

Fair Point New Hampshire Performance Assurance Plan Report

PRELIM

UNE Platform

Mar-2014

Performance Assurance Plan Report		Performance		Observations		Perf.		Wgt.		Domain Clustering	
PO	Pre-Ordering	FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review	
PO-1-01-6020	Customer Service Record - EDI	NA	3.13		992	3.1250	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.66		259	8.6641	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	3.06		1,503	3.0632	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	7.84		283	7.8375	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering									Wgt.		
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		95.29		85		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		7		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.29		1,356		-1	5	-0.021	-0.049	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.01		502		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		96.62		1,359		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		83.19		113		-2	5	-0.042	-0.098	
OR-6-03-3140	% Accuracy - LSRC - Platform		4.00		50		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		92.20		141		-1	5	-0.021	-0.049	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		2		0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		31		0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		1		0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	85.92	40.00	1,840	5	15.57		NA	0	NA	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.49	0.00	3,481	98	1.24	0.7271	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	7.52	9.09	412	11	8.06	-0.8455	-1	10	-0.042	-0.077
PR-4-02-3100	Average Delay Days - Total - POTS	1.41	2.00	83	1	1.13	1.13	NA	15	NA	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.73	9.09	412	11	2.60	-2.6881	-2	5	-0.042	-0.077
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	412	11	0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	2.88	1.69	2,881	59	2.20	0.0189	0	10	0.000	0.000
MR Maintenance & Repair		Performance		Observations		FP Std Deviation	Sampling Error	Perf. Score	Wgt.	Wgt. Score	
MR-1-01-6050	Average Response Time - Create Trouble	0.85	8.47		1,897			7.6110	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.81		360			47.8056	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	13.18	2.63	311	38	5.81	1.7596	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	10.09	9.09	109	11	9.53	0.5174	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.81	11.26	309	38	19.03	3.27	0.0775	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	5.38	4.83	109	11	8.03	2.54	0.1201	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	41.71	42.86	199	21	11.31	-0.3423	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	26.63	33.33	199	21	10.14	-0.9192	-1	5	-0.021	-0.025
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.52	4.76	199	21	4.77	-0.6903	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	6.70	0.00	1,179	11	7.57	0.0799	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	11.92	0.00	151	1	32.51	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.47	13.07	1,179	11	18.92	5.73	1.3064	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	15.83	20.04	151	1	25.52	25.60	SS	NA	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	76.39	71.43	881	7	16.12	0.0537	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	60.50	57.14	881	7	18.55	0.1769	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	18.39	0.00	881	7	14.70	0.6971	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	15.22	13.11	1,748	61	4.68	0.2307	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00	240,152				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-10	237	-0.207

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

Mar-2014

PO	Pre-Ordering	Performance		Observations		Perf.		Wgt.		Domain Clustering		
		FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review		
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	3.13	992		3.1250	0	2	0.000	0.000		
PO-1-03-6020	Address Validation - EDI	NA	8.66	259		8.6641	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	3.06	1,503		3.0632	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.84	263		7.8375	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering								Wgt.				
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.78	270			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	1			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.29	1,356			-1	2	-0.012	-0.024		
OR-4-16-1000	% On Time PCN - 1 Business Day		98.01	502			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		96.62	1,359			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.40	111			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		2.65	189			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		98.91	826			0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	10			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	42			0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	1			0	2	0.000	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat Score	Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	1.41	2.00	83	1	1.13	1.13	SS	NA	5	NA	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	7.52	0.00	412	24	5.54	0.9865	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.73	0.00	412	25	1.75	0.9849	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	412	25	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	9.14	6.56	547	61	3.89	0.3902	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		1.74		115			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		22			0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	
MR Maintenance & Repair		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	0.85	8.47	1,697			7.6110	-2	2	-0.023	-0.038	
		Stat Score										
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	8.05	4.29	1,490	70	3.33	0.9090	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.85	7.84	1,488	70	19.20	2.35	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	56.13	22.73	1,003	44	7.64	4.2559	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.25	2.27	1,003	44	5.68	2.6136	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	15.22	9.59	1,748	73	4.29	1.1685	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.45	0.00	62	3	14.52	SS	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	13.75	6.11	62	3	29.84	17.64	SS	NA	5	NA	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-3	173	-0.035	

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

Mar-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review
		FP	CLEC	FP	CLEC					
PO-1-01-6020	Customer Service Record - EDI	NA	3.13		992	3.1250	0	2	0.000	0.000
PO-1-03-6020	Address Validation - EDI	NA	8.66		259	8.6641	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	3.06		1,503	3.0632	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	7.84		283	7.8375	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000
OR Ordering										
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2h	100.00			8		0	10	0.000	0.000
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00			1		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.29			1,356		-1	5	-0.024	-0.042
OR-4-16-1000	% On Time PCN - 1 Business Day	98.01			502		0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day	96.62			1,359		0	5	0.000	0.000
OR-5-03-2000	% Flow Through - Achieved - POTS	100.00			8		0	10	0.000	0.000
OR-6-03-2000	% Accuracy - LSRC	0.00			27		0	10	0.000	0.000
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	93.88			49		-1	5	-0.024	-0.042
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00			1		0	2	0.000	0.000
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00			10		0	2	0.000	0.000
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA			NA		NA	0	NA	0.000
PR Provisioning										
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	85.92	66.67	1,840	3		20.10	SS	NA	0.000
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.49	8.33	3,481	12		3.51	-2.2107	-2	20
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	7.52	11.11	412	9		8.89	-1.0620	-1	10
PR-4-02-2100	Average Delay Days - Total - POTS	1.41	1.00	83	2	1.13	0.81	SS	NA	15
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.73	0.00	412	9		2.86	1.5307	0	5
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	412	9		0.00	5.0000	0	5
PR-6-01-2100	% Installation Troubles within 30 days - POTS	2.88	0.00	2,881	28		3.18	0.1436	0	15
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	0.85	8.47		1,897		7.6110	-2	2	-0.019
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.81		360		47.8056	NA	0	NA
Stat Score										
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	13.18	0.00	311	10		10.87	0.6754	0	10
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	10.09	0.00	109	1		30.26	SS	0	10
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.81	8.36	309	10	19.03	6.11	0.4722	0	5
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.38	17.53	109	1	8.03	8.06	SS	NA	5
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	41.71	42.86	199	7		18.96	-0.4626	0	5
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	26.63	28.57	199	7		17.00	-0.5904	0	5
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.52	0.00	199	7		7.99	0.6067	0	5
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	6.70	NA	1,179	NA		NA	NA	0	NA
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	11.92	NA	151	NA		NA	NA	0	NA
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.47	NA	1,179	NA	18.92	NA	NA	0	NA
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	15.83	NA	151	NA	25.52	NA	NA	0	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	76.39	NA	881	NA		NA	NA	0	NA
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	60.50	NA	881	NA		NA	NA	0	NA
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	18.39	NA	881	NA		NA	NA	0	NA
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	15.22	9.09	1,748	11		10.86	0.0381	0	10
BI Billing										
BI-1-02-1000	% DUF in 4 Business Days		100.00		240,152			0	5	0.000
Totals										
								-7	210	-0.305

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

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

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

PRELIM

DSL

Mar-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering	
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	3.50		2		3.5000	0	5	0.000	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	5.92		345		5.9217	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		11		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2		0	2	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		17		0	2	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		100.00		1		0	2	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		95.60		111		0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		1		0	5	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		3		0	2	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.29		1,356		-1	2	-0.014	-0.045	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.01		502		0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		96.62		1,359		0	2	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	1	NA	0.00	NA	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	33.33	NA	3	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	2	1	0.00	SS	0	2	0.000	0.000
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	12.50	NA	8	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	80.00	0.00	5	1	43.82	SS	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		34		0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	NA	1	NA	0.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		58		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	9.51	7.14	547	70	3.72	0.3836	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	33.33	0.00	6	58	20.22	2.4353	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	0.85	8.47		1,897		7.6110	-2	2	-0.027	-0.043
Stat Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	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	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	42.49	NA	3	NA	65.06	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	NA	3	NA		NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	3	NA		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	8.05	10.00	1,490	20	6.13	-0.7877	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.58	0.00	61	2	17.79	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.85	10.11	1,488	20	19.20	4.32	2.2801	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	13.95	2.18	61	2	30.05	21.59	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	49.31	95.45	1,087	22	10.77	4.4152	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	56.19	0.00	1,002	1	49.64	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	15.22	36.36	1,748	22	7.71	-2.6993	-2	10	-0.137	-0.213
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
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-5	146	-0.178

"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

Mar-2014

OR		Ordering		Performance		Observations		Perf.		
		CLEC	FP	CLEC			Score	Wgt.	Wgt. Score	
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)		100.00		2			0	5	0.000	
OR-1-13-5000 % On Time Design Layout Record		100.00		2			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 TimeTrunk ASR Reject		100.00		2			0	5	0.000	
PR		Provisioning		FP						
PR-4-07-3540 % On Time Performance - LNP only		97.43		622			0	20	0.000	
PR-4-15-5000 % On Time Provisioning - Trunks		100.00		2			0	20	0.000	
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	6	3	0.00	SS	0	5	0.000
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	6	3	0.00	SS	0	5	0.000
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	11	6	0.00	SS	0	10	0.000
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00	33.33	6	3	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	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			PRELIM				Mar-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 LSRG - Flow Through		-	-	-	-				
OR-1-04	%OT LSRG - No Facility Check - 2Wdg-UNE/Rsl		-	-	-	-				
OR-1-04	%OT LSRG - No Facility Check - 2W xDSL Loops		-	-	-	-				
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 - 2W xDSL Loops		-	-	-	-				
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Spit		-	-	-	-				
OR-4-16	% On Time PCN - 1 Bus. Day		-	-	-	-				
OR-1-04	%OT LSRG - No Facility Check - All Spds-UNE/Rsl		-	-	-	-				
OR-1-06	%OT LSRG/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	\$6,330	\$0	\$11,414	\$0	\$0	\$0	\$0		\$17,743
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 - 2W xDSL Loop	-	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	-	-
PR-4-04	Missed Appointments - Dispatch	6,330	-	2,634	-	-	-	-	-	-
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	-	-	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 - 2W xDSL 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 -2W xDSL Loops	-	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment -FP -DS0 -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment -FP -Other -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-5-01	% Missed Appointment - Facilities -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-6-01	% Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-8-01	% Open Orders in Hold Status >30 Days -UNE/Resale	-	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - EEL	-	-	-	-	-	-	-	-	-
PR-8-01	% Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - IOF	-	-	-	-	-	-	-	-	-
PR-8-01	% Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	-	-
4	PR-4-07 % On Time Performance - LNP						\$0			\$0
5	Hot Cut Performance		-							\$0
PR-6-02	% Install'n Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-	-
PR-6-02	% Install'n Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-	-
PR-6-02	% Install'n 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	\$28,264	\$0	\$0			\$28,264
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-2W xDSL Loops	-	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repair Appt-Loop-Line Share/Spit	-	-	-	-	-	-	-	-	-
MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops	-	-	-	-	-	-	-	-	-
MR-4-03	Mean Time To Repair -CO -2W xDSL Loops	-	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops	-	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Spit	-	-	-	-	-	-	-	-	-
MR-4-03	Out of Service >24Hrs. - Bus.	-	-	-	-	-	-	-	-	-
MR-4-03	Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	-	-
MR-4-03	Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports within 30 Days	-	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days -2w Digital-UNE/Resale	-	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops	-	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-	-
MR-4-06	% Out of Service >4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-	-
MR-4-06	% Out of Service >4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-	-
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-	-
MR-4-06	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	-	-	-	-
NETWORK PERFORMANCE										
7	NP-1-04 Final Trunk Groups Blocked						\$0			\$0
8	Collocation								\$0	\$0
NP-2-01/2	% OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-	-
NP-2-05/6	% On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-	-
NP-2-07/8	Average Delay Days - Total	-	-	-	-	-	-	-	-	-
RESOLUTION PROCESS										
9	Resolution Process								\$0	\$0
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-	-
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-	-
BI-3-04	% CLEC Billing Claims Acknowledgd w/ 2 Bus Days	-	-	-	-	-	-	-	-	-
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-	-
Month Total			\$6,330	\$0	\$11,414	\$28,264	\$0	\$0	\$0	\$46,007

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
DR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	99.58	710	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	995	0	20
				29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	9	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	21	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	2	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	16.67	NA	6	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	6.57	2.04	137	98	3.28	1.33	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	3	3.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	3.50	1.00	10	2	3.14	14.24	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	3.66	0.00	82	28	4.11	0.23	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	82	28	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	6.84	8.89	117	45	4.43	-0.80	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	11.19	0.99	143	101	4.10	3.07	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	6.57	NA	137	NA		NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	3.67	NA	9	NA	3.28	NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	10.22	0.00	137	0		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							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	15.15	4.65	13	1	24.67	37.21	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.94	3.83	175	33	9.56	4.11	0.57
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	50.00	2	2		0.00	SS
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	2	2		0.00	SS
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.96	8.82	188	34		6.82	0.80
"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

Mar-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.93	967	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	12	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	73	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	2	\$ -

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
JAN-2014	60.91	243	148	JAN-2014	76.86	116	88
FEB-2014	69.23	247	171	FEB-2014	87.02	131	114
MAR-2014	62.76	239	160	MAR-2014	83.19	113	94
Overall	64.33	729	469	Overall	82.22	360	296
				Market Adjustment *			
					\$ 255,984		

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
JAN-2014	94.42	269	254	JAN-2014	98.08	156	153
FEB-2014	92.71	247	229	FEB-2014	96.43	112	108
MAR-2014	93.20	260	233	MAR-2014	96.40	111	107
Overall	93.47	766	716	Overall	97.10	379	368
				Market Adjustment *			
					\$ -		

OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JAN-2014	93.16	906	844	JAN-2014	94.83	890	844
FEB-2014	92.14	649	598	FEB-2014	93.44	640	598
MAR-2014	92.77	940	872	MAR-2014	93.91	608	571
Overall	92.76	2,495	2,314	Overall	94.16	2,138	2,013
				Market Adjustment *			
					\$ -		

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	22	100.00	30
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	1.74	115	1.64	122
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	22.32	2	18.05	2
PR-9-08-3533	Avg Durn HC Install Trbl-UNE POTS Loop Ttl HC-FP	17.17	101	14.50	105
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durn 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

Mar-2014

	Weighted <u>Score</u>	Market <u>Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.207	\$ -	
Unbundled Network Elements - Loop	-0.035	\$ -	
Resale	-0.305	\$ 16,216	
Digital Subscriber Lines	-0.178	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 16,216	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 17,743	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 28,264	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 46,007	
Individual Rule Payments:		\$ -	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ 255,984	
CHANGE CONTROL		\$ -	
Grand Total		\$ 318,207	

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

Mar-2014

Performance Assurance Plan Report		Performance		Observations		Perf. Score		Wgt. Score		Domain Clustering	
PO	Pre-Ordering	FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review	
PO-1-01-6020	Customer Service Record - EDI	NA	3.13	992		3.1250	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.66	259		8.6641	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	3.06	1,503		3.0632	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	7.84	283		7.8375	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		95.29	85			0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00	7			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.29	1,356			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.01	502			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		96.62	1,359			0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		83.19	113			-2	5	-0.042	-0.098	
OR-6-03-3140	% Accuracy - LSRC - Platform		4.00	50			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		92.20	141			0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00	2			0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00	31			0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00	1			0	2	0.000	0.000	
PR Provisioning											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	85.92	40.00	1,840	5	15.57	NA	0	NA	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.49	0.00	3,481	98	1.24	0.7271	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	7.52	9.09	412	11	8.06	-0.8455	0	10	0.000	0.000
PR-4-02-3100	Average Delay Days - Total - POTS	1.41	2.00	83	1	1.13	1.13	NA	15	NA	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.73	9.09	412	11	2.60	-2.6881	-2	5	-0.042	-0.077
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	412	11	0.00	5.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	2.88	1.69	2,881	59	2.20	0.0189	0	10	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	0.85	8.47	1,897			7.6110	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.81	360			47.8056	NA	0	NA	0.000
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	13.18	2.63	311	38	5.81	1.7596	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	10.09	9.09	109	11	9.53	0.5174	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.81	11.26	309	38	19.03	3.27	0.0775	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	5.38	4.83	109	11	8.03	2.54	0.1201	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	41.71	42.88	199	21	11.31	-0.3423	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	28.63	33.33	199	21	10.14	-0.9192	-1	5	-0.021	-0.025
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	4.52	4.76	199	21	4.77	-0.6903	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	6.70	0.00	1,179	11	7.57	0.0799	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	11.92	0.00	151	1	32.51	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	19.47	13.07	1,179	11	18.92	5.73	1.3064	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	15.83	20.04	151	1	25.52	25.60	SS	NA	5	NA
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	76.39	71.43	881	7	16.12	0.0537	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	60.50	57.14	881	7	18.55	0.1769	0	5	0.000	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	18.39	0.00	881	7	14.70	0.6971	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	15.22	13.11	1,748	61	4.68	0.2307	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00	240,152				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-7	237	-0.122	

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

Mar-2014

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review	
		FP	CLEC	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	3.13	992		3.1250	0	2	0.000	0.000	
PO-1-03-6020	Address Validation - EDI	NA	8.66	259		8.6641	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	3.06	1,503		3.0632	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	7.84	283		7.8375	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering								Wgt.			
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.78	270			0	10	0.000	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	1			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.29	1,356			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.01	502			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		96.62	1,359			0	2	0.000	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		96.40	111			0	5	0.000	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		2.65	189			0	5	0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		98.91	826			0	5	0.000	0.000	
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	10			0	2	0.000	0.000	
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	42			0	2	0.000	0.000	
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	1			0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.		
PR-4-02-3100	Average Delay Days - Total - POTS	1.41	2.00	83	1	1.13	1.13	SS NA	5	NA 0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	7.52	0.00	412	24		5.54	0.9865 0	20	0.000 0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.73	0.00	412	25		1.75	0.9849 0	5	0.000 0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	412	25		0.00	5.0000 0	5	0.000 0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	9.14	6.56	547	61		3.89	0.3902 0	10	0.000 0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		1.74		115			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		22			0	10	0.000 0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA 0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA 0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA 0.000	
MR Maintenance & Repair		Diff.									
MR-1-01-6050	Average Response Time - Create Trouble	0.85	8.47		1,897			7.6110	-2	2	-0.023 -0.038
		Stat. Score									
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	8.05	4.29	1,490	70		3.33	0.9090 0	10	0.000 0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	17.85	7.84	1,488	70	19.20	2.35	5.0000 0	5	0.000 0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	56.13	22.73	1,003	44		7.64	4.2559 0	5	0.000 0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	16.25	2.27	1,003	44		5.68	2.6136 0	5	0.000 0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	15.22	9.59	1,748	73		4.29	1.1685 0	10	0.000 0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.45	0.00	62	3		14.52	SS 0	10	0.000 0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	13.75	6.11	62	3	29.84	17.64	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

Mar-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering			
		FP	CLEC	FP	CLEC								
PO-1-01-6020	Customer Service Record - EDI	NA	3.13		992	3.1250	0	2	0.000	0.000			
PO-1-03-6020	Address Validation - EDI	NA	8.66		259	8.6641	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	3.06		1,503	3.0632	0	2	0.000	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	7.84		283	7.8375	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
OR Ordering													
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h	100.00		8			0	10	0.000	0.000			
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00		1			0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.29		1,356			0	5	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day	98.01		502			0	5	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day	96.62		1,359			0	5	0.000	0.000			
OR-5-03-2000	% Flow Through - Achieved - POTS	100.00		8			0	10	0.000	0.000			
OR-6-03-2000	% Accuracy - LSRC	0.00		27			0	10	0.000	0.000			
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx	93.88		49			-1	5	-0.024	-0.042			
OR-1-06-2320	% OT LSR/ASRC - Facility Check - POTS/Pre-Qual Cmplx	100.00		1			0	2	0.000	0.000			
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx	100.00		10			0	2	0.000	0.000			
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx	NA		NA			NA	0	NA	0.000			
PR Provisioning													
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	85.92	66.67	1,840	3	FP Std Deviation	20.10	Sampling Error	SS	NA	5	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.49	8.33	3,481	12		3.51	-2.2107	-2	20	-0.190	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	7.52	11.11	412	9		8.89	-1.0620	-1	10	-0.048	-0.067	
PR-4-02-2100	Average Delay Days - Total - POTS	1.41	1.00	83	2	1.13	0.81	SS	NA	15	NA	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.73	0.00	412	9		2.86	1.5307	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	412	9		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	2.88	0.00	2,881	28		3.18	0.1436	0	15	0.000	0.000	
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble	0.85	8.47		1,897		7.6110	-2	2		-0.019	-0.035	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.81		360		47.8056	NA	0		NA	0.000	
Stat Score													
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	13.18	0.00	311	10		10.87	0.6754	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	10.09	0.00	109	1		30.26	SS	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.81	8.36	309	10	19.03	6.11	0.4722	0	5	0.000	0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	5.38	17.53	109	1	8.03	8.06	SS	NA	5	NA	0.000	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	41.71	42.86	199	7		18.96	-0.4626	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	26.63	28.57	199	7		17.00	-0.5904	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	4.52	0.00	199	7		7.99	0.6067	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	6.70	NA	1,179	NA			NA	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	11.92	NA	151	NA			NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	19.47	NA	1,179	NA	18.92		NA	NA	0	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	15.63	NA	151	NA	25.52		NA	NA	0	NA	0.000	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	76.39	NA	881	NA			NA	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	60.50	NA	881	NA			NA	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	18.39	NA	881	NA			NA	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	15.22	9.09	1,748	11		10.86	0.0381	0	10	0.000	0.000	
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		100.00		240,152				0	5		0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample													
Totals								-6	210	-0.281			

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

Mar-2014

PO		Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review		
Pre-Ordering		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	3.50		2		3.5000	0	5	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA			NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	5.92		345		5.9217	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		11			0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2			0	2	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		17			0	2	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		100.00		1			0	2	0.000	0.000	
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA			NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		95.50		111			0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		1			0	5	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		3			0	2	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA			NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.29		1,356			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		98.01		502			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		96.62		1,359			0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	1	NA	0.00		NA	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	33.33	NA	3	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	0.00	2	1	0.00	SS	0	2	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	12.50	NA	8	NA			NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	80.00	0.00	5	1	43.82	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		34			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	NA	1	NA	0.00		NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		58			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	9.51	7.14	547	70	3.72	0.3836	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	33.33	0.00	6	58	20.22	2.4353	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		FP	CLEC	FP	CLEC		Diff.	Perf. Score	Wgt	Wgt'd Score		
MR-1-01-6050	Average Response Time - Create Trouble	0.85	8.47		1,897		7.6110	-2	2	-0.027	-0.043	
Stat Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	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	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	42.49	NA	3	NA	65.06		NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	NA	3	NA			NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	3	NA			NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	8.05	10.00	1,490	20	6.13	-0.7877	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.58	0.00	61	2	17.79	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	17.85	10.11	1,488	20	19.20	4.32	2.2801	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	13.95	2.18	61	2	30.05	21.59	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	49.31	95.45	1,087	22	10.77	4.4152	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	56.19	0.00	1,002	1	49.64	SS	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	15.22	36.36	1,748	22	7.71	-2.6993	-2	10	-0.137	-0.213	
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
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-4	146	-0.164	

"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

Mar-2014

OR		Ordering		Performance		Observations		Perf.		
		CLEC		FP	CLEC			Score	Wgt	Wgt. Score
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		100.00			2			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 TimeTrunk ASR Reject		100.00			2			0	5	0.000
PR		Provisioning		FP						
PR-4-07-3540 % On Time Performance - LNP only		97.43		622				0	20	0.000
PR-4-15-5000 % On Time Provisioning - Trunks		100.00		2				0	20	0.000
PR-5-01-5000 % Missed Appointment - Facilities		0.00	0.00	6	3		0.00	SS	0	5
PR-5-02-5000 % Orders Held for Facilities >15 Days		0.00	0.00	6	3		0.00	SS	0	5
PR-6-01-5000 % Installation Troubles w/in 30 Days		0.00	0.00	11	6		0.00	SS	0	10
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		0.00	33.33	6	3		0.00	SS	NA	5
MR		Maintenance & Repair								
MR-4-01-5000 Mean Time to Repair - Total		NA	NA	NA	NA	0.00		NA	NA	0
MR-4-05-5000 % Out of Service >2 Hours		NA	NA	NA	NA			NA	NA	0
MR-4-06-5000 % Out of Service >4 Hours		NA	NA	NA	NA			NA	NA	0
MR-4-07-5000 % Out of Service >12 Hours		NA	NA	NA	NA			NA	NA	0
MR-4-08-5000 % Out of Service >24 Hours		NA	NA	NA	NA			NA	NA	0
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA	NA	NA	NA			NA	NA	0
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				Mar-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 - EOI	-	-	-	-	-	-	-		
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 - EOI	-	-	-	-	-	-	-		
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 - 2WxDSL-UNE/Resale	-	-	-	-	-	-	-		
OR-1-04	%OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-		
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-		
OR-1-12	% On Time FOC	-	-	-	-	-	-	-		
OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-		
OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-		
OR-2-04	%OT LSR Rej - No Facility Check - 2WxDSL-UNE/Resale	-	-	-	-	-	-	-		
OR-2-04	%OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-		
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-		
OR-4-16	% On Time PON - 1 Bus. Day	-	-	-	-	-	-	-		
OR-1-04	%OT LSRC - No Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-		
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spots-UNE/Resale	-	-	-	-	-	-	-		
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-		
OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-		
PROVISIONING										
3	Installation Performance	\$0	\$0	\$11,414	\$0	\$0	\$0	-	\$11,414	
PR-3-01	% Completed in 1 Day (1-5 Ines 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	-	-	2,634	-	-	-	-		
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	-	-	8,760	-	-	-	-		
PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-		
PR-4-05	% Missed Appt -No Disp -Line Share/Spit	-	-	-	-	-	-	-		
PR-4-14	% Completed On Time - 2WxDSL Loops	-	-	-	-	-	-	-		
PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-		
PR-6-01	Installation Troubles w/in 30 Days	-	-	-	-	-	-	-		
PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-		
PR-6-01	% Install Trbls w/in 30 Days -2WxDSL Loops	-	-	-	-	-	-	-		
PR-6-01	% Install Trbls w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-		
PR-4-01	% Missed Appointment -FP -DS0 -UNE/Resale	-	-	-	-	-	-	-		
PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale	-	-	-	-	-	-	-		
PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale	-	-	-	-	-	-	-		
PR-4-01	% Missed Appointment -FP -Other -UNE/Resale	-	-	-	-	-	-	-		
PR-4-02	Average Delay Days - Total -UNE/Resale	-	-	-	-	-	-	-		
PR-5-01	% Missed Appointment - Facilities -UNE/Resale	-	-	-	-	-	-	-		
PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	-	-		
PR-6-01	% Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	-	-		
PR-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	Hot Cut Performance	-	-	-	-	-	-	-	\$0	
PR-6-02	% Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-		
PR-6-02	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-		
PR-6-02	% Installn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-		
PR-9-01	% On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-		
PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-		
PR-9-01	% On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-		
MAINTENANCE										
6	Maintenance Performance	\$0	\$0	\$0	\$28,264	\$0	\$0	-	\$28,264	
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-4-03	Out of Service >24Hrs. - Bus.	-	-	-	-	-	-	-		
MR-4-03	Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-		
MR-4-03	Out of Service >24Hrs. - Total	-	-	-	-	-	-	-		
MR-5-01	% Repeat Reports within 30 Days	-	-	-	-	-	-	-		
MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale	-	-	-	-	-	-	-		
MR-5-01	% Repeat Reports w/in 30 Days -2WxDSL Loops	-	-	-	-	-	-	-		
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/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-4-03	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-		
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-		
MR-4-03	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-		
MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	-	-		
NETWORK PERFORMANCE										
7	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-2-03/6	% On Time - Physical Collocation - Total	-	-	-	-	-	-	-		
NP-2-07/8	Average Delay Days - Total	-	-	-	-	-	-	-		
RESOLUTION PROCESS										
9	Resolution Process	-	-	-	-	-	-	\$0	\$0	
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-		
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-		
BI-3-04	% CLEC Billing Claims Ackn'dgd w/ 2 Bus Days	-	-	-	-	-	-	-		
BI-3-05	% CLEC Billing Claims Rely'd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-		
Month Total		\$0	\$0	\$11,414	\$28,264	\$0	\$0	\$0	\$39,678	

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

Performance Report for Critical Measure # 8 - Collocation

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

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
DR-10-02-100% PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	99.58	710	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	995	0	20
				29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	7	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	9	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	21	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	2	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	16.67	NA	6	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	6.57	2.04	137	98	3.28	1.33	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	3	3.00	SS	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	3.50	1.00	10	2	3.14	14.24	SS
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	3.66	0.00	82	28	4.11	0.23	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	82	28	0.00	5.00	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	6.84	8.89	117	45	4.43	-0.80	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	11.19	0.99	143	101	4.10	3.07	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	6.57	NA	137	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.67	NA	9	NA	3.28		0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	10.22	0.00	137	0		0.00	SS
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	15.15	4.65	13	1	24.67	37.21	SS
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	4.94	3.83	175	33	9.56	4.11	0.57
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	50.00	2	2		0.00	SS
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	0.00	2	2		0.00	SS
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	15.96	8.82	188	34		6.82	0.80
"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

Mar-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.93	967	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	12	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	73	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	2	\$ -

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
JAN-2014	60.91	243	148	JAN-2014	75.86	116	88
FEB-2014	69.23	247	171	FEB-2014	87.02	131	114
MAR-2014	62.76	239	150	MAR-2014	83.19	113	94
Overall	64.33	729	469	Overall	82.22	360	296

Market Adjustment *	\$ 255,984
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JAN-2014	94.42	269	254	JAN-2014	98.08	166	163
FEB-2014	92.71	247	229	FEB-2014	96.43	112	108
MAR-2014	93.20	250	233	MAR-2014	96.40	111	107
Overall	93.47	766	716	Overall	97.10	379	368

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
JAN-2014	93.16	906	844	JAN-2014	94.83	890	844
FEB-2014	92.14	649	598	FEB-2014	93.44	640	598
MAR-2014	92.77	940	872	MAR-2014	93.91	608	571
Overall	92.75	2,496	2,314	Overall	94.16	2,138	2,013

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	22	100.00	30
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	1.74	115	1.64	122
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 Durn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	22.32	2	18.05	2
PR-9-08-3533	Avg Durn HC Install Trbl-UNE POTS Loop Ttl HC-FP	17.17	101	14.50	105
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durn 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

Mar-2014

	Weighted Score	Market Adjustment	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.122	\$ -	
Unbundled Network Elements - Loop	-0.023	\$ -	
Resale	-0.281	\$ 13,813	
Digital Subscriber Lines	-0.164	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 13,813	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 11,414	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 28,264	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 39,678	
Individual Rule Payments:		\$ -	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ 255,984	
CHANGE CONTROL		\$ -	
Grand Total		\$ 309,475	

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