1		45.80	SS	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	14.93	34.38	2,050	32		6.35	-2.9470	-2	10	-0.084	-0.115
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		261,331				0	5	0.000	
								Totals	-15	237	-0.481	

"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

Nov-2013

PO	Pre-Ordering	Performance		Observations		Dif.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	3.00		1	3.0000	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	7.56		201	7.5572	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		6		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		12		0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		12		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		3		0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		1		0	5	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		2.41		1,618		-2	2	-0.031	-0.100	
OR-4-16-1000	% On Time PCN - 1 Business Day		93.23		576		-1	2	-0.016	-0.050	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.83		1,618		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.33	NA	3	NA	3.21	NA	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	0.00	3	3	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	NA	6	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	100.00	0.00	4	3	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		94.12		17		NA	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	5.00	1.67	3	3	3.61	2.94	SS	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		95.45		22		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	11.41	27.66	596	47	4.82	-3.1188	-2	15	-0.233	-0.326
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	33.33	0.00	6	24	21.52	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	0.00	NA	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	1.17	12.80		1,561		11.6286	-2	2	-0.031	-0.043
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	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	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	27.59	NA	2	NA	28.03	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		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	50.00	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	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	10.77	17.24	1,820	29	5.80	-1.3631	-1	5	-0.039	-0.053
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	15.15	0.00	66	1	36.13	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.97	12.18	1,815	29	43.50	8.14	2.7822	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	17.18	1.56	66	1	17.45	17.58	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	44.29	90.00	928	30	9.21	4.9747	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	60.85	50.00	1,277	2	34.54	SS	NA	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	14.89	13.33	2,048	30	6.55	0.0805	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split		NA		NA		NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split		NA		NA		NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split		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	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	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	-8	129	-0.349

"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

Nov-2013

	Performance		Observations		Perf.					
	CLEC	FP	FP	CLEC	Score	Wgt.	Wgtd. Score			
OR Ordering										
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunk:	NA			NA	NA	0	0.000			
OR-1-13-5000 % On Time Design Layout Record	NA			NA	NA	0	0.000			
OR-1-19-5020 % On Time Response - Request for Inbound Augment (<=	0.00			0	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	95.50		689			0	20	0.000		
PR-4-15-5000 % On Time Provisioning - Trunks	NA		NA			NA	0	0.000		
PR-5-01-5000 % Missed Appointment - Facilities	0.00	0.00	6	1	0.00	SS	0	5	0.000	
PR-5-02-5000 % Orders Held for Facilities >15 Days	0.00	0.00	6	1	0.00	SS	0	5	0.000	
PR-6-01-5000 % Installation Troubles w/in 30 Days	0.00	0.00	20	3	0.00	SS	0	10	0.000	
PR-8-01-5000 % Open Orders in a Hold Status >30 Days	0.00	100.00	6	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	60	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						Nov-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	-	-	-	-	-	-	-	-
2	% On Time Ordering Notification	16,035	51,058	6,183	-	\$0	\$1,765	-	\$74,091
OR-1-02	% On Time LSRC - Flow Through	-	43,515	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2Wxg-UNE/Resale	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
OR-1-12	% On Time FOC	-	-	-	-	-	-	-	-
OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-	-
OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rel - No Facility Check - 2Wxg-UNE/Resale	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rel - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rel - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
OR-4-16	% On Time PON - 1 Bus. Day	15,035	7,543	6,183	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	-
OR-1-08	%OT LSRC/ASRC - Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rel - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
OR-2-06	%OT LSR/ASR Rel - Facility Check - UNE/Resale	-	-	-	-	-	1,765	-	-
PROVISIONING									
3	Installation Performance	\$28,430	\$0	\$8,780	\$32,612	\$0	\$3,630	-	\$73,352
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/Spit	-	-	-	-	-	-	-	-
PR-4-04	Missed Appointments - Dispatch	-	-	-	-	-	-	-	-
PR-4-04	Missed Appoints - Disp - 2W Digital-UNE/Resale	-	-	-	-	-	-	-	-
PR-4-04	Missed Appoints - Disp - Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-05	Missed Appointments - No Dispatch	16,246	-	-	-	-	-	-	-
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	6,382	-	6,585	-	-	-	-	-
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	-	-	-	32,612	-	-	-	-
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	-	-	-	-	-	3,530	-	-
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
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	\$ -	\$27,850	\$11,057	\$11,306	\$0	\$0	-	\$50,213
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	3,924	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repair Appointments - Loop	-	27,850	-	-	-	-	-	-
MR-3-01	% Missed Repair Appt -Loop-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repair Appt -Loop -2WxDSL Loops	-	-	-	11,306	-	-	-	-
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	-	-	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/Spit	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-06	% Out of Service >4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-08	% Out of Service >24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-08	% 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	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 Acknowledged w/ 2 Bus Days	-	-	-	-	-	-	-	-
BI-3-05	% CLEC Billing Claims Reslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
Month Total		\$43,615	\$78,908	\$26,020	\$43,918	\$0	\$5,295	\$0	\$197,656

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.00	1	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	0	NA	0
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	0
					5

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
DR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	100.00	1,116	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,161	0	20
				29

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	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	12	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA		0	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	85.71	14	-1	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	NA	6	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	4.03	0.00	149	18	4.91	0.00	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	0	5
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	2	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	14.11	NA	9	NA	14.99	NA	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	3.03	13.64	132	22	3.95	-2.39	-2	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	19.11	5.26	157	19	9.55	1.21	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	4.03	NA	149	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	18.67	NA	6	NA	16.72	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	18.79	0.00	149	0	0.00	SS	0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	7.24	33.17	15	4	8.04	14.58	SS	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.43	9.30	121	37	19.81	4.93	-0.58	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	0.00	NA	1		1.00	SS	5
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	0.00	NA	1		1.00	SS	5
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	50.00	100.00	2	1		61.24	SS	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	50.00	0.00	2	1		61.24	SS	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	17.65	19.51	136	41		6.79	-0.52	10

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

Total 97

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

Special Provision - UNE Ordering

Nov-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.33	557	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	18	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	82	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ -
--------------------------	-------------

* 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
SEP-2013	63.04	322	203	SEP-2013	76.98	139	107
OCT-2013	62.14	280	174	OCT-2013	83.05	118	98
NOV-2013	61.44	319	196	NOV-2013	72.39	163	118
Overall	62.21	921	573	Overall	76.90	420	323

Market Adjustment *	Calculated Quarterly
----------------------------	-----------------------------

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
SEP-2013	93.33	240	224	SEP-2013	99.19	124	123
OCT-2013	86.45	214	185	OCT-2013	91.58	95	87
NOV-2013	89.06	192	171	NOV-2013	96.26	80	77
Overall	89.78	646	580	Overall	95.99	299	287

Market Adjustment *	\$ -
----------------------------	-------------

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
SEP-2013	92.82	1,114	1,034	SEP-2013	85.38	390	333
OCT-2013	91.07	1,131	1,030	OCT-2013	80.29	360	281
NOV-2013	88.86	1,050	933	NOV-2013	82.94	340	282
Overall	90.96	3,295	2,997	Overall	82.96	1,080	896

Market Adjustment *	\$ -
----------------------------	-------------

* 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	9	100.00	9
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	25	0.00	36
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	13.96	133	12.69	186
		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		\$ -
--	----	--	------

	% 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		\$ -
---	----	--	------

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

Nov-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>
MODE OF ENTRY		
Unbundled Network Elements - Platform	-0.288	\$ 60,779
Unbundled Network Elements - Loop	-0.263	\$ 91,169
Resale	-0.481	\$ 35,435
Digital Subscriber Lines	-0.349	\$ 46,846
Trunks	0.000	<u>\$ -</u>
Mode of Entry Total		\$ 234,228
# CRITICAL MEASURES		
1 OSS Interface		\$ -
2 % On Time Ordering Notification		\$ 74,091
3 Installation Performance		\$ 73,352
4 % On Time Performance - LNP		\$ -
5 Hot Cut Performance		\$ -
6 Maintenance Performance		\$ 50,213
7 Final Trunk Groups Blocked		\$ -
8 Collocation		<u>\$ -</u>
9 Resolution Processes		<u>\$ -</u>
Critical Measure Total		\$ 197,656
Individual Rule Payments:		\$ 390
SPECIAL PROVISIONS		
UNE Ordering		\$ -
UNE Flow Through		\$ -
UNE Hot Cut Loop		\$ -
Special Provision Total		\$ -
CHANGE CONTROL		<u>\$ -</u>
Grand Total		<u>\$ 432,273</u>

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