

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

Jul-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score		Wgt.	Wgt. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC		Score	Wgt.				
PO-1-01-6020	Customer Service Record - EDI	NA	NA	NA	NA		NA	0		NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	NA	NA	NA		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		NA	0		NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA	NA	NA		NA	0		NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0		NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.80	1,486		2.6022	0	2		0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.07	379		4.0739	0	2		0.000	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		99.26	136			0	10		0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00	3			0	5		0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00	7			0	5		0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		100.00	7			0	5		0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00	7			0	5		0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		85.09	161			-2	5		-0.045	-0.106	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.74	136			0	5		0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		92.86	112			-1	5		-0.022	-0.053	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		93.33	15			NA	0		NA	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		NA	NA			NA	0		NA	0.000	
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	83.11	27.27	1,474	11	11.34	-4.4212	-2	5	-0.045	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.01	3.40	3,371	147	0.84	-2.5755	-2	20	-0.179	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	29.30	4.76	628	21	10.10	2.4355	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.13	1.44	218	9	1.72	0.58	1.5001	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.59	0.00	628	21	2.78	0.5769	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.16	0.00	628	21	0.88	1.8472	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	4.73	5.74	2,938	122	1.96	-0.7573	0	10	0.000	0.000	
MR maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.01	6.35	2,833			5.3349	-1	2	-0.009	-0.011	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.26	646			44.2632	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	37.41	20.00	556	65	6.34	2.7262	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	43.21	31.58	81	19	12.63	0.6616	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	15.35	15.86	553	65	17.30	2.27	-0.2484	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	33.43	17.31	81	19	53.77	13.71	1.3135	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	71.39	73.33	381	45	7.12	-0.4311	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	41.21	42.22	381	45	7.76	-0.2972	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.81	6.67	381	45	5.09	0.7615	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	29.99	6.67	2,654	15	11.86	1.8023	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	14.07	NA	199	NA		NA	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	78.33	48.37	2,654	15	60.17	15.58	2.1648	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	31.34	NA	199	NA	41.97		NA	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	95.81	85.71	2,005	7	7.59	0.6399	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	89.53	71.43	2,005	7	11.59	0.9825	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	78.20	57.14	2,005	7	15.63	0.9104	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	15.57	18.18	3,487	99	3.70	-0.8543	-1	10	-0.045	-0.057	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00	213,538				0	5	0.000		
*NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-9	223	-0.345		

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM

UNE LOOP

Jul-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000			
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		NA	0	NA	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000			
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000			
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000			
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.80		1,486		2,8022	0	2	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	4.07		379		4,0739	0	2	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		99.12		454		0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		6		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		7		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		100.00		7		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		7		0	2	0.000	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.59		74		-1	5	-0.029	-0.060			
OR-6-03-3331	% Accuracy - LSRC - Loop		4.71		467		0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		96.97		891		0	5	0.000	0.000			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		96.43		28		0	2	0.000	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		73		0	2	0.000	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		3		0	2	0.000	0.000			
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.				
PR-4-02-3100	Average Delay Days - Total - POTS	2.13	1.44	218	9	1.72	0.58	1.5001	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	29.30	6.67	628	30		8.51	2.7252	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.59	0.00	628	30		2.34	0.3187	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.16	0.00	628	30		0.75	1.6892	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	11.17	5.88	815	85		3.59	1.3555	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		41				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		19				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair		Diff.											
MR-1-01-6050	Average Response Time - Create Trouble	1.01	6.35		2,833			5,3349	-1	2	-0.012	-0.019	
		Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	31.28	20.27	3,210	74		5.45	1.9471	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	67.39	17.43	3,207	74	60.17	7.08	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	83.18	52.83	2,283	53		5.20	4.9144	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	69.03	16.98	2,283	53		6.42	5.0000	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	15.57	14.89	3,467	94		3.79	0.0032	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.79	5.00	76	20		9.16	0.8722	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	20.23	27.98	76	20	41.40	10.40	-0.7688	0	5	0.000	0.000	
		Totals											
											-2	173	-0.040

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM RESALE

Jul-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.80		1,486		2.8022	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.07		379		4.0739	0	2	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		10		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA		NA		NA	0	NA	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.00		7		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		100.00		7		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		7		0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		71.43		14		-2	10	-0.091	-0.185	
OR-6-03-2000	% Accuracy - LSRC		0.00		31		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.70		77		0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		5		0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		15		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	83.11	0.00	1,474	4	18.76	SS	NA	5	NA	0.000
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.01	0.00	3,371	18	2.36	0.9686	0	20	0.000	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	29.30	0.00	628	12	13.26	2.1343	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	2.13	NA	218	NA	1.72	NA	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.59	0.00	628	12	3.65	0.9402	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.16	0.00	628	12	1.16	2.0803	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	4.73	4.65	2,938	43	3.26	0.4326	0	15	0.000	0.000
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.01	6.35		2,833		5.3349	-1	2	-0.009	-0.014
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.28		646		44.2632	NA	0	NA	0.000
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	37.41	33.33	556	21	10.76	0.1306	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	43.21	25.00	81	4	25.37	SS	NA	10	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.35	11.54	553	21	17.30	3.85	1.0785	0	5	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	33.43	15.24	81	3	53.77	31.61	SS	NA	5	NA
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	71.39	69.23	381	13	12.75	0.0989	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	41.21	46.15	381	13	13.88	-0.6493	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.81	0.00	381	13	9.10	0.8368	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	29.99	NA	2,654	NA		NA	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	14.07	0.00	199	1	34.86	SS	0	10	0.000	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	78.33	NA	2,654	NA	60.17	NA	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	31.34	1.58	199	1	41.97	42.07	SS	NA	5	NA
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	95.81	NA	2,005	NA		NA	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	89.53	NA	2,005	NA		NA	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	78.20	NA	2,005	NA		NA	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	15.57	16.00	3,487	25	7.28	-0.3910	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		213,538			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample											
								Totals	-3	220	-0.100

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

Jul-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Ref/rev		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDJ	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDJ		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	6.54		151		6.5430	0	5	0.000		
PO-2-02-6060	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		0.00				NA	0	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		NA	0	2	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		23		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		4		0	5	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		7		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		100.00		7		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		7		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	300.00	0.00	1		0.00	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		10		0	10	0.000	0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	1.00	1.00	1	2	0.00	SS	NA	0	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		93.75		16		NA	NA	0	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	11.17	11.11	815	36	5.36	0.3203	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders In Hold Status >30 Days -2W xDSL Loops	100.00	0.00	2	17	0.00	SS	0	5	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	NA	0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.01	6.35		2,833		5.3349	-1	2	-0.017	-0.018	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	2	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	18.82	NA	1	0.00	1.00	SS	NA	2	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	54.52	NA	1	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	100.00	1	1	0.00	SS	0	2	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	2	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	100.00	1	1	0.00	SS	NA	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	31.28	23.81	3,210	21	10.15	0.4753	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	15.79	0.00	76	1	36.70	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	67.39	11.31	3,207	21	60.17	13.17	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	20.23	1.17	76	1	41.40	41.67	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	10.18	90.91	1,463	22	6.50	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	83.18	50.00	2,283	4	18.72	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	15.57	13.64	3,487	22	7.75	0.1141	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
							Totals	-1	119	-0.017		

"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

Jul-2014

OR	Ordering	Performance		Observations		Perf. Score	Wgt	Wgtd. Score			
		CLEC	FP	FP	CLEC						
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA			NA	NA	0	0.000			
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000			
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	NA	0	0.000			
OR-2-12-5020	% On Time Trunk ASR Reject	NA			NA	NA	0	0.000			
PR Provisioning		FP									
PR-4-07-3540	% On Time Performance - LNP only	96.16		755			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	3	3	0.00	SS	0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	3	3	0.00	SS	0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	4	2	0.00	SS	0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	33.33	3	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	80	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							Jul-2014	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
PRE-ORDERING										
1	OSS Interface	-	-	-	-	-	-	-	\$0	
	PO-1-06 Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	-	
	PO-1-06 Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	-	
	PO-2-02 OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	-	
ORDERING										
2	% On Time Ordering Notification	-	-	-	-	\$0	\$0	-	\$0	
	OR-1-02 % On Time LSRC - Flow Through	-	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-	
	OR-1-12 % On Time FOC	-	-	-	-	-	-	-	-	
	OR-1-18 % On Time Design Layout Record	-	-	-	-	-	-	-	-	
	OR-1-18 % OT Resp - Req for Inbound Aug. (<=192)	-	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl	-	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-	
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - All Spots-UNE/Rsl	-	-	-	-	-	-	-	-	
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spots-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	\$29,010	\$0	\$0	\$0	\$0	\$3,177	-	\$32,187	
	PR-3-01 % Completed in 1 Day (1-5 Lines No Disp.)	5,802	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - Line Share/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	23,208	-	-	-	-	-	-	-	
	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	-	-	-	-	-	3,177	-	-	
	PR-6-01 % Open Orders in Hold Status > 30 Days - UNE/Resale	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - EEL	-	-	-	-	-	-	-	-	
	PR-5-01 % Open Orders in a Hold Status > 30 Days - EEL	-	-	-	-	-	-	-	-	
	PR-4-01 % Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - IOF	-	-	-	-	-	-	-	-	
	PR-6-01 % Open Orders in a Hold Status > 30 Days - IOF	-	-	-	-	-	-	-	-	
4	PR-4-07 % On Time Performance - LNP	-	-	-	-	\$0	-	-	\$0	
MAINTENANCE										
6	Maintenance Performance	\$ 8,703	\$0	\$0	\$0	\$0	\$0	\$0	\$8,703	
	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 Digtal - UNE/Resale	-	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repr Appt - Loop - 2WxDSL Loops	-	-	-	-	-	-	-	-	
	MR-3-01 % Missed Repair Appoint - 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 Digtal - UNE/Resale	-	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) w/in 24hrs - 2WxDSL Loops	-	-	-	-	-	-	-	-	
	MR-4-04 % Cleared (all trbls) 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	8,703	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 Days - 2w Digtal - 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-4-08 % Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	-	
	MR-4-08 % Out of Service > 24 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	-	
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	-	
	MR-4-08 % Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	-	
	MR-5-01 % Repeat Reports w/in 30 days - Specials - UNE/Resale	-	-	-	-	-	-	-	-	
NETWORK PERFORMANCE										
7	NP-1-04 Final Trunk Groups Blocked	-	-	-	-	\$0	-	-	\$0	
COLLOCATION										
8	Collocation	-	-	-	-	-	-	\$0	\$0	
	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-	
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-	
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-	-	
RESOLUTION PROCESS										
9	Resolution Process	-	-	-	-	-	-	\$0	\$0	
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-	
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-	
	BI-3-04 % CLEC Billing Claims Acknowledged w/ 2 Bus Days	-	-	-	-	-	-	-	-	
	BI-3-05 % CLEC Billing Claims Res'd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-	
Month Total		\$37,713	\$0	\$0	\$0	\$0	\$3,177	\$0	\$40,890	

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-10-01-100t	% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
DR-10-02-100t	% 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	99.91	1,132	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days afte	95.99	1,523	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	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	75.00	4	NA	0
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/Resal	100.00	8	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	2	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	6.00	100	13	7.00	0.07	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA		NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	1	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	3.86	7	NA	3.89	NA	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.54	65	13	3.74	0.97	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	65	13	0.00	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	1.80	111	20	3.23	-1.55	-1	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	14.56	103	13	10.38	0.16	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	6.00	100	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	4.33	6	NA	4.03	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	13.00	100	0	0.00	SS	0	2
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	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA		NA	NA	0

MR	Maintenance & Repair	FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.	
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	13.92	33	3	14.64	20.88	SS	5	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.85	184	50	11.53	4.53	-0.48	5	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	1	NA		NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	1	NA		NA	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	1	NA		NA	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	100.00	1	NA		NA	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	31.80	217	54	7.08	1.22	0	10	
"NA" - no activity "UD" - under development "SS" - Small Sample								Total	97

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

Special Provision - UNE Ordering

Jul-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.51	1,003	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	95.35	43	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	104	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAY-2014	76.25	299	228	MAY-2014	91.61	155	142
JUN-2014	69.59	217	151	JUN-2014	84.07	113	95
JUL-2014	71.80	266	191	JUL-2014	85.09	161	137
Overall	72.89	782	570	Overall	87.18	429	374

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAY-2014	89.10	211	188	MAY-2014	93.14	102	96
JUN-2014	88.94	217	193	JUN-2014	98.68	76	75
JUL-2014	73.42	237	174	JUL-2014	94.59	74	70
Overall	83.46	665	555	Overall	95.24	252	240

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAY-2014	97.91	1,148	1,124	MAY-2014	98.78	901	890
JUN-2014	94.67	1,181	1,118	JUN-2014	95.00	980	931
JUL-2014	94.00	1,083	1,018	JUL-2014	94.81	867	822
Overall	95.55	3,412	3,260	Overall	96.18	2,748	2,643

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	19	100.00	13
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	41	0.93	107
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		16.63	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	49.37	147	22.25	123
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	100.00	2	\$ -

* 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

Jul-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.345	\$ 92,490	
Unbundled Network Elements - Loop	-0.040	\$ -	
Resale	-0.100	\$ -	
Digital Subscriber Lines	-0.017	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 92,490
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 32,187	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 8,703	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 40,890
Individual Rule Payments:			\$ 303
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 133,684

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

Jul-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Vgtd. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.80		1,486		2.8022	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.07		379		4.0739	0	2	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		99.26		136		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		3		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		7		0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		100.00		7		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		7		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		85.09		161		-2	5	-0.045	-0.106	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.74		136		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		92.86		112		-1	5	-0.022	-0.053	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		93.33		15		NA	0	NA	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		NA		NA		NA	0	NA	0.000	
PR Provisioning											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	63.11	27.27	1,474	11	11.34	-4.4212	-2	5	-0.045	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.01	3.40	3,371	147	0.84	-2.5755	-2	20	-0.179	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	29.30	4.76	628	21	10.10	2.4355	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.13	1.44	218	9	1.72	0.58	0	15	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.59	0.00	628	21	2.78	0.5769	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.16	0.00	628	21	0.88	1.8472	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	4.73	5.74	2,938	122	1.96	-0.7573	0	10	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.01	6.35		2,833		5.3349	0	2	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.26		646		44.2632	NA	0	NA	
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	37.41	20.00	556	65	6.34	2.7262	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	43.21	31.58	81	19	12.63	0.6616	0	10	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	15.35	15.86	553	65	17.30	2.27	-0.2484	0	5	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	33.43	17.31	81	19	53.77	13.71	1.3135	0	5	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	71.39	73.33	381	45	7.12	-0.4311	0	5	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	41.21	42.22	381	45	7.76	-0.2972	0	5	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.81	6.67	381	45	5.09	0.7615	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	29.99	6.67	2,654	15	11.86	1.8023	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	14.07	NA	199	NA		NA	NA	0	NA	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	78.33	48.37	2,654	15	60.17	15.58	2.1648	0	5	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	31.34	NA	199	NA	41.97		NA	NA	0	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	95.81	85.71	2,005	7	7.59	0.6399	0	5	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	89.53	71.43	2,005	7	11.59	0.9825	0	5	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	78.20	57.14	2,005	7	15.63	0.9104	0	5	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	15.57	18.18	3,487	99	3.70	-0.8543	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		213,538			0	5	0.000	
								Totals	-7	223	-0.291

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

Jul-2014

PO	Pre-Ordering	Performance		Observations	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review
		FP	CLEC							
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.60		1,486		2.8022	0	2	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	4.07		379		4.0739	0	2	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000

OR Ordering		Performance		Observations	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review
OR	Ordering	FP	CLEC							
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		99.12		454		0	10	0.000	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		6		0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		7		0	2	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		100.00		7		0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		7		0	2	0.000	0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		94.59		74		-1	5	-0.029	-0.060
OR-6-03-3331	% Accuracy - LSRC - Loop		4.71		467		0	5	0.000	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		96.97		891		0	5	0.000	0.000
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		96.43		28		0	2	0.000	0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		73		0	2	0.000	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		3		0	2	0.000	0.000

PR	Provisioning	Performance		FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.	Wgtd. Score	Domain Clustering Review	
		FP	CLEC									
PR-4-02-3100	Average Delay Days - Total - POTS	2.13	1.44	218	9	1.72	0.58	1.5001	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	29.30	6.67	628	30		8.51	2.7252	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.59	0.00	628	30		2.34	0.3187	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.16	0.00	628	30		0.75	1.6892	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	11.17	5.88	815	85		3.59	1.3555	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		41				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		19				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	Performance		FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review
		FP	CLEC										
MR-1-01-6050	Average Response Time - Create Trouble	1.01	6.35		2,833			5.3349		0	2	0.000	0.000
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	31.28	20.27	3,210	74		5.45	1.9471	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	67.39	17.43	3,207	74	60.17	7.08	5.0000	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	83.18	52.83	2,283	53		5.20	4.9144	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	69.03	16.98	2,283	53		6.42	5.0000	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	15.57	14.89	3,487	94		3.79	0.0032	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.79	5.00	76	20		9.16	0.8722	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	20.23	27.98	76	20	41.40	10.40	-0.7688	0	5	0.000	0.000	
									Totals	-1	173	-0.029	

"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

Jul-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	NA		NA		NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	2.60		1,486	2,8022	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.07		379	4,0739	0	2	0.000	0.000		
PO-2-02-6060	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		10		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		NA		NA		NA	0	NA	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.00		7		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		100.00		7		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		7		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		71.43		14		-2	10	-0.091	-0.185		
OR-6-03-2000	% Accuracy - LSRC		0.00		31		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		98.70		77		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		5		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		15		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	83.11	0.00	1,474	4	18.76	SS	NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.01	0.00	3,371	18	2.36	0.9686	0	20	0.000	0.000	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	29.30	0.00	628	12	13.26	2.1343	0	10	0.000	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	2.13	NA	218	NA	1.72	NA	NA	15	NA	0.000	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.59	0.00	628	12	3.65	0.9402	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.16	0.00	628	12	1.16	2.0803	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	4.73	4.65	2,938	43	3.26	0.4326	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.01	6.35		2,633		5.3349	0	2	0.000	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.26		646		44.2632	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	37.41	33.33	556	21	10.76	0.1306	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	43.21	25.00	81	4	25.37	SS	NA	10	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	15.35	11.54	553	21	17.30	3.85	1.0785	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	33.43	15.24	81	3	53.77	31.61	SS	NA	5	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	71.39	69.23	381	13	12.75	0.0989	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	41.21	46.15	381	13	13.88	-0.6493	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.81	0.00	381	13	9.10	0.8368	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	29.99	NA	2,654	NA		NA	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	14.07	0.00	199	1	34.86	SS	0	10	0.000	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	78.33	NA	2,654	NA	60.17	NA	NA	0	NA	0.000	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	31.34	1.58	199	1	41.97	42.07	SS	NA	5	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	95.81	NA	2,005	NA		NA	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	89.53	NA	2,005	NA		NA	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	78.20	NA	2,005	NA		NA	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	15.67	16.00	3,487	25	7.28	-0.3910	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		213,538			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample												
								Totals	-2	220	-0.091	

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

Jul-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-08-6020	Mechanized Loop Qualification - EDI	NA	NA	NA	NA		NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-08-6030	Mechanized Loop Qualification - CORBA	NA	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-1-08-6050	Mechanized Loop Qualification - Web GUI	NA	6.54	151		6.5430	0	5	0.000	0.000		
PO-2-02-6050	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification		0.00				NA	0	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00	1			0	2	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		23		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		4		0	5	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASR Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Spit		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Spit		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Spit		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Spit		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.00		7		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		100.00		7		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		100.00		7		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	300.00	0.00	1		0.00	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		10		0	10	0.000	0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	1.00	1.00	1	2	0.00	SS	NA	0	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		93.75		16		NA	0	0.000	0.000		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	11.17	11.11	815	36	5.36	0.3203	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	0.00	2	17	0.00	SS	0	5	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spit		NA		NA		NA	0	0.000	0.000		
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Spit		NA		NA		NA	0	0.000	0.000		
PR-4-02-3340	Average Delay Days -Total -Line Share/Spit	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.01	6.35		2,833		5,3349	0	2	0.000	0.000	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	2	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	18.82	NA	1	0.00	1.00	SS	NA	2	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	54.52	NA	1	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	100.00	1	1	0.00	SS	0	2	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	2	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	100.00	1	1	0.00	SS	NA	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	31.28	23.81	3,210	21	10.15	0.4753	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	15.79	0.00	76	1	36.70	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	67.39	11.31	3,207	21	60.17	13.17	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	20.23	1.17	76	1	41.40	41.67	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	10.18	90.91	1,463	22	6.50	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	83.18	50.00	2,283	4	18.72	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	15.57	13.64	3,487	22	7.75	0.1141	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Spit	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Spit	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/Spit	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Spit	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
								Totals	0	119	0.000	

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

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

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

FINAL TRUNKS

Jul-2014

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	FP	FP	CLEC			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:	NA			NA	NA	0	0.000
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	NA	0	0.000
OR-2-12-5020	% On TimeTrunk ASR Reject	NA			NA	NA	0	0.000

PR	Provisioning	FP		Perf. Score	Wgt.	Wgtd. Score				
		FP	CLEC							
PR-4-07-3540	% On Time Performance - LNP only	96.16	755	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	3	3	0.00	SS	0	5	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	3	3	0.00	SS	0	5	0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	4	2	0.00	SS	0	10	0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	33.33	3	3	0.00	SS	NA	5	0.000

MR	Maintenance & Repair	Perf. Score	Wgt.	Wgtd. Score	
					MR-4-01-5000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	0	0.000

NP	Network Performance	Perf. Score	Wgt.	Wgtd. Score		
					NP-1-03-5000	# of Final Trunk Groups Blocked 2 months
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00	10	0.000		
Totals				0	80	0.000

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

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

Fair Point New Hampshire		FINAL						Jul-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 - 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 - 2Wdig-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 Ref - No Facility Check - 2Wdig-UNE/Resale	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Ref - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Ref - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	
	OR-4-16 % On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	
	OR-1-04 %OT LSRC - No Facility Check - All Spcls-UNE/Resale	-	-	-	-	-	-	-	
	OR-1-08 %OT LSRC/ASRC - Facility Check - All Spcls-UNE/Resale	-	-	-	-	-	-	-	
	OR-2-04 %OT LSR Ref - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	
	OR-2-06 %OT LSR/ASR Ref - Facility Check - UNE/Resale	-	-	-	-	-	-	-	
PROVISIONING									
3	Installation Performance	\$29,010	\$0	\$0	\$0	\$0	\$3,177	-	\$32,187
	PR-3-01 % Completed in 1 Day (1-5 Lines No Disp.)	5,802	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - 2WxDSL Loop	-	-	-	-	-	-	-	
	PR-4-02 Average Delay Days - Total - Line Share/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	23,208	-	-	-	-	-	-	
	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	-	-	-	-	-	3,177	-	
	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	-	-	-	-	-	-	-	\$0
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-6-02 % Installn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	
	PR-9-01 % On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	
MAINTENANCE									
6	Maintenance Performance	\$	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	
	MR-3-01 Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
	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	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 Rshvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$29,010	\$0	\$0	\$0	\$0	\$3,177	\$0	\$32,187

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-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
DR-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	99.91	1,132	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	95.99	1,523	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	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	75.00	4	0	0
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	8	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	50.00	NA	2	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	6.00	0.00	100	13	7.00	0.07	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	3.86	NA	7	NA	3.89		NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.54	0.00	65	13	3.74	0.97	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	65	13	0.00	5.00	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	1.80	5.00	111	20	3.23	-1.55	-1	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	14.56	7.69	103	13	10.38	0.16	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	6.00	NA	100	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	4.33	NA	6	NA	4.03		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	13.00	0.00	100	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	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	13.92	25.11	33	3	14.64	20.88	SS	NA	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.85	9.70	184	50	11.53	4.53	-0.48	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	100.00	NA	1	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	NA	1	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	100.00	NA	1	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	31.80	22.22	217	54		7.08	1.22	0	10
									Total	97

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

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

Special Provision - UNE Ordering

Jul-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.51	1,003	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	95.35	43	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	104	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAY-2014	76.25	299	228	MAY-2014	91.61	155	142
JUN-2014	69.59	217	151	JUN-2014	84.07	113	95
JUL-2014	71.80	266	191	JUL-2014	85.09	161	137
Overall	72.89	782	570	Overall	87.18	429	374

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAY-2014	89.10	211	188	MAY-2014	93.14	102	95
JUN-2014	88.94	217	193	JUN-2014	98.68	76	75
JUL-2014	73.42	237	174	JUL-2014	94.59	74	70
Overall	83.46	655	555	Overall	95.24	252	240

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
MAY-2014	97.91	1,148	1,124	MAY-2014	98.78	901	890
JUN-2014	94.67	1,181	1,118	JUN-2014	95.00	980	931
JUL-2014	94.00	1,083	1,018	JUL-2014	94.81	867	822
Overall	95.55	3,412	3,260	Overall	96.18	2,748	2,643

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	19	100.00 13
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	41	0.93 107
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA
	Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA	16.63	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	49.37	147	22.25 123
	VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00	0.00	
	Greater of -	Tier II (2 mo) or Tier III (1mo)		Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -

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

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	100.00	2	\$ -

* 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

Jul-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.291	\$ 60,779	
Unbundled Network Elements - Loop	-0.029	\$ -	
Resale	-0.091	\$ -	
Digital Subscriber Lines	0.000	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 60,779	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 32,187	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ -	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 32,187	
Individual Rule Payments:		\$ 1,252	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ -	
CHANGE CONTROL		\$ -	
Grand Total		\$ 94,218	

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