

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

Dec-2013

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score		Wgt.	vgtio. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC		Score	Wgt.				
PO-1-01-6020	Customer Service Record - EDI	NA	2.93		1,041	2.9289	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.62		607	8.6244	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.92		1,144	2.9161	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.83		335	8.8299	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		98.40		188		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		7		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.39		1,543		-1	5	-0.021	-0.049		
OR-4-16-1000	% On Time PCN - 1 Business Day		94.54		586		-1	5	-0.021	-0.049		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.51		1,543		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		81.31		107		-2	5	-0.041	-0.098		
OR-6-03-3140	% Accuracy - LSRC - Platform		3.77		53		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		91.89		74		-1	5	-0.021	-0.049		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		14		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		26		0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		3		0	2	0.000	0.000		
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	85.03	12.50	1,303	8	12.65	-5.0000	-2	5	-0.041	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.59	2.06	3,139	97	1.29	-0.8300	-1	20	-0.083	-0.143	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.01	11.11	444	18	6.88	-0.7765	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.06	1.00	90	4	4.24	2.16	NA	15	NA	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.13	0.00	444	18	2.54	0.9118	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	444	18	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	5.01	3.85	2,337	52	3.06	0.0390	0	10	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.28	11.45		2,030		10.1726	-2	2	-0.017	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	NA		NA		0.0000	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	15.69	12.28	325	57	5.22	0.4347	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	8.79	11.76	91	17	7.48	-0.8726	-1	10	-0.041	-0.049	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.70	10.46	324	57	13.53	1.94	0.6742	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	9.65	7.57	91	17	20.01	5.29	0.2275	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	58.19	47.06	232	51	7.63	1.2929	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	36.21	39.22	232	51	7.43	-0.5697	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.74	3.92	232	51	3.29	0.1890	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	8.19	7.14	1,648	14	7.36	0.4681	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	9.89	0.00	182	1	29.93	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.90	22.96	1,648	14	20.74	5.57	0.0891	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	16.03	3.98	182	1	22.45	22.52	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	86.17	88.89	1,258	9	11.55	-0.6396	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	69.55	88.89	1,258	9	15.39	-1.7707	-2	5	-0.041	-0.049	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	32.19	33.33	1,258	9	15.63	-0.4629	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	15.68	8.99	2,245	89	3.93	1.6233	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		280,049			0	5	0.000		
							Totals	-13	242	-0.326		

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

UNE LOOP

Dec-2013

PO	Pre-Ordering	Performance		Observations		Perf.		Wgld.		Domain Clustering Review		
		FP	CLEC	FP	CLEC	Diff.	Score	Wgt.	Score			
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		0.00				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.93	1,041		2.9289	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.62	607		8.6244	NA	0	NA	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	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA	NA		NA	0	NA	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA			NA	0	NA	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.92	1,144		2.9161	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.83	335		8.8299	NA	0	NA	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		95.14	967		0	10	0.000	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	34		0	5	0.000	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.39	1,543		-1	2	-0.013	-0.024	-0.024		
OR-4-16-1000	% On Time PCN - 1 Business Day		94.54	586		-1	2	-0.013	-0.024	-0.024		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.51	1,543		0	2	0.000	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		95.12	82		0	5	0.000	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		4.30	302		0	5	0.000	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		96.58	380		0	5	0.000	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	2		0	2	0.000	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	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	3		0	2	0.000	0.000	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	2.06	1.00	90	4	4.24	2.16	SS NA	5	NA	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.01	0.00	444	26		5.78	1.3249	0	20	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.13	0.00	444	26		2.13	0.6790	0	5	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	444	26		0.00	5.0000	0	5	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	11.78	0.00	552	44		5.05	2.5716	0	10	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		19				0	10	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		4				0	10	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	
MR Maintenance & Repair		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	1.28	11.45	2,030				10.1726	-2	2	-0.025	-0.054
		Stat. Score										
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.43	9.52	1,973	42		4.56	-0.3516	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.80	14.76	1,972	42	20.12	3.14	2.5758	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	66.19	40.00	1,405	20		10.65	2.1593	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	29.11	5.00	1,405	20		10.23	2.3309	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	15.68	9.52	2,245	42		5.66	0.8646	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	5.95	NA	84	NA			NA	NA	0	NA	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	14.74	NA	84	NA	21.05		NA	NA	0	NA	0.000
		Totals										
										-4	158	-0.051

"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

Dec-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	2.93		1,041		2.9289	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.62		607		8.6244	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.92		1,144		2.9161	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.83		335		8.8299	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000	
OR Ordering												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2h		100.00		17			0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		1			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.39		1,543			-1	5	-0.024	-0.041	
OR-4-16-1000	% On Time PCN - 1 Business Day		94.54		586			-1	5	-0.024	-0.041	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.51		1,543			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		58.33		12			-2	10	-0.094	-0.164	
OR-6-03-2000	% Accuracy - LSRC		16.67		24			-2	10	-0.094	-0.164	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		25			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		3			0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		2			0	2	0.000	0.000	
PR Provisioning												
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	85.03	33.33	1,303	3		20.62	SS	NA	5	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.59	0.00	3,139	10		3.97	1.0446	0	20	0.000	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.01	20.00	444	10		9.16	-1.5905	-1	10	-0.047	-0.067
PR-4-02-2100	Average Delay Days - Total - POTS	2.06	1.00	90	2	4.24	3.03	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.13	0.00	444	10		3.37	1.2490	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	444	10		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	5.01	7.69	2,337	26		4.30	-1.0810	-1	15	-0.071	-0.100
MR Maintenance & Repair												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	1.28	11.45		2,030			10.1726	-2	2	-0.019	-0.035
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	NA		NA			0.0000	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	15.69	27.27	325	11		11.15	-1.3897	-1	10	-0.047	-0.088
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	8.79	0.00	91	7		11.11	0.1006	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.70	15.46	324	9	13.53	4.57	-0.8999	-1	5	-0.024	-0.044
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	9.65	4.64	91	7	20.01	7.85	0.5601	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	58.19	42.86	232	7		18.92	0.4326	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	36.21	28.57	232	7		18.44	0.0225	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.74	0.00	232	7		8.15	0.5709	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.19	NA	1,648	NA			NA	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.89	NA	182	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.90	NA	1,648	NA	20.74		NA	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	16.03	NA	182	NA	22.45		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	86.17	NA	1,258	NA			NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	69.55	NA	1,258	NA			NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	32.19	NA	1,258	NA			NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	15.68	12.50	2,245	16		9.12	0.0784	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		280,049				0	5	0.000	
								Totals	-12	212	-0.443	

"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

Dec-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	NA		NA		NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	7.05		152	7.0461	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		66.67		3		NA	0	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2		0	2	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		3		0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		6		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		6		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		4		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		0.39		1,543		-1	2	-0.017	-0.059	
OR-4-16-1000	% On Time PCN - 1 Business Day		94.54		596		-1	2	-0.017	-0.059	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.51		1,543		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.00	NA	3	NA	1.73	NA	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	20.00	NA	5	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	0.00	2	1	0.00	SS	0	2	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	5.26	NA	19	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	57.14	0.00	7	1	52.90	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		17		0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	NA		NA	0.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		21		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	12.32	9.09	552	33	5.89	0.2164	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	200.00	0.00	1	22	0.00	SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.28	11.45		2,030		10.1726	-2	2	-0.034	-0.054
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	22.92	NA	1	NA	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	38.21	NA	2	NA	52.44	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	NA	3	NA		NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	NA	3	NA		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	9.43	9.09	1,973	22	6.26	0.4019	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.95	25.09	84	4	12.11	SS	NA	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.80	10.56	1,972	22	20.12	4.31	3.3528	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	14.74	2.88	84	4	21.05	10.77	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	44.72	92.31	861	26	9.90	4.8480	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	66.19	NA	1,405	NA		NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	15.68	11.54	2,245	26	7.17	0.2471	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	-4	119	-0.067	

"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

Dec-2013

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	FP	FP	CLEC			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA		NA		NA	0	0.000
OR-1-13-5000	% On Time Design Layout Record	NA		NA		NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00		0		NA	0	0.000
OR-2-12-5020	% On Time Trunk ASR Reject	100.00		2		0	5	0.000
PR Provisioning		FP						
PR-4-07-3540	% On Time Performance - LNP only	97.20		821		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		4	NA	NA	0	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00		4	NA	NA	0	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00		13	NA	NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	4	0	0.00	SS 0	5 0.000
MR Maintenance & Repair								
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA	NA 0 0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	NA 0 0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	NA 0 0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	NA 0 0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	NA 0 0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	NA 0 0.000
NP Network Performance								
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00					0	5 0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00					0	10 0.000
"NA" - no activity "UD" - under development "SS" - Small Sample						Totals	0	45 0.000

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

Fair Point New Hampshire		PRELIM							Dec-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 - WFTS									
	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	11,604	5,802	4,756	-	\$0	\$0		\$22,162	
	OR-1-02 % On Time LSRC - Flow Through									
	OR-1-04 %OT LSRC - No Facility Check - 2Wdg-UNE/Rsl									
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops									
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Split									
	OR-1-12 % On Time FOC									
	OR-1-13 % On Time Design Layout Record									
	OR-1-19 % OT Resp. Req. for Inbound Aug. (<=192)									
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl									
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops									
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Split									
	OR-4-16 % On Time PCN - 1 Bus. Day	11,604	5,802	4,756						
	OR-1-04 %OT LSRC - No Facility Check - All Socls-UNE/Rsl									
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Socls-UNE/Rsl									
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale									
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale									
PROVISIONING										
3	Installation Performance	\$17,406	\$0	\$8,451	\$0	\$0	\$0		\$25,857	
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,802								
	PR-4-02 Average Delay Days - Total									
	PR-4-02 Average Delay Days - Total - 2W Digital									
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop									
	PR-4-02 Average Delay Days - Total - Line Share/Split									
	PR-4-04 Missed Appointments - Dispatch			4,170						
	PR-4-04 Missed Appts - Disp - 2W Digital UNE/Resale									
	PR-4-04 Missed Appts - Disp - Line Share/Split									
	PR-4-05 Missed Appointments - No Dispatch	11,604								
	PR-4-05 % Missed Appt - No Disp - 2W Digital - UNE/Resale									
	PR-4-05 % Missed Appt - No Disp - Line Share/Split									
	PR-4-14 % Completed On Time - 2WxDSL Loops									
	PR-4-15 % On Time Provisioning - Trunks									
	PR-6-01 Installation Troubles w/in 30 Days			4,280						
	PR-6-01 % Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale									
	PR-6-01 % Install Trbls w/in 30 Days - 2WxDSL Loops									
	PR-6-01 % Install Trbls w/in 30 Days - Line Share/Split									
	PR-4-01 % Missed Appointment - FP - DSO - UNE/Resale									
	PR-4-01 % Missed Appointment - FP - DS1 - UNE/Resale									
	PR-4-01 % Missed Appointment - FP - DS3 - UNE/Resale									
	PR-4-01 % Missed Appointment - FP - Other - UNE/Resale									
	PR-4-02 Average Delay Days - Total - UNE/Resale									
	PR-5-01 % Missed Appointment - Facilities - UNE/Resale									
	PR-5-02 % Orders Held for Facilities > 15 days - UNE/Resale									
	PR-6-01 % Installation Troubles within 30 days - UNE/Resale									
	PR-8-01 % Open Orders in Hold Status > 30 Days - UNE/Resale									
	PR-4-01 % Missed Appointment - FP - Total - EEL									
	PR-4-02 Average Delay Days - Total - EEL									
	PR-8-01 % Open Orders in a Hold Status > 30 Days - EEL									
	PR-4-01 % Missed Appointment - FP - Total - IOF									
	PR-4-02 Average Delay Days - IOF									
	PR-8-01 % Open Orders in a Hold Status > 30 Days - IOF									
4	% On Time Performance - LNP					\$0			\$0	
Hot Cut Performance										
	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	\$9,131	\$0	\$0	\$0		\$9,131	
	MR-3-01 Missed Repair Appointments - Loop - Bus.			9,131						
	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 Repr Appt - Loop - Line Share/Split									
	MR-3-02 % Missed Repair Appointment - CO - 2WxDSL Loops									
	MR-4-03 Mean Time To Repair - CO - 2WxDSL Loops									
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Dig-UNE/Resale									
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2WxDSL Loops									
	MR-4-04 % Cleared (all troubles) w/in 24 Hours - Line Share/Split									
	MR-4-03 Out of Service > 24Hrs. - Bus.									
	MR-4-03 Out of Service > 24Hrs. - Res.									
	MR-4-03 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/Split									
	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-4-03 % Out of Service > 24 Hrs - nonDS0 & DS0 - UNE/Resale									
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale									
	MR-4-03 % Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale									
	MR-5-01 % Repeat Reports w/in 30 days - Specials - UNE/Resale									
NETWORK PERFORMANCE										
7	Final Trunk Groups Blocked					\$0			\$0	
Collocation										
8	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 Rshvd w/in 28 Cal. Days after Ack.									
Month Total		\$29,010	\$5,802	\$22,338	\$0	\$0	\$0	\$0	\$57,150	

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	0.00	0	NA	0
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
					0

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.	
OR-10-01-100 % PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5	
OR-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	1,269	0	2	
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,325	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	15	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	15	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	4	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	0.00	1	2	0.00	SS	0	5	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	11.39	7.14	79	14	9.21	0.09	0	5	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0	
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	11.33	1.00	9	1	21.18	33.41	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	6.06	0.00	33	13	7.81	0.03	0	20	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	6.06	0.00	33	13	7.81	0.03	0	20	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	59	18	0.00	5.00	0	10	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	37.80	6.25	82	16	13.25	2.33	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	11.39	NA	79	NA		NA	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	11.33	NA	9	NA	21.18		NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	36.71	0.00	79	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	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.		
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	6.86	NA	20	NA	7.78		NA	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.76	7.93	133	35	16.38	5.08	-0.17	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	21.57	25.71	153	35	7.71	-0.77	0	10	
								Total	117	

"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

Dec-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.81	454	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	16	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	74	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	6	\$ -

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
OCT-2013	62.14	280	174	OCT-2013	83.06	118	98
NOV-2013	61.44	319	196	NOV-2013	72.39	163	118
DEC-2013	61.51	278	171	DEC-2013	81.31	107	87
Overall	61.69	877	541	Overall	78.09	388	303

Market Adjustment *	\$ 255,984
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
OCT-2013	86.45	214	185	OCT-2013	91.58	95	87
NOV-2013	89.06	192	171	NOV-2013	96.25	80	77
DEC-2013	95.11	184	175	DEC-2013	95.12	82	78
Overall	90.00	590	531	Overall	94.16	257	242

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
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
DEC-2013	97.02	941	913	DEC-2013	88.59	263	233
Overall	92.12	3,122	2,876	Overall	83.53	953	796

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 CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	4	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	19	0.00	25
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	16.17	116	13.96	133

		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	

	Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

% On Time Observations Mrkt Adj.

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Dec-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.326	\$ 81,920	
Unbundled Network Elements - Loop	-0.051	\$ -	
Resale	-0.443	\$ 30,630	
Digital Subscriber Lines	-0.067	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 112,550
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 22,162	
3 Installation Performance		\$ 25,857	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 9,131	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 57,150
Individual Rule Payments:			\$ 2,055
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 255,984
CHANGE CONTROL			\$ -
Grand Total			\$ 427,738

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

Dec-2013

PO	Pre-Ordering	Performance		Observations	CLEC	Diff.	Perf. Score	Wgt.	vgtg. Score	Domain Clustering Review
		FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.93		1,041	2.9289	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.62		607	8.6244	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.92		1,144	2.9161	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.83		335	8.8299	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000
OR Ordering										
Wgt.										
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		98.40		188		0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		7		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.39		1,543		-1	5	-0.021	-0.049
OR-4-16-1000	% On Time PCN - 1 Business Day		94.54		586		-1	5	-0.021	-0.049
OR-4-17-1000	% On Time BCN - 2 Business Day		98.51		1,543		0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		81.31		107		-2	5	-0.041	-0.098
OR-6-03-3140	% Accuracy - LSRC - Platform		3.77		53		0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		91.89		74		0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		14		0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		26		0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		3		0	2	0.000	0.000
PR Provisioning										
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	85.03	12.50	1,303	8	12.65	-5.0000	-2	5	-0.041
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.59	2.06	3,139	97	1.29	-0.8300	-1	20	-0.083
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	9.01	11.11	444	18	6.88	-0.7765	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	2.06	1.00	90	4	4.24	2.16	NA	15	NA
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.13	0.00	444	18	2.54	0.9118	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	444	18	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	5.01	3.85	2,337	52	3.06	0.0390	0	10	0.000
MR Maintenance & Repair										
Stat. Score										
MR-1-01-6050	Average Response Time - Create Trouble	1.28	11.45		2,030		10.1726	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	NA		NA		0.0000	NA	0	NA
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	15.69	12.28	325	57	5.22	0.4347	0	10	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	8.79	11.76	91	17	7.48	-0.8726	0	10	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.70	10.46	324	57	13.53	1.94	0.6742	0	5
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	9.65	7.57	91	17	20.01	5.29	0.2275	0	5
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	58.19	47.06	232	51	7.63	1.2929	0	5	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	36.21	39.22	232	51	7.43	-0.5697	0	5	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.74	3.92	232	51	3.29	0.1890	0	5	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	8.19	7.14	1,648	14	7.36	0.4681	0	10	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	9.89	0.00	182	1	29.93	SS	0	10	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.90	22.96	1,648	14	20.74	5.57	0.0891	0	5
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	16.03	3.98	182	1	22.45	22.52	SS	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	86.17	88.89	1,258	9	11.55	-0.6396	0	5	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	69.55	88.89	1,258	9	15.39	-1.7707	-2	5	-0.041
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	32.19	33.33	1,258	9	15.63	-0.4629	0	5	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	15.68	8.99	2,245	89	3.93	1.6233	0	10	0.000
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		99.99		280,049			0	5	0.000
							Totals	-11	242	-0.264

"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

UNE LOOP

Dec-2013

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review
		FP	CLEC	FP	CLEC	Diff.	Score	Wgt.	Score	
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		0.00				NA	0	NA	0.000
PO-1-01-6020	Customer Service Record - EDI	NA	2.93		1,041		2.9289	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.62		607		8.6244	NA	0	NA
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.92		1,144		2.9161	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.83		335		8.8299	NA	0	NA
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000
OR Ordering										
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		95.14		967			0	10	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		34			0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.39		1,543			-1	2	-0.013
OR-4-16-1000	% On Time PCN - 1 Business Day		94.54		586			-1	2	-0.013
OR-4-17-1000	% On Time BCN - 2 Business Day		98.51		1,543			0	2	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		95.12		82			0	5	0.000
OR-6-03-3331	% Accuracy - LSRC - Loop		4.30		302			0	5	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		96.58		380			0	5	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		2			0	2	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		48			0	2	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		3			0	2	0.000
PR Provisioning										
PR-4-02-3100	Average Delay Days - Total - POTS	2.06	1.00	90	4	4.24	2.16	SS	NA	5
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	9.01	0.00	444	26		5.78	1.3249	0	20
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.13	0.00	444	26		2.13	0.6790	0	5
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	444	26		0.00	5.0000	0	5
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	11.78	0.00	552	44		5.05	2.5716	0	10
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		19				0	10
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		4				0	10
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.28	11.45		2,030			10.1726	-2	2
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.43	9.52	1,973	42		4.56	-0.3516	0	10
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.80	14.76	1,972	42	20.12	3.14	2.5758	0	5
MR-4-07-3112	% Out of Service > 12 Hours - Loop	66.19	40.00	1,405	20		10.65	2.1593	0	5
MR-4-08-3112	% Out of Service > 24 Hours - Loop	29.11	5.00	1,405	20		10.23	2.3309	0	5
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	15.68	9.52	2,245	42		5.66	0.8646	0	10
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	5.95	NA	84	NA			NA	NA	0
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	14.74	NA	84	NA	21.05		NA	NA	0
"NA" - no activity "UD" - under development "SS" - Small Sample Totals -4 158 -0.051										

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

Dec-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	2.93		1,041	2.9289	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.62		607	8.6244	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.92		1,144	2.9161	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.83		335	8.8299	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering											
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2h		100.00		17		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		1		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.39		1,543		-1	5	-0.024	-0.041	
OR-4-16-1000	% On Time PCN - 1 Business Day		94.54		586		-1	5	-0.024	-0.041	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.51		1,543		0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		58.33		12		-2	10	-0.094	-0.164	
OR-6-03-2000	% Accuracy - LSRC		16.67		24		-2	10	-0.094	-0.164	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		25		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		3		0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000	0.000	
PR Provisioning											
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score			
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	85.03	33.33	1,303	3		20.62	SS	NA	5	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.59	0.00	3,139	10		3.97	1.0446	0	20	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	9.01	20.00	444	10		9.16	-1.5905	-1	10	
PR-4-02-2100	Average Delay Days - Total - POTS	2.06	1.00	90	2	4.24	3.03	SS	NA	15	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.13	0.00	444	10		3.37	1.2490	0	5	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	444	10		0.00	5.0000	0	5	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	5.01	7.69	2,337	26		4.30	-1.0810	-1	15	
MR Maintenance & Repair											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	1.28	11.45		2,030			10.1726	-2	2	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	NA		NA			0.0000	NA	0	
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	15.69	27.27	325	11		11.15	-1.3897	-1	10	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	8.79	0.00	91	7		11.11	0.1006	0	10	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.70	15.46	324	9	13.53	4.57	-0.8999	0	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	9.65	4.64	91	7	20.01	7.85	0.5601	0	5	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	58.19	42.86	232	7		18.92	0.4326	0	5	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	36.21	28.57	232	7		18.44	0.0225	0	5	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.74	0.00	232	7		8.15	0.5709	0	5	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.19	NA	1,648	NA			NA	NA	0	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	9.89	NA	182	NA			NA	NA	0	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.90	NA	1,648	NA	20.74		NA	NA	0	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	16.03	NA	182	NA	22.45		NA	NA	0	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	86.17	NA	1,258	NA			NA	NA	0	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	69.55	NA	1,258	NA			NA	NA	0	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	32.19	NA	1,258	NA			NA	NA	0	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	15.68	12.50	2,245	16		9.12	0.0784	0	10	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99		280,049				0	5	
								Totals	-11	212	-0.420

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

Dec-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	NA		NA		NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	7.05		152		7.0461	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		66.67		3		NA	0	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2		0	2	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		3		0	2	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		6		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		6		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		4		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		0.39		1,543		-1	2	-0.017	-0.059	
OR-4-16-1000	% On Time PCN - 1 Business Day		94.54		588		-1	2	-0.017	-0.059	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.51		1,543		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.00	NA	3	NA	1.73	NA	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	20.00	NA	5	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	0.00	2	1	0.00	SS	0	2	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	5.26	NA	19	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	57.14	0.00	7	1	52.90	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		17		0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	NA	NA	0.00		NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		21		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	12.32	9.09	552	33	5.89	0.2164	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	200.00	0.00	1	22	0.00	SS	0	5	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.28	11.45		2,030		10.1726	-2	2	-0.034	-0.054
Stat. Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	22.92	NA	1	NA	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	38.21	NA	2	NA	52.44	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	NA	3	NA		NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	NA	3	NA		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	9.43	9.09	1,973	22	6.26	0.4019	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.95	25.00	84	4	12.11	SS	NA	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.80	10.56	1,972	22	20.12	4.31	3,3528	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	14.74	2.88	84	4	21.05	10.77	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	44.72	92.31	861	26	9.90	4.8480	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	66.19	NA	1,405	NA		NA	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	15.68	11.54	2,245	26	7.17	0.2471	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	-4	119	-0.067	

"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

Dec-2013

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	FP	FP	CLEC			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA		NA		NA	0	0.000
OR-1-13-5000	% On Time Design Layout Record	NA		NA		NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00		0		NA	0	0.000
OR-2-12-5020	% On Time Trunk ASR Reject	100.00		2		0	5	0.000
PR Provisioning		FP						
PR-4-07-3540	% On Time Performance - LNP only	97.20		821		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		4	NA	NA	0	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00		4	NA	NA	0	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00		13	NA	NA	0	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	4	0	0.00	SS 0	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	45 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							Dec-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	11,604	5,802	4,756	-	\$0	\$0	-	\$22,162
OR-1-02	% On Time LSRC - Flow Through	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-
OR-1-12	% On Time FOC	-	-	-	-	-	-	-	-
OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-	-
OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-
OR-4-16	% On Time PCN - 1 Bus. Day	11,604	5,802	4,756	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
3	Installation Performance	\$17,406	\$0	\$8,451	\$0	\$0	\$0	-	\$25,857
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,802	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - Line Share/Split	-	-	-	-	-	-	-	-
PR-4-04	Missed Appointments - Dispatch	-	-	4,170	-	-	-	-	-
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-
PR-4-04	Missed Appts - Disp - Line Share/Split	-	-	-	-	-	-	-	-
PR-4-05	Missed Appointments - No Dispatch	11,604	-	-	-	-	-	-	-
PR-4-05	% Missed Appt - No Disp - 2W Digital - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-05	% Missed Appt - No Disp - Line Share/Split	-	-	-	-	-	-	-	-
PR-4-14	% Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-	-
PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-
PR-6-01	Installation Troubles w/in 30 Days	-	-	4,280	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days - Line Share/Split	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - DS0 - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - DS1 - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - DS3 - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - Other - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - UNE/Resale	-	-	-	-	-	-	-	-
PR-5-01	% Missed Appointment - Facilities - UNE/Resale	-	-	-	-	-	-	-	-
PR-5-02	% Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-	-	-	-	-
PR-6-01	% Installation Troubles within 30 days - UNE/Resale	-	-	-	-	-	-	-	-
PR-8-01	% Open Orders in Hold Status > 30 Days - UNE/Resale	-	-	-	-	-	-	-	-
PR-4-01	% 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
5	Hot Cut Performance	-	-	-	-	-	-	-	\$0
PR-6-02	% Installm Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
PR-6-02	% Installm Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
PR-6-02	% Installm Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-
PR-9-01	% On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
PR-9-01	% On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-
6	Maintenance Performance	\$ -	\$0	\$9,131	\$0	\$0	\$0	-	\$9,131
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	9,131	-	-	-	-	-
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/Split	-	-	-	-	-	-	-	-
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/Split	-	-	-	-	-	-	-	-
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 Digt-UNE/Resale	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days - Line Share/Split	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-
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		\$29,010	\$5,802	\$22,338	\$0	\$0	\$0	\$0	\$57,160

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	0.00	0	NA	0
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
					0

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	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 C	100.00	1,269	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	1,325	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	15	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	15	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	4	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	0.00	1	2	0.00	SS	0	5	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	11.39	7.14	79	14	9.21	0.09	0	5	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0	
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	11.33	1.00	9	1	21.18	33.41	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	6.06	0.00	33	13	7.81	0.03	0	20	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	6.06	0.00	33	13	7.81	0.03	0	20	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	0.00	0.00	59	18	0.00	5.00	0	10	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	37.80	6.25	82	16	13.25	2.33	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	11.39	NA	79	NA		NA	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	11.33	NA	9	NA	21.18		NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	36.71	0.00	79	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	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.		
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	6.86	NA	20	NA	7.78		NA	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.76	7.93	133	35	16.38	5.08	-0.17	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	21.57	25.71	153	35	7.71	-0.77	0	10	
								Total	117	

"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

Dec-2013

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.81	454	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	16	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	74	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	6	\$ -

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		Flow-thru	Month	%	Observations		Flow-thru
		Gross #					Gross #		
OCT-2013	62.14	280		174	OCT-2013	83.05	118		98
NOV-2013	61.44	319		196	NOV-2013	72.39	163		118
DEC-2013	61.51	278		171	DEC-2013	81.31	107		87
Overall	61.69	877		541	Overall	78.09	388		303

Market Adjustment *	\$ 255,984
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop					OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop				
Month	%	Observations		Flow-thru	Month	%	Observations		Flow-thru
		Gross #					Gross #		
OCT-2013	86.45	214		185	OCT-2013	91.58	95		87
NOV-2013	89.06	192		171	NOV-2013	96.25	80		77
DEC-2013	95.11	184		175	DEC-2013	95.12	82		78
Overall	90.00	590		531	Overall	94.16	257		242

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		Flow-thru	Month	%	Observations		Flow-thru
		Gross #					Gross #		
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
DEC-2013	97.02	941		913	DEC-2013	88.59	263		233
Overall	92.12	3,122		2,876	Overall	83.53	953		796

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	4	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	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	19	0.00	25
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	16.17	115	13.96	133
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

% On Time Observations Mrkt Adj.

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Dec-2013

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.264	\$ 50,209	
Unbundled Network Elements - Loop	-0.051	\$ -	
Resale	-0.420	\$ 28,227	
Digital Subscriber Lines	-0.067	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 78,436	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 22,162	
3 Installation Performance		\$ 25,857	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 9,131	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 57,150	
Individual Rule Payments:		\$ 2,055	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ 255,984	
CHANGE CONTROL		\$ -	
Grand Total		\$ 393,625	

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