

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

UNE Platform

Jan-2014

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	3.29		1,054		3.2856	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	9.36		409		9.3570	0	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	3.18		1,579		3.1754	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.60		400		7.6000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
OR Ordering													
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.67		90			0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA			NA	0	NA	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19		1,571			0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		95.06		628			0	5	0.000	0.000		
OR-4-17-1000	% On Time PCN - 2 Business Day		98.98		1,570			0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		75.86		116			-2	5	-0.045	-0.109		
OR-6-03-3140	% Accuracy - LSRC - Platform		4.26		47			0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		96.88		128			0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		15			0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		15			0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASRC Rej. - Facility Check - Platform		100.00		2			0	2	0.000	0.000		
PR Provisioning													
PR-3-01-3140	% Completed in 1 Day (1-6 Lines - No Disp) - Platform	84.21	66.67	1,988	6	14.91	-1.6037	-1	5	-0.023	-0.036		
PR-4-05-3140	% Missed Appointment - FP - No Dispatch - Platform	0.76	3.20	3,707	125	0.79	-2.7081	-2	20	-0.180	-0.286		
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	10.17	9.52	423	21	6.76	0.3589	0	10	0.000	0.000		
PR-4-02-3100	Average Delay Days - Total - POTS	1.92	2.33	71	9	2.51	0.89	-0.6326	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.95	0.00	423	21		2.16	0.9279	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	423	21		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	2.87	2.04	3,236	98		1.71	0.0859	0	10	0.000	0.000	
MR Maintenance & Repair													
Performance Observations FP Std Sampling Perf. Wgt. Wgt. Score													
FP CLEC FP CLEC Deviation Error Diff. Score													
MR-1-01-6050	Average Response Time - Create Trouble	1.55	12.57		1,977				11.0130	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	56.39		515				56.3883	NA	0	NA	0.000
Stat. Score													
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	19.07	12.24	367	49	5.98	0.9636	0	10	0.000	0.000		
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	19.79	12.50	96	8	14.66	0.0525	0	10	0.000	0.000		
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.76	9.77	366	49	15.49	2.36	1.5456	0	5	0.000	0.000	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	8.75	4.64	96	8	14.50	5.34	0.8720	0	5	0.000	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	64.98	55.88	237	34		8.75	0.8451	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	37.97	38.24	237	34		8.90	-0.2287	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	3.80	0.00	237	34		3.51	0.5433	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	11.10	5.00	1,567	20		7.07	0.4278	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	12.62	NA	206	NA			NA	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.01	30.52	1,565	20	26.89	6.05	-1.2936	-1	5	-0.023	-0.029	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	14.25	NA	206	NA	19.42		NA	NA	0	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	85.38	84.62	1,183	13		9.85	0.2235	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	67.12	53.85	1,183	13		13.10	0.7300	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	31.45	30.77	1,183	13		12.95	0.2816	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	17.64	19.48	2,233	77		4.42	-0.5873	0	10	0.000	0.000	
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		99.99		245,230				0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample													
									Totals	-8	222	-0.288	

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

Jan-2014

PO	Pre-Ordering	Performance		Observations		Perf.		Wgt.		Domain Clustering Review			
		FP	CLEC	FP	CLEC	Diff.	Score	Wgt.	Score				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	3.29		1,054		3.2856	0	2	0.000			
PO-1-03-6020	Address Validation - EDI	NA	9.36		409		9.3570	NA	0	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000			
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	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	3.18		1,579		3.1754	0	2	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	7.60		400		7.6000	NA	0	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
OR Ordering													
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		95.75		1,060		0	10	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			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19		1,571		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		95.06		628		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.98		1,570		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		98.08		156		0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		5.73		192		-1	5	-0.029	-0.060			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		96.37		388		0	5	0.000	0.000			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		20		0	2	0.000	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		9		0	2	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			
PR Provisioning													
PR-4-02-3100	Average Delay Days - Total - POTS	1.92	2.33	71	9	2.51	0.89	-0.6328	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	10.17	11.54	423	26		6.11	-0.6114	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.95	0.00	423	26		1.96	0.7963	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	423	26		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.22	8.62	679	58		3.54	-0.6928	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		61				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		15				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	1.55	12.57		1,977			11.0130	-2	2	-0.023	-0.038	
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	12.62	9.09	1,934	55		4.54	0.5375	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.88	9.56	1,931	55	0.00		5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	64.83	32.35	1,322	34		8.29	3.6246	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	28.14	8.82	1,322	34		7.81	2.4777	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	17.84	10.17	2,233	59		5.03	1.3542	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	10.17	0.00	59	4		15.62	SS	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	13.86	6.88	59	4	0.00		SS	NA	5	NA	0.000	
									Totals	-3	173	-0.052	

"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

Jan-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.29		1,054	3.2856	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	9.36		409	9.3570	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	3.18		1,579	3.1754	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.60		400	7.6000	NA	0	NA	0.000		
PO-2-02-6050	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2h		97.14		35		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA		NA		NA	0	NA	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.19		1,571		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		95.06		628		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.98		1,570		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		83.72		43		-2	10	-0.090	-0.238		
OR-6-03-2000	% Accuracy - LSRC		8.33		12		NA	0	NA	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		38		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	84.21	62.50	1,988	8	12.92	-1.9475	-2	5	-0.045	-0.067	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	0.76	4.55	3,707	22	1.85	-2.2491	-2	20	-0.179	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	10.17	0.00	423	7	11.52	0.0610	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	1.92	1.00	71	1	2.51	2.53	SS	15	NA	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.95	0.00	423	7		3.69	1.6239	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	423	7		0.00	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	2.87	2.78	3,236	36		2.80	0.5918	0	15	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.55	12.57		1,977			11.0130	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	56.39		515			56.3883	NA	0	NA	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		245,230				0	5	0.000	
								Totals	-8	223	-0.332	

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

Jan-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	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	5.12		242		5.1240	0	5	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		8		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		0.00		0		NA	0	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		2		0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19		1,571		0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.08		628		0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.98		1,570		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.00	NA	1	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA		NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	25.00	NA	4	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	3	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	NA	4	NA		NA	NA	0	0.000	0.000
PR-3-03-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		10		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		17		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.51	9.09	679	22	5.71	-0.7467	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	0.00	2	17	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	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.55	12.57		1,977		11.0130	-2	2	-0.033	-0.043
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	3	NA		NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	22.75	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	7.93	NA	3	NA	8.95	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	NA	4	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	25.00	NA	4	NA		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	12.62	10.63	1,933	19	7.66	0.1610	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	10.17	0.00	59	3	17.89	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.87	16.15	1,930	19	0.00	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	13.86	4.10	59	3	0.00	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	40.74	66.36	891	22	10.60	4.1358	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	64.83	0.00	1,322	2	33.79	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	17.69	18.18	2,233	22	8.18	-0.3931	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	-2	122	-0.033	

"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

Jan-2014

OR	Ordering	Performance		Observations		Perf. Score	Wgt	Wgt'd. Score	
		CLEC	FP	FP	CLEC				
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			2	0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record	50.00			2	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	100.00			1	0	5	0.000	
PR Provisioning		FP							
PR-4-07-3540	% On Time Performance - LNP only	98.47		784		0	20	0.000	
PR-4-15-5000	% On Time Provistoning - Trunks	75.00		4		NA	0	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	6	4	0.00	SS 0	5 0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	6	4	0.00	SS 0	5 0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	0.00	NA	6	6.00	SS 0	10 0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	25.00	6	4	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 70	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							Jan-2014	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
PRE-ORDERING										
1	OSS Interface	-	-	-	-	-	-	-	\$0	
	PO-1-06 Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-		
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-		
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-		
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-		
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-		
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-		
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-		
ORDERING										
2	% On Time Ordering Notification	-	-	-	-	-	\$0	\$0	\$0	
	OR-1-02 % On Time 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/Spit	-	-	-	-	-	-	-		
	OR-1-12 % On Time FCC	-	-	-	-	-	-	-		
	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/Spit	-	-	-	-	-	-	-		
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-		
	OR-1-04 %OT LSRC - No Facility Check - All Spds-UNE/Rsl	-	-	-	-	-	-	-		
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spds-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	\$28,720	\$0	\$10,976	\$0	\$0	\$4,210		\$43,906	
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	5,512	-	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 Loops	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-		
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-		
	PR-4-04 Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-		
	PR-4-04 Missed Appts - Disp - Line Share/Spit	-	-	-	-	-	-	-		
	PR-4-05 Missed Appointments - No Dispatch	23,208	-	8,780	-	-	-	-		
	PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-		
	PR-4-05 % Missed Appt -No Disp -Line Share/Spit	-	-	-	-	-	-	-		
	PR-4-14 % Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-		
	PR-4-15 % On Time Provisioning - Trunks	-	-	-	-	-	-	-		
	PR-6-01 Installation Troubles w/in 30 Days	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days -2WxDSL Loops	-	-	-	-	-	-	-		
	PR-6-01 % Install Trbls w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment -FP -DS0 -UNE/Resale	-	-	-	-	-	-	-		
	PR-4-01 % Missed Appointment -FP -DS1 -UNE/Resale	-	-	-	-	-	1,403	-		
	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 w/in 30 days -UNE/Resale	-	-	-	-	-	2,607	-		
	PR-6-01 % Open Orders in Hold Status >30 Days -UNE/Resale	-	-	-	-	-	-	-		
	PR-4-02 Average Delay Days - 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-6-01 % Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-		
4	PR-4-07 % On Time Performance - LNP						\$0		\$0	
Hot Cut Performance										
6	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	\$0	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-		
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-		
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-		
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-		
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-		
MAINTENANCE										
6	Maintenance Performance	\$	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-		
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-		
	MR-3-01 Missed Repair Appointments - Loop	-	-	-	-	-	-	-		
	MR-3-01 % Missed Repr Appt -Loop-2W Dig-UNE/Resale	-	-	-	-	-	-	-		
	MR-3-01 % Missed Repr Appt -Loop -2WxDSL Loops	-	-	-	-	-	-	-		
	MR-3-01 % Missed Repair Appt -Loop -Line Share/Spit	-	-	-	-	-	-	-		
	MR-3-02 % Missed Repair Appointment -CO -2WxDSL Loops	-	-	-	-	-	-	-		
	MR-4-03 Mean Time to Repair -CO -2WxDSL Loops	-	-	-	-	-	-	-		
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W 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/Spit	-	-	-	-	-	-	-		
	MR-4-08 Out of Service >24Hrs. - Bus.	-	-	-	-	-	-	-		
	MR-4-08 Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-		
	MR-4-08 Out of Service >24Hrs. - Total	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports within 30 Days	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	-	-	-	-		
	MR-5-01 % Repeat Reports w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-		
	MR-4-01 Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-		
	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	NP-1-04 Final Trunk Groups Blocked						\$0		\$0	
Collocation										
8	NP-2-01/2 % OT Response to Request for Collocation - Total							\$0	\$0	
	NP-2-05/8 % On Time - Physical Collocation - Total									
	NP-2-07/8 Average Delay Days - Total									
RESOLUTION PROCESS										
9	Resolution Process							\$7,872	\$7,872	
	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.							7,872		
Month Total		\$28,720	\$0	\$10,976	\$0	\$0	\$4,210	\$7,872	\$51,777	

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	100.00	1	0	20
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	10
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	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	1,874	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	73.74	2,247	-2	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/Ri	100.00	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	8	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	10	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	6	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	2	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	2.86	10.00	140	10	5.45	-1.80	-2
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	38.25	1.00	4	1	69.24	54.34	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	2.94	0.00	68	9	5.99	0.77	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	68	9	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.04	7.69	98	13	4.17	-1.80	-2
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	26.76	9.09	142	11	13.86	0.93	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	2.86	NA	140	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	38.25	NA	4	NA	69.24	NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	25.71	0.00	140	0	0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	15.83	2.70	22	2	0.00	26.96	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.87	7.15	146	38	0.00	5.18	5.00
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	NA	2	NA		NA	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	50.00	NA	2	NA		NA	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	22.62	17.50	168	40	7.36	0.47	0

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

Total 122

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

Jan-2014

Special Provision - UNE Ordering

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.60	514	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	35	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	24	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	5	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
NOV-2013	61.44	319	196	NOV-2013	72.39	163	118
DEC-2013	61.61	278	171	DEC-2013	81.31	107	87
JAN-2014	60.91	243	148	JAN-2014	75.86	116	88
Overall	61.31	840	616	Overall	75.91	386	293

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
NOV-2013	89.06	192	171	NOV-2013	96.25	80	77
DEC-2013	95.11	184	175	DEC-2013	95.12	82	78
JAN-2014	94.42	269	264	JAN-2014	98.08	156	153
Overall	93.02	645	600	Overall	96.86	318	308

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
NOV-2013	88.86	1,050	933	NOV-2013	82.94	340	282
DEC-2013	97.02	941	913	DEC-2013	88.69	263	233
JAN-2014	93.16	906	844	JAN-2014	94.83	890	844
Overall	92.86	2,897	2,690	Overall	91.02	1,493	1,359

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	15	100.00	4
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	61	0.00	19
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	16.00	102	16.17	115
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

* 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.	Mrkt Adj.
PO-6-01-6000 % Software Validation	R3	R3	\$ -

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Jan-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.288	\$ 60,779	
Unbundled Network Elements - Loop	-0.052	\$ -	
Resale	-0.332	\$ 18,618	
Digital Subscriber Lines	-0.033	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 79,397
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 43,905	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ -	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		<u>\$ 7,872</u>	
Critical Measure Total			\$ 51,777
Individual Rule Payments:			\$ 4,824
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ <u>135,998</u>

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

Jan-2014

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	3.29		1,054		3.2856	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	9.36		409		9.3570	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	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					0	NA	NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.18		1,579		3.1754	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	7.60		400		7.6000	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000
OR Ordering											
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.67		90			0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA			NA	0	NA	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19		1,571			0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		95.06		628			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		98.98		1,570			0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		75.66		116			-2	5	-0.045	-0.109
OR-6-03-3140	% Accuracy - LSRC - Platform		4.26		47			0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		96.88		128			0	5	0.000	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		15			0	2	0.000	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		15			0	2	0.000	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		2			0	2	0.000	0.000
PR Provisioning											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	84.21	66.67	1,988	6	14.91	-1.6037	-1	5	-0.023	-0.036
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	0.76	3.20	3,707	125	0.79	-2.7081	-2	20	-0.180	-0.286
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	10.17	9.52	423	21	6.76	0.3589	0	10	0.000	0.000
PR-4-02-3140	Average Delay Days - Total - POTS	1.92	2.33	71	9	2.51	-0.6326	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.95	0.00	423	21	2.16	0.9279	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	423	21	0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	2.87	2.04	3,236	98	1.71	0.0859	0	10	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.55	12.57		1,977		11.0130	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	56.39		515		56.3883	NA	0	NA	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99		245,230			0	5	0.000	
							Totals	-7	222	-0.266	

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

Fair Point New Hampshire **FINAL**
Performance Assurance Plan Report

UNE LOOP

Jan-2014

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		
PO-1-01-6020	Customer Service Record - EDI	NA	3.29	1,054		3.2856	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	9.36	409		9.3570	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	3.18	1,579		3.1754	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.60	400		7.6000	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		95.75	1,060			0	10	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		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19	1,571			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		95.06	628			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.98	1,570			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		98.05	156			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		5.73	192			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		96.37	386			0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	20			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	9			0	2	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		
PR Provisioning												
PR-4-02-3100	Average Delay Days - Total - POTS	1.02	2.33	71	9	2.51	0.89	-0.6326	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	10.17	11.54	423	26		6.11	-0.6114	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.95	0.00	423	26		1.96	0.7963	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	423	26		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.22	8.62	679	58		3.54	-0.6928	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		61				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		15				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	1.55	12.57		1,977			11.0130	-2	2	-0.023	-0.038
Stat Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	12.62	9.09	1,934	55		4.54	0.5375	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.86	9.56	1,931	55	0.00		5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	64.63	32.35	1,322	34		8.29	3.6246	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	28.14	8.82	1,322	34		7.81	2.4777	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	17.64	10.17	2,233	59		5.03	1.3542	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	10.17	0.00	59	4		15.62	SS	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	13.86	6.88	59	4	0.00		SS	NA	5	NA	0.000
Totals												
									-2	173	-0.023	

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

Jan-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-01-6020	Customer Service Record - EDI	NA	3.29		1,054	3.2858	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	9.36		409	9.3570	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	3.18		1,579	3.1754	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	7.60		400	7.6000	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering											
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2h		97.14		35		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA		NA		NA	0	NA	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.19		1,571		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.06		628		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.98		1,570		0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		83.72		43		-2	10	-0.090	-0.238	
OR-6-03-2000	% Accuracy - LSRC		8.33		12		NA	0	NA	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		38		0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6		0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000	
PR Provisioning											
PR-3-01-2100	% Completed In 1 Day (1-5 lines - No Disp) - POTS Total	84.21	62.50	1,988	8	12.92	-1.9475	-2	5	-0.045	-0.067
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	0.76	4.55	3,707	22	1.85	-2.2491	-2	20	-0.179	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	10.17	0.00	423	7	11.52	0.0610	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	1.92	1.00	71	1	2.51	2.53	SS	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.95	0.00	423	7		3.69	1.5239	0	5	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	423	7		0.00	5.0000	0	5	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	2.67	2.78	3,236	36		2.80	0.5918	0	15	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.55	12.57		1,977		11.0130	-2	2	-0.018	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	56.39		515		56.3883	NA	0	NA	0.000
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	19.07	0.00	367	9	13.26	1.0230	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	19.79	0.00	96	2	28.47	SS	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.76	4.03	366	9	15.49	5.23	2.6276	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	8.75	1.87	96	2	14.50	10.36	SS	NA	5	NA
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	64.98	0.00	237	3		27.72	SS	0	5	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	37.97	0.00	237	3		28.20	SS	0	5	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	3.80	0.00	237	3		11.10	SS	0	5	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	11.10	0.00	1,567	3		18.16	SS	0	10	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	12.62	NA	206	NA		NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.01	9.69	1,565	3	26.89	15.54	SS	NA	5	NA
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	14.25	NA	206	NA	19.42	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	65.38	33.33	1,183	3		20.43	SS	NA	5	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	67.12	33.33	1,183	3		27.16	SS	NA	5	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	31.45	0.00	1,183	3		26.84	SS	0	5	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	17.64	21.43	2,233	14		10.22	-0.7586	0	10	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99		245,230				0	5	0.000
								Totals	-8	223	-0.332

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

Jan-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	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	5.12		242	5.1240	0	5	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		8		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		0.00		0		NA	0	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		2		0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.19		1,571		0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.06		628		0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.98		1,570		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	3.00	NA	1	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA		NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	25.00	NA	4	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	3	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	NA	4	NA		NA	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		10		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		17		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.51	9.09	679	22	5.71	-0.7467	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	0.00	2	17	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	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.55	12.57		1,977		11.0130	-2	2	-0.033	-0.043
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	3	NA		NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	22.75	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	7.93	NA	3	NA	8.95	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	NA	4	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	25.00	NA	4	NA		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	12.62	10.53	1,933	19	7.66	0.1610	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	10.17	0.00	59	3	17.89	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.87	16.15	1,930	19	0.00	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	13.66	4.10	59	3	0.00	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	40.74	86.36	691	22	10.60	4.1358	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	64.83	0.00	1,322	2	33.79	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	17.69	18.18	2,233	22	8.18	-0.3931	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	-2	122	-0.033	

"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

Jan-2014

OR	Ordering	Performance		Observations		Perf. Score	Wgt	Wgtd. Score
		CLEC	FP	FP	CLEC			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			2	0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	50.00			2	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	100.00			1	0	5	0.000
PR Provisioning		FP						
PR-4-07-3540	% On Time Performance - LNP only	98.47		784		0	20	0.000
PR-4-15-5000	% On Time Provisioning - Trunks	75.00		4		NA	0	0.000
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	6	4	0.00	SS 0	5 0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	6	4	0.00	SS 0	5 0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	0.00	NA	6	6.00	SS 0	10 0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	25.00	6	4	0.00	SS NA	5 0.000
MR Maintenance & Repair								
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA NA	0 0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA NA	0 0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA NA	0 0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA NA	0 0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA NA	0 0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA NA	0 0.000
NP Network Performance								
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00					0 5	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00					0 10	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample						Totals	0 70	0.000

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

Fair Point New Hampshire		FINAL						Jan-2014	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	-	-	-	-	-	-	-	\$0
	PO-1-06 Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	
ORDERING									
2	% On Time Ordering Notification	-	-	-	-	\$0	\$0	-	\$0
	OR-1-02 % On Time LSRC - Flow Through	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2WxDL Loops	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-	
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-	
	OR-1-19 % OT Resp. - Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDL Loops	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	
	OR-1-04 %OT 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 Rel - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
	OR-2-06 %OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
PROVISIONING									
3	Installation Performance	\$28,720	\$0	\$10,976	\$0	\$0	\$4,210	-	\$43,905
	PR-3-01 % Completed in 1 Day (1-5 lines No Disp.)	6,512	-	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 - 2WxDL Loop	-	-	-	-	-	-	-	
	PR-4-04 Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-04 Missed Appointments - Dispatch	-	-	-	-	-	-	-	
	PR-4-04 Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	
	PR-4-04 Missed Appts - Disp - Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-05 Missed Appointments - No Dispatch	23,208	-	8,760	-	-	-	-	
	PR-4-05 % Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	
	PR-4-05 % Missed Appt -No Disp -Line Share/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	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days -2WxDL Loops	-	-	-	-	-	-	-	
	PR-6-01 % Install Trbls w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment -FP -DS0 -UNE/Resale	-	-	-	-	-	-	1,403	
	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	-	-	-	-	-	-	2,807	
	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-9-01 % Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - IOF	-	-	-	-	-	-	-	
	PR-8-01 % Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	
4	PR-4-07 % On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0
MAINTENANCE									
5	Hot Cut Performance	-	-	-	-	-	-	-	\$0
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
6	Maintenance Performance	\$	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt -Loop-2W Digt-UNE/Resale	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt -Loop -2WxDL Loops	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repair Appt -Loop -Line Share/Spit	-	-	-	-	-	-	-	
	MR-3-02 % Missed Repair Appointment -CO -2WxDL Loops	-	-	-	-	-	-	-	
	MR-4-03 Mean Time To Repair -CO -2WxDL Loops	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W Digt-UNE/Resale	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2WxDL 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	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days -2WxDL 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-4-06 % 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	NP-1-04 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	-	-	-	-	-	-	\$7,872	\$7,872
	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.	-	-	-	-	-	-	7,872	
Month Total		\$28,720	\$0	\$10,976	\$0	\$0	\$4,210	\$7,872	\$51,777

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	100.00	1	0	20
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	10
					30

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	1,874	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	73.74	2,247	-2	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	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E-No FT) -All Specials -UNE/R	100.00	8	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	10	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	6	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	2	NA	NA	NA	0		
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	2.86	10.00	140	10	5.45	-1.80	-2	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	NA	NA	NA	NA	NA	NA	0	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	38.25	1.00	4	1	69.24	54.34	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	2.94	0.00	68	9	5.99	0.77	0	20	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	68	9	0.00	5.00	0	20	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.04	7.69	98	13	4.17	-1.80	-2	10	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	26.76	9.09	142	11	13.86	0.93	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	2.86	NA	140	NA	NA	NA	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	38.25	NA	4	NA	69.24	NA	NA	0	
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	25.71	0.00	140	0	0.00	SS	0	2	
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	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	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	15.83	2.70	22	2	0.00	26.96	SS	NA	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.87	7.15	146	38	0.00	5.18	5.00	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA	NA	NA	NA	0	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA	NA	NA	NA	0	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	NA	2	NA	NA	NA	NA	0	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	50.00	NA	2	NA	NA	NA	NA	0	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	22.62	17.50	168	40	7.36	0.47	0	10	
								Total	122	

"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

Jan-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.50	514	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	35	\$ -
OR-2-04-3320	% OT LSR Rej. - No Facility Check - POTS	100.00	24	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	5	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
NOV-2013	61.44	319	196	NOV-2013	72.39	163	118
DEC-2013	61.61	278	171	DEC-2013	81.31	107	87
JAN-2014	60.91	243	148	JAN-2014	75.86	116	88
Overall	61.31	840	515	Overall	76.91	386	293

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
NOV-2013	89.06	192	171	NOV-2013	96.25	80	77
DEC-2013	95.11	184	176	DEC-2013	95.12	82	78
JAN-2014	94.42	269	254	JAN-2014	98.08	156	153
Overall	93.02	645	600	Overall	96.86	318	308

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
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
JAN-2014	93.16	906	844	JAN-2014	94.83	890	844
Overall	92.85	2,897	2,690	Overall	91.02	1,493	1,359

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	15	100.00	4
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	61	0.00	19
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	16.00	102	16.17	115
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Jan-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.266	\$ 50,209	
Unbundled Network Elements - Loop	-0.023	\$ -	
Resale	-0.332	\$ 18,618	
Digital Subscriber Lines	-0.033	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 68,827
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 43,905	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ -	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		<u>\$ 7,872</u>	
Critical Measure Total			\$ 51,777
Individual Rule Payments:			\$ 4,824
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ <u>125,428</u>

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