

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

Feb-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC				
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		632	2.8750	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.68		244	8.6762	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
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.41		1,635	3.4122	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.52		330	8.5182	NA	0	NA
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR Ordering		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC				
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00		115		0	10	0.000
OR-2-02-3140	% On Time LSRC Reject - Flow Through - Platform		100.00		4		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.24		1,237		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		95.21		459		0	5	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.19		1,236		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		87.02		131		-2	5	-0.042
OR-6-03-3140	% Accuracy - LSRC - Platform		2.08		48		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		97.35		113		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		14		0	2	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		16		0	2	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		2		0	2	0.000

PR Provisioning		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	
		FP	CLEC	FP	CLEC					
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	85.48	60.00	1,736	5	15.78	NA	0	NA	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.41	1.41	3,335	142	1.01	0.4579	0	20	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	8.00	0.00	250	14	7.45	0.4612	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	1.52	1.00	67	3	0.93	0.55	NA	15	NA
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.80	0.00	250	14	2.45	1.2622	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	250	14	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	4.38	3.13	2,556	64	2.59	0.0836	0	10	0.000

MR Maintenance & Repair		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC				
MR-1-01-6050	Average Response Time - Create Trouble	0.72	12.42		1,693	11.7059	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	42.78		301	42.7774	NA	0	NA

MR Maintenance & Repair		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score		
		FP	CLEC	FP	CLEC						
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.94	0.00	255	24	7.17	1.7243	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	16.85	9.09	89	11	11.96	0.1432	0	10	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	9.43	19.04	255	24	9.63	2.06	-3.4316	-2	5	-0.042
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	10.11	6.55	89	11	14.22	4.54	0.8264	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	50.00	47.62	186	21	11.51	0.0236	0	5	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	31.72	47.62	186	21	10.71	-1.6809	-2	5	-0.042	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.84	0.00	186	21	4.94	0.3208	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	8.74	0.00	1,144	7	10.71	0.0712	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.94	0.00	144	1	25.51	SS	0	10	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	22.09	17.51	1,142	7	25.48	9.66	0.5118	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	13.72	3.46	144	1	18.63	18.70	SS	NA	5	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	79.22	80.00	876	5	18.20	SS	NA	5	NA	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	62.44	60.00	876	5	21.72	SS	NA	5	NA	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	26.94	20.00	876	5	19.90	SS	NA	5	NA	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	14.48	11.63	1,630	43	5.44	0.2581	0	10	0.000	

BI Billing		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	
		FP	CLEC	FP	CLEC					
BI-1-02-1000	% DUF in 4 Business Days		99.99		214,517			0	5	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-8	237	-0.143

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

Feb-2014

PO	Pre-Ordering	Performance		Observations			Diff.	Perf. Score	Wgt.	Wgt. Score	
		FP	CLEC	FP	CLEC						
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		0.00					NA	0	NA	
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		632		2.8750	0	2	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.68		244		8.6762	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	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.41		1,635		3.4122	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	8.52		330		8.5182	NA	0	NA	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	
OR Ordering										Wgt.	
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.11		792			0	10	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		28			0	5	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.24		1,237			0	2	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.21		459			0	2	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.19		1,236			0	2	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.43		112			0	5	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		1.46		137			0	5	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		95.90		293			0	5	0.000	
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		22			0	2	0.000	
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		22			0	2	0.000	
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		5			0	2	0.000	
PR Provisioning										Wgt.	
PR-4-02-3100	Average Delay Days - Total - POTS	1.52	1.00	67	3	0.93	0.55	SS	NA	5	NA
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	8.00	4.55	250	22		6.03	0.0591	0	20	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.80	0.00	250	22		1.98	1.0131	0	5	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	250	22		0.00	5.0000	0	5	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	17.75	12.90	355	31		7.16	0.3958	0	10	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		1.64		122				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		30				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	0.72	12.42		1,693			11.7059	-2	2	-0.023
										Stat. Score	
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.51	6.90	1,399	58		3.93	0.3884	0	10	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.73	11.65	1,397	58	23.90	3.20	3.7190	0	5	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	59.49	33.33	985	42		7.73	3.1871	0	5	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	24.16	2.38	985	42		6.74	3.5928	0	5	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	14.48	11.29	1,630	62		4.55	0.4867	0	10	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	5.66	25.00	53	4		11.98	SS	NA	10	NA
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	14.82	8.73	53	4	16.29	8.45	SS	NA	5	NA
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	
									-2	173	-0.023

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

Feb-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC				
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		632	2.8750	0	2	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.68		244	8.6762	NA	0	NA
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.41		1,635	3.4122	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.52		330	8.5182	NA	0	NA
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR Ordering		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC				
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2hr		100.00		42		0	10	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		8		0	5	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.24		1,237		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		95.21		459		0	5	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.19		1,236		0	5	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS		77.78		45		-2	10	-0.083
OR-6-03-2000	% Accuracy - LSRC		0.00		9		0	10	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		95.00		20		0	5	0.000
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000

PR	Provisioning	Performance		Observations		FP Std Deviation	Sampling Error	Stat Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC							
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	85.48	100.00	1,736	3		20.36	SS	0	5	0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.41	2.94	3,335	34		2.03	-1.3813	-1	20	-0.083	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	8.00	0.00	250	4		13.67	SS	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	1.52	1.00	67	1	0.93	0.93	SS	NA	15	NA	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.80	0.00	250	4		4.49	SS	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	250	4		0.00	SS	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	4.38	6.06	2,556	33		3.59	-0.9331	-1	15	-0.082	

MR Maintenance & Repair		Performance		Observations		FP Std Deviation	Sampling Error	Stat Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC							
MR-1-01-6050	Average Response Time - Create Trouble	0.72	12.42		1,693			11.7059	-2	2	-0.017	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	42.78		301			42.7774	NA	0	NA	

MR	Maintenance & Repair	Performance		Observations		FP Std Deviation	Sampling Error	Stat Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC							
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.94	16.67	255	6		13.86	-0.9281	-1	10	-0.041	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	16.67	0.00	90	17		9.86	1.5487	0	10	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	9.43	36.41	255	6	9.63	3.98	5.0000	0	5	0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	10.11	4.85	89	17	14.22	3.76	1.7589	0	5	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	50.00	27.27	186	11		15.51	1.1574	0	5	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	31.72	18.18	186	11		14.44	0.5783	0	5	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.84	0.00	186	11		6.66	0.2266	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.74	0.00	1,144	3		16.33	SS	0	10	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.94	NA	144	NA			NA	NA	0	NA	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	22.09	12.20	1,142	3	25.48	14.73	SS	NA	5	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	13.72	NA	144	NA	18.63		NA	NA	0	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	79.22	100.00	876	2		28.72	SS	NA	5	NA	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	62.44	50.00	876	2		34.28	SS	NA	5	NA	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	26.94	0.00	876	2		31.41	SS	0	5	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	14.48	15.38	1,630	26		6.96	-0.4642	0	10	0.000	

BI Billing		Performance		Observations		FP Std Deviation	Sampling Error	Stat Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC							
BI-1-02-1000	% DUF in 4 Business Days		99.99		214,517				0	5	0.000	
									Totals	-7	242	-0.285

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

Feb-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score		
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.67		3	5.6667	NA	0	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	5.73		231	5.7316	0	5	0.000		
PO-2-02-6050	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		9		0	2	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000		
OR Ordering											
OR-1-04-1341	% On Time LSRG - No Facility Check - 2W Digital -UNE/Resale		100.00		1		0	2	0.000		
OR-1-06-1341	% OT LSRG/ASRC - Facility Check - 2W Digital -UNE/Resale	NA	NA		NA		NA	0	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	NA	NA		NA		NA	0	0.000		
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale	NA	NA		NA		NA	0	0.000		
OR-1-04-3342	% On Time LSRG - No Facility Check - 2W xDSL Loops		100.00		4		0	5	0.000		
OR-1-06-3342	% On Time LSRG/ASRC - Facility Check - 2W xDSL Loops	NA	NA		NA		NA	0	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops	NA	NA		NA		NA	0	0.000		
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops	NA	NA		NA		NA	0	0.000		
OR-1-04-3340	% OT LSRG - No Facility Check - Line Share/Split	NA	NA		NA		NA	0	0.000		
OR-1-06-3340	% On Time LSRG/ASRC - Facility Check - Line Share/Split	NA	NA		NA		NA	0	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split	NA	NA		NA		NA	0	0.000		
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split	NA	NA		NA		NA	0	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.24		1,237		0	2	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		95.21		459		0	2	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.19		1,236		0	2	0.000		
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.33	NA	3	NA	0.58	NA	NA	0	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	33	NA		NA	NA	0	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	18.75	NA	16	NA		NA	NA	0	0.000	
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	140	NA		NA	NA	0	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	8.16	NA	49	NA		NA	NA	0	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		16		0	10	0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.33	NA	3	NA	1.15	NA	NA	10	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		20		0	10	0.000		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	18.31	10.81	355	37	6.68	0.9066	0	15	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	4	20	27.39	SS	0	5	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	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	NA	0	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	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	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	0.72	12.42		1,693		11.7059	-2	2	-0.032	
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	9.51	0.00	1,399	22	6.30	1.2099	0	5	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.66	100.00	53	1	23.33	SS	NA	5	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	19.73	15.07	1,397	22	23.90	5.13	1.1665	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	14.82	20.96	53	1	16.29	16.45	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	52.16	86.98	878	23	10.55	3.2438	0	5	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	59.49	100.00	985	2	34.75	SS	NA	10	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	14.48	21.74	1,630	23	7.39	-1.2507	-1	10	-0.079	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	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	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	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	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-3	126	-0.111	

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

Feb-2014

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score		
		CLEC		FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			3	0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	100.00			3	0	10	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	NA	0	0.000		
OR-2-12-5020	% On Time Trunk ASR Reject	100.00			8	0	5	0.000		
PR Provisioning		FP								
PR-4-07-3540	% On Time Performance - LNP only	96.07		611		0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		1		0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	1	1	0.00	SS 0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	1	1	0.00	SS 0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	2	1	0.00	SS 0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	100.00	1	1	0.00	SS NA	5	0.000	
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	3.42	NA	1	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	0.00	NA	1	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	100	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.

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business D	100.00	561	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	2,430	0	20
					29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Re	100.00	3	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Re	100.00	5	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	11	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	25	0	5

PR	Provisioning	FP		FP		Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	75.00	NA	4	NA			NA	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	3.36	23.08	119	13	5.26	-2.92	-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	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	29.86	8.67	7	3	60.32	31.58	SS	NA	5	
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	2.56	9.09	39	11	5.40	-1.70	-2		20	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	2.56	9.09	39	11	5.40	-1.70	-2		20	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	3.28	5.56	61	18	4.78	-1.13	-1		10	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	27.64	7.14	123	14	12.61	1.39	0		5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	3.36	NA	119	NA			NA	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	50.50	NA	4	NA	77.14		NA	NA	0	
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	26.89	0.00	119	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			
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.98	27.90	17	4	12.80	17.37	SS	NA	5	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.17	11.34	89	34	5.04	4.03	-2.89	-2	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	0.00	NA	1	1.00		SS	0	5	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	0.00	NA	1	1.00		SS	0	5	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.09	21.05	106	38	6.77	-1.10	-1		10	
										Total	132

"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

Feb-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.31	406	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	36	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	38	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	7	\$ -

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
DEC-2013	61.61	278	171	DEC-2013	81.31	107	87
JAN-2014	60.91	243	148	JAN-2014	76.86	116	88
FEB-2014	69.23	247	171	FEB-2014	87.02	131	114
Overall	63.80	768	490	Overall	81.64	364	289

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
DEC-2013	95.11	184	175	DEC-2013	95.12	82	78
JAN-2014	94.42	269	254	JAN-2014	98.08	166	163
FEB-2014	92.71	247	229	FEB-2014	96.43	112	108
Overall	94.00	700	658	Overall	96.86	350	339

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
DEC-2013	97.02	941	913	DEC-2013	88.69	263	233
JAN-2014	93.16	906	844	JAN-2014	94.83	890	844
FEB-2014	92.14	649	598	FEB-2014	93.44	640	598
Overall	94.35	2,496	2,355	Overall	93.42	1,793	1,675

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	30	100.00	16
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	1.64	122	0.00	61
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	18.05	2	NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	14.60	105	16.00	102
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)	Total	
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	-
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	-
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	-
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	-

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Feb-2014

		<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY				
	Unbundled Network Elements - Platform	-0.143	\$ -	
	Unbundled Network Elements - Loop	-0.023	\$ -	
	Resale	-0.285	\$ 13,813	
	Digital Subscriber Lines	-0.111	\$ -	
	Trunks	0.000	\$ -	
	Mode of Entry Total		<u>\$ -</u>	\$ 13,813
# CRITICAL MEASURES				
1	OSS Interface		\$ -	
2	% On Time Ordering Notification		\$ -	
3	Installation Performance		\$ 24,005	
4	% On Time Performance - LNP		\$ -	
5	Hot Cut Performance		\$ -	
6	Maintenance Performance		\$ 28,105	
7	Final Trunk Groups Blocked		\$ -	
8	Collocation		\$ -	
9	Resolution Processes		<u>\$ -</u>	
	Critical Measure Total		<u>\$ -</u>	\$ 52,110
	Individual Rule Payments:		\$ 4,907	
SPECIAL PROVISIONS				
	UNE Ordering		\$ -	
	UNE Flow Through		\$ -	
	UNE Hot Cut Loop		\$ -	
	Special Provision Total		<u>\$ -</u>	\$ -
	CHANGE CONTROL		<u>\$ -</u>	
	Grand Total		<u><u>\$ 70,830</u></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

Feb-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC				
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		632	2.8750	0	2	0.000
PO-1-03-6020	Address Validation -EDI	NA	8.68		244	8.6762	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
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.41		1,635	3.4122	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	8.52		330	8.5182	NA	0	NA
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000

OR		Ordering		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
FP	CLEC	FP	CLEC	FP	CLEC				
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00		115		0	10	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		4		0	5	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.24		1,237		0	5	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		95.21		459		0	5	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.19		1,236		0	5	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		87.02		131		-2	5	-0.042
OR-6-03-3140	% Accuracy - LSRC - Platform		2.08		48		0	5	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		97.35		113		0	5	0.000
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		14		0	2	0.000
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		16		0	2	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		2		0	2	0.000

PR	Provisioning	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	
		FP	CLEC	FP	CLEC					
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	85.48	60.00	1,736	5	15.78	NA	0	NA	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.41	1.41	3,335	142	1.01	0.4579	0	20	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	8.00	0.00	250	14	7.45	0.4812	0	10	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	1.52	1.00	67	3	0.93	0.55	NA	15	NA
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.80	0.00	250	14	2.45	1.2622	0	5	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	250	14	0.00	5.0000	0	5	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	4.38	3.13	2,556	64	2.59	0.0836	0	10	0.000

MR	Maintenance & Repair	Performance		Observations		FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC						
MR-1-01-6050	Average Response Time - Create Trouble	0.72	12.42		1,693			11.7059	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	42.78		301			42.7774	NA	0	NA

MR	Maintenance & Repair	Performance		Observations		FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
		FP	CLEC	FP	CLEC						
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.94	0.00	255	24	7.17	1.7243	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	16.85	9.09	89	11	11.96	0.1432	0	10	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	9.43	19.04	255	24	9.63	2.06	-3.4316	-2	5	-0.042
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	10.11	6.55	89	11	14.22	4.54	0.8264	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	50.00	47.62	186	21	11.51	0.0236	0	5	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	31.72	47.62	186	21	10.71	-1.6809	-2	5	-0.042	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.84	0.00	186	21	4.94	0.3208	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	8.74	0.00	1,144	7	10.71	0.0712	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	6.94	0.00	144	1	25.51	SS	0	10	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	22.09	17.51	1,142	7	25.48	9.66	0.5118	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	13.72	3.46	144	1	18.63	18.70	SS	NA	5	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	79.22	80.00	876	5	18.20	SS	NA	5	NA	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	62.44	60.00	876	5	21.72	SS	NA	5	NA	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	26.94	20.00	876	5	19.90	SS	NA	5	NA	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	14.48	11.63	1,630	43	5.44	0.2581	0	10	0.000	

BI		Billing		Observations		FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
FP	CLEC	FP	CLEC	FP	CLEC						
BI-1-02-1000	% DUF in 4 Business Days		99.99		214,517				0	5	0.000
								Totals	-8	237	-0.143

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

Feb-2014

PO	Pre-Ordering	Performance		Observations			Perf.		Wgtd.				
		FP	CLEC	FP	CLEC	Diff.	Score	Wgt.	Score				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		0.00				NA	0	NA				
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		632		2.8750	0	2	0.000			
PO-1-03-6020	Address Validation - EDI	NA	8.88		244		8.6762	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			
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA			NA	0	NA			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA			
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.41		1,635		3.4122	0	2	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	8.52		330		8.5182	NA	0	NA			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000			
OR Ordering										Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.11		792			0	10	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		28			0	5	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.24		1,237			0	2	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		95.21		459			0	2	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		99.19		1,236			0	2	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.43		112			0	5	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		1.46		137			0	5	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		95.90		293			0	5	0.000			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		22			0	2	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		22			0	2	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		5			0	2	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	1.52	1.00	67	3	0.93	0.55	SS	NA	5	NA		
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	8.00	4.55	250	22		6.03	0.0591	0	20	0.000		
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.80	0.00	250	22		1.98	1.0131	0	5	0.000		
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	250	22		0.00	5.0000	0	5	0.000		
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	17.75	12.90	355	31		7.16	0.3958	0	10	0.000		
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		1.64		122				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		30				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	0.72	12.42		1,693			11.7059	-2	2	-0.023		
										Stat. Score			
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.51	6.90	1,399	58		3.93	0.3884	0	10	0.000		
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	19.73	11.65	1,397	58	23.90	3.20	3.7190	0	5	0.000		
MR-4-07-3112	% Out of Service > 12 Hours - Loop	59.49	33.33	985	42		7.73	3.1871	0	5	0.000		
MR-4-08-3112	% Out of Service > 24 Hours - Loop	24.16	2.38	985	42		6.74	3.5928	0	5	0.000		
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	14.48	11.29	1,630	62		4.55	0.4867	0	10	0.000		
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	5.66	25.00	53	4		11.98	SS	NA	10	NA		
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	14.82	8.73	53	4	16.29	8.45	SS	NA	5	NA		
										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

Feb-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score		
		FP	CLEC	FP	CLEC						
PO-1-01-6020	Customer Service Record - EDI	NA	2.88		632	2.8750	0	2	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.68		244	8.6762	NA	0	NA		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.41		1,635	3.4122	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	8.52		330	8.5182	NA	0	NA		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000		
OR Ordering											
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2h		100.00		42		0	10	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		8		0	5	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.24		1,237		0	5	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		95.21		459		0	5	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.19		1,236		0	5	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		77.78		45		-2	10	-0.083		
OR-6-03-2000	% Accuracy - LSRC		0.00		9		0	10	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		95.00		20		0	5	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		2		0	2	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000		
PR Provisioning											
PR-3-01-2100	% Completed In 1 Day (1-5 lines - No Disp) - POTS Total	85.48	100.00	1,736	3	20.36	SS	0	5	0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.41	2.94	3,335	34	2.03	-1.3813	-1	20	-0.083	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	8.00	0.00	250	4	13.67	SS	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	1.52	1.00	67	1	0.93	0.93	SS	NA	15	NA
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.80	0.00	250	4	4.49	SS	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	250	4	0.00	SS	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	4.38	6.06	2,556	33	3.59	-0.9331	-1	15	-0.062	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	0.72	12.42		1,693		11.7059	-2	2	-0.017	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	42.78		301		42.7774	NA	0	NA	
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.94	16.67	255	6	13.86	-0.9281	-1	10	-0.041	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	16.67	0.00	90	17	9.86	1.5487	0	10	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	9.43	36.41	255	6	9.63	3.98	5.0000	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	10.11	4.85	89	17	14.22	3.76	1.7589	0	5	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	50.00	27.27	186	11	15.51	1.1574	0	5	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	31.72	18.18	186	11	14.44	0.5783	0	5	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.84	0.00	186	11	6.66	0.2266	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	8.74	0.00	1,144	3	16.33	SS	0	10	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	6.94	NA	144	NA		NA	NA	0	NA	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	22.09	12.20	1,142	3	25.48	14.73	SS	NA	5	NA
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	13.72	NA	144	NA	18.63		NA	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	79.22	100.00	876	2	28.72	SS	NA	5	NA	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	62.44	50.00	876	2	34.28	SS	NA	5	NA	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	26.94	0.00	876	2	31.41	SS	0	5	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	14.48	15.38	1,630	26	6.96	-0.4642	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF In 4 Business Days		99.99		214,517			0	5	0.000	
								Totals	-7	242	-0.285

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

Feb-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score		
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	5.67		3		5.6667	NA	0	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA			NA	0	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	5.73		231		5.7316	0	5	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	2	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		100.00		9			0	2	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1			0	2	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSR - No Facility Check - 2W Digital -UNE/Resale		100.00		1			0	2	0.000	
OR-1-06-1341	% OT LSR/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	
OR-1-04-3342	% On Time LSR - No Facility Check - 2W xDSL Loops		100.00		4			0	5	0.000	
OR-1-06-3342	% On Time LSR/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	
OR-1-04-3340	% OT LSR - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	
OR-1-06-3340	% On Time LSR/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.24		1,237			0	2	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		95.21		459			0	2	0.000	
OR-4-17-1000	% On Time PCN - 2 Business Day		99.19		1,236			0	2	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.33	NA	3	NA	0.58		NA	NA	0	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	0.00	NA	33	NA			NA	NA	0	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	18.75	NA	16	NA			NA	NA	0	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	140	NA			NA	NA	0	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	8.16	NA	49	NA			NA	NA	0	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		16			0	10	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.33	NA	3	NA	1.15		NA	NA	10	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		20			0	10	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	18.31	10.81	355	37	6.68	0.9066	0	15	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	4	20	27.39	SS	0	5	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	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	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
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	0.72	12.42		1,693			11.7059	-2	2	-0.032
Stat. Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	1	NA			NA	NA	0	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	9.51	0.00	1,399	22	6.30	1.2099	0	5	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	5.66	100.00	53	1	23.33	SS	NA	5	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	19.73	15.07	1,397	22	23.90	5.13	1.1665	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	14.82	20.96	53	1	16.29	16.45	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	52.16	86.96	878	23	10.55	3.2438	0	5	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	59.49	100.00	985	2	34.75	SS	NA	10	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	14.48	21.74	1,630	23	7.39	-1.2507	0	10	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	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
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	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
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
								Totals	-2	126	-0.032

"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

Feb-2014

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score		
		CLEC		FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00				0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	100.00				0	10	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00				NA	0	0.000		
OR-2-12-5020	% On Time Trunk ASR Reject	100.00				0	5	0.000		
PR Provisioning		FP								
PR-4-07-3540	% On Time Performance - LNP only	96.07		611		0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		1		0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	1	1	0.00	SS 0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	1	1	0.00	SS 0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	2	1	0.00	SS 0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	100.00	1	1	0.00	SS NA	5	0.000	
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	3.42	NA	1	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	0.00	NA	1	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	100	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							Feb-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 - 2Wxg-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 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 - 2Wxg-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	\$0	\$0	\$10,616	\$0	\$0	\$13,359		\$24,005	
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days -Total -Line Share/Spit	-	-	-	-	-	-	-	-	
PR-4-04	Missed Appointments -Dispatch	-	-	-	-	-	-	-	-	
PR-4-04	Missed Appnts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-	
PR-4-04	Missed Appnts - Disp - Line Share/Spit	-	-	-	-	-	-	-	-	
PR-4-05	Missed Appointments - No Dispatch	-	-	7,024	-	-	-	-	-	
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	-	-	3,622	-	-	-	-	-	
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	-	-	-	-	-	1,297	-	-	
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	-	-	-	-	-	5,188	-	-	
PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	5,188	-	-	
PR-6-01	% Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	1,686	-	-	
PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale	-	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - EEL	-	-	-	-	-	-	-	-	
PR-8-01	% Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - IOF	-	-	-	-	-	-	-	-	
PR-8-01	% Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	-	
4	PR-4-07 % On Time Performance - LNP					\$0			\$0	
Hot Cut Performance										
5	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-	
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	\$3,924	\$0	\$0	\$1,297		\$5,221	
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	3,924	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	-	
MR-3-01	% Missed Repair Appt -Loop -2W Dig-UNE/Resale	-	-	-	-	-	-	-	-	
MR-3-01	% Missed Repair 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	-	-	-	-	-	1,297	-	-	
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-4-03	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	-	-	-	
NETWORK PERFORMANCE										
7	NP-1-04 Final Trunk Groups Blocked					\$0			\$0	
Collocation										
8	NP-2-01/2 % OT Response to Request for Collocation - Total							\$0	\$0	
NP-2-05/6	% On Time - Physical Collocation - Total									
NP-2-07/8	Average Delay Days - Total									
RESOLUTION PROCESS										
9	Resolution Process							\$0	\$0	
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-	
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-	
BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-	
BI-3-05	%CLEC Billing Claims Rcvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-	
Month Total		\$0	\$0	\$14,669	\$0	\$0	\$14,656	\$0	\$29,226	

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
OR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business Days	100.00	561	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	2,430	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/Resale	100.00	3	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	5	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	11	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	25	0	5

PR	Provisioning	FP		FP		Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
		FP	NA	FP	NA					
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	75.00	NA	4	NA			NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	3.36	23.08	119	13	5.26	-2.92	-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
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	29.86	8.67	7	3	60.32	31.58	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	2.56	9.09	39	11		5.40	-1.70	-2	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	2.56	9.09	39	11		5.40	-1.70	-2	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	3.28	5.56	61	18		4.78	-1.13	-1	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	27.64	7.14	123	14		12.61	1.39	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	3.36	NA	119	NA			NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	50.50	NA	4	NA	77.14		NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	26.89	0.00	119	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	NA	FP	NA	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	10.98	27.90	17	4	12.80	17.37	SS	NA	5	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.17	11.34	89	34	5.04	4.03	-2.89	-2	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	0.00	NA	1		1.00	SS	0	5	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	0.00	NA	1		1.00	SS	0	5	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.09	21.05	106	38		6.77	-1.10	0	10	
"NA" - no activity "UD" - under development "SS" - Small Sample										Total	132

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

Special Provision - UNE Ordering

Feb-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.31	406	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	36	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	38	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	7	\$ -

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
DEC-2013	61.51	278	171	DEC-2013	81.31	107	87
JAN-2014	60.91	243	148	JAN-2014	76.86	116	88
FEB-2014	69.23	247	171	FEB-2014	87.02	131	114
Overall	63.80	768	490	Overall	81.64	364	289

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
DEC-2013	95.11	184	176	DEC-2013	95.12	82	78
JAN-2014	94.42	269	264	JAN-2014	98.08	166	153
FEB-2014	92.71	247	229	FEB-2014	96.43	112	108
Overall	94.00	700	658	Overall	96.86	350	339

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
DEC-2013	97.02	941	913	DEC-2013	88.69	263	233
JAN-2014	93.16	906	844	JAN-2014	94.83	890	844
FEB-2014	92.14	649	598	FEB-2014	93.44	640	598
Overall	94.35	2,496	2,355	Overall	93.42	1,793	1,676

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	30	100.00	15
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	1.64	122	0.00	61
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	18.05	2	NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	14.50	105	16.00	102
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Feb-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.143	\$ -	
Unbundled Network Elements - Loop	-0.023	\$ -	
Resale	-0.285	\$ 13,813	
Digital Subscriber Lines	-0.032	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$	13,813
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 24,005	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 5,221	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$	29,226
Individual Rule Payments:		\$	4,907
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$	-
CHANGE CONTROL		\$	-
Grand Total		\$	47,946

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