

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

Sep-2014

PO	Pre-Ordering	Performance		Observations			Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC	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	3.48			1,073		3,4828	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.57			367		3,5722	0	2	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00						0	5	0.000	
OR Ordering												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00			97			0	10	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00			38			0	5	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA			NA			NA	0	NA	
OR-4-16-1000	% On Time PCN - 1 Business Day		NA			NA			NA	0	NA	
OR-4-17-1000	% On Time BCN - 2 Business Day		NA			NA			NA	0	NA	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		80.16			126			-2	5	-0.044	
OR-6-03-3140	% Accuracy - LSRC - Platform		2.20			91			0	5	0.000	
OR-1-04-3100	% OT LSRC - No Facility Check - Platform		95.37			108			0	5	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00			16			0	2	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00			110			0	2	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00			25			0	2	0.000	
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	81.84	50.00	1,118	4		19.31	SS	NA	5	NA	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.71	0.00	3,210	81		1.46	0.6712	0	20	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	16.83	0.00	410	11		11.43	1.0985	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	1.98	1.67	124	3	3.46	2.02	SS	NA	15	NA	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.22	0.00	410	11		3.35	1.1525	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	410	11		0.00	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.28	1.85	2,005	54		3.35	1.0686	0	10	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.44	3.24			1,868			1,7949	0	2	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.40			432			47,4005	NA	0	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	25.08	6.98	319	43		7.04	2.6684	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	51.25	21.05	80	19		12.76	2.1623	0	10	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.77	13.55	317	43	16.88	2.74	-0.3721	0	5	0.000	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	78.91	5.87	80	19	108.64	27.73	3.7190	0	5	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.82	61.54	214	26		9.78	0.3346	0	5	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	36.45	46.15	214	26		10.00	-1.1759	-1	5	-0.022	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	9.35	3.85	214	26		6.05	0.5056	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	23.29	0.00	1,627	10		13.41	1.4666	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	32.61	0.00	138	2		33.39	SS	0	10	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	29.02	16.83	1,626	10	25.57	8.11	1.9301	0	5	0.000	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	53.85	5.53	138	2	85.63	60.99	SS	NA	5	NA	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	92.76	100.00	1,188	5		11.61	SS	NA	5	NA	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	75.51	60.00	1,188	5		19.27	SS	NA	5	NA	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	46.89	40.00	1,188	5		22.36	SS	NA	5	NA	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	18.65	8.11	2,161	74		4.60	2.3052	0	10	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99			224,609			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample												
									Totals	-3	227	-0.066

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

Sep-2014

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering Review					
		FP	CLEC	FP	CLEC	Diff.	Score	Wgt.	Score						
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	NA	0	NA	0.000				
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	NA	0	NA	0.000				
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.48		1,073		3,482.8	0	2	0.000	0.000				
PO-1-03-6050	Address Validation - Web GUI	NA	3.57		367		3,572.2	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										Wgt.					
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		99.40		334			0	10	0.000	0.000				
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		81			0	5	0.000	0.000				
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA			NA	0	NA	0.000				
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA			NA	0	NA	0.000				
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA			NA	0	NA	0.000				
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		90.28		72			-1	5	-0.030	-0.069				
OR-6-03-3331	% Accuracy - LSRC - Loop		3.37		356			0	5	0.000	0.000				
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.70		783			0	5	0.000	0.000				
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		8			0	2	0.000	0.000				
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		99.59		243			0	2	0.000	0.000				
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		6			0	2	0.000	0.000				
PR Provisioning										Wgt.					
PR-4-02-3100	Average Delay Days - Total - POTS	1.98	1.67	124	3	3.46	2.02	SS	NA	5	NA	0.000			
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	16.83	0.00	410	17		9.26	1.6755	0	20	0.000	0.000			
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.22	0.00	410	18		2.64	0.8627	0	5	0.000	0.000			
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	410	18		0.00	5.0000	0	5	0.000	0.000			
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	12.87	4.00	567	25		6.84	1.0097	0	10	0.000	0.000			
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		37				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		7				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	1.44	3.24		1,868			1,794.9	0	2	0.000	0.000			
										Stat. Score					
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	23.59	4.26	1,946	47		6.27	3.3318	0	10	0.000	0.000			
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	26.23	8.74	1,943	47	25.06	3.70	5.0000	0	5	0.000	0.000			
MR-4-07-3112	% Out of Service > 12 Hours - Loop	70.80	25.00	1,322	28		8.68	4.7575	0	5	0.000	0.000			
MR-4-08-3112	% Out of Service > 24 Hours - Loop	41.53	3.57	1,322	28		9.41	4.3299	0	5	0.000	0.000			
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	18.65	9.62	2,161	52		5.47	1.5367	0	10	0.000	0.000			
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	20.34	20.00	59	5		18.75	SS	NA	10	NA	0.000			
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	26.40	3.01	59	5	32.58	15.18	SS	NA	5	NA	0.000			
										Totals					
										-1		167		-0.030	

"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

Sep-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	3.48		1,073		3.4828	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.57		367		3.5722	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		14			0	10	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		8			0	5	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		NA		NA			NA	0	NA	
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA			NA	0	NA	
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA			NA	0	NA	
OR-5-03-2000	% Flow Through - Achieved - POTS		87.50		16			-1	10	-0.044	
OR-6-03-2000	% Accuracy - LSRC		2.94		34			0	10	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		90.00		50			-1	5	-0.022	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6			0	2	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		33			0	2	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		8			0	2	0.000	
PR Provisioning											
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	81.84	100.00	1,118	3	22.29	SS	0	5	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.71	3.57	3,210	28	2.46	-1.3825	-1	20	-0.088	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	16.83	9.09	410	11	11.43	0.1783	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	1.98	2.50	124	2	3.46	2.47	SS	NA	NA	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.22	0.00	410	11	3.35	1.1525	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	410	11	0.00	5.0000	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.28	6.67	2,005	45	3.66	-0.4868	0	15	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.44	3.24		1,868			1.7949	0	2	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.40		432			47.4005	NA	0	
Stat Score											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	25.08	0.00	319	12	12.75	1.8268	0	10	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	51.25	50.00	80	2	35.78	SS	NA	10	NA	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.77	8.97	317	12	16.88	4.96	0.8976	0	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	78.91	11.75	80	2	108.64	77.77	SS	NA	5	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	66.82	50.00	214	2	33.45	SS	NA	5	NA	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	36.45	50.00	214	2	34.19	SS	NA	5	NA	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	9.35	0.00	214	2	20.68	SS	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	23.29	0.00	1,627	2	29.91	SS	0	10	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	32.61	NA	138	NA		NA	NA	0	NA	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	29.02	12.38	1,626	2	25.57	18.09	SS	NA	5	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	53.85	NA	138	NA	85.63	NA	NA	0	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	92.76	100.00	1,188	2	18.34	SS	NA	5	NA	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	75.51	50.00	1,188	2	30.44	SS	NA	5	NA	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	46.89	0.00	1,188	2	35.32	SS	0	5	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	18.65	6.25	2,161	16	9.77	0.9423	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99	224,609				0	5	0.000	
								Totals	-3	227	-0.154

"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

Sep-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgld Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	5.53		231		5.5325	0	5	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		1		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		0.00		0		NA	0	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		2		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		2		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		91.67		24		-1	5	-0.040	-0.227		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		7		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		NA		NA		NA	0	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.50	NA	2	NA	2.12	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	33.33	NA	3	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	150.00	0.00	2		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		17			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10.50	5.00	2	1	4.95	6.06	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		18			0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	12.87	0.00	567	26	6.72	1.8756	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	4	19	27.51	SS	0	5	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA		NA	0	0.000	0.000		
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.44	3.24		1,868		1,7949	0	2	0.000	0.000	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	3	NA		NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	38.48	NA	3	NA	28.46	NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	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	23.59	0.00	1,946	12	12.29	1.7493	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	20.34	0.00	59	1	40.59	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	26.23	11.04	1,943	12	25.06	7.26	2.9677	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	26.40	0.57	59	1	32.58	32.86	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	30.11	92.31	1,189	13	12.79	4.3777	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	70.80	0.00	1,322	1	45.48	SS	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	18.65	15.38	2,161	13	10.84	0.1326	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	124	-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 TRUNKS

Sep-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	96.28		752			0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks	NA		NA			NA	0	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA	NA	NA	NA		NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA		NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA		NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	0.00	NA	0	0.00	SS	0	5	0.000
MR Maintenance & Repair										
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		NA	NA	0	0.000
NP Network Performance										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00					0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00					0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	0	40	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				Sep-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	-	-	-	30,833	\$0	\$0	\$0	\$30,833
OR-1-02	% On Time LSRC - Flow Through	-	-	-	-	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	30,833	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	
OR-1-12	% On Time FOC	-	-	-	-	-	-	-	
OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-	
OR-1-19	% OT Resp. - Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	
OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - All Socks-UNE/Resale	-	-	-	-	-	-	-	
OR-1-06	%OT LSRC/ASRC - Facility Check - All Socks-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	\$7,024	\$0	\$0	\$0	\$0	\$7,024
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/Split	-	-	-	-	-	-	-	
PR-4-04	Missed Appointments - Dispatch	-	-	-	-	-	-	-	
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	
PR-4-04	Missed Appts - Disp - Line Share/Split	-	-	-	-	-	-	-	
PR-4-05	Missed Appointments - No Dispatch	-	-	7,024	-	-	-	-	
PR-4-05	% Missed Appt - No Disp - 2W Digital - UNE/Resale	-	-	-	-	-	-	-	
PR-4-05	% Missed Appt - No Disp - Line Share/Split	-	-	-	-	-	-	-	
PR-4-14	% Completed On Time - 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/Split	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - DSO - UNE/Resale	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - DS1 - UNE/Resale	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - DS3 - UNE/Resale	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - Other - UNE/Resale	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - UNE/Resale	-	-	-	-	-	-	-	
PR-5-01	% Missed Appointment - Facilities - UNE/Resale	-	-	-	-	-	-	-	
PR-5-02	% Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-	-	-	-	
PR-6-01	% Installation Troubles within 30 days - UNE/Resale	-	-	-	-	-	-	-	
PR-8-01	% Open Orders in Hold Status > 30 Days - UNE/Resale	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - EEL	-	-	-	-	-	-	-	
PR-8-01	% Open Orders in a Hold Status > 30 Days - EEL	-	-	-	-	-	-	-	
PR-4-01	% Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - IOF	-	-	-	-	-	-	-	
PR-8-01	% Open Orders in a Hold Status > 30 Days - IOF	-	-	-	-	-	-	-	
4	PR-4-07 % On Time Performance - LNP					\$0			\$0
Hot Cut Performance									
5	Hot Cut Performance								\$0
PR-6-02	% Install in Trbls w/in 7 days - Loop - Basic Hot Cut	-	-	-	-	-	-	-	
PR-6-02	% Install in Trbls w/in 7 days - Loop - Lg Job Hot Cut	-	-	-	-	-	-	-	
PR-6-02	% Install in Trbls w/in 7 days - Loop - Batch Hot Cut	-	-	-	-	-	-	-	
PR-9-01	% On Time Performance - Loop - Basic Hot Cut	-	-	-	-	-	-	-	
PR-9-01	% On Time Performance - Loop - Lg Job Hot Cut	-	-	-	-	-	-	-	
PR-9-01	% On Time Performance - Loop - Batch Hot Cut	-	-	-	-	-	-	-	
MAINTENANCE									
6	Maintenance Performance	\$	\$0	\$0	\$0	\$0	\$0	\$0	\$0
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appt - Loop - 2W Dig - UNE/Resale	-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appt - Loop - 2W xDSL Loops	-	-	-	-	-	-	-	
MR-3-01	% Missed Repair Appt - Loop - Line Share/Split	-	-	-	-	-	-	-	
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 Dig - 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/Split	-	-	-	-	-	-	-	
MR-4-08	Out of Service > 24Hrs. - Bus.	-	-	-	-	-	-	-	
MR-4-08	Out of Service > 24Hrs. - Res.	-	-	-	-	-	-	-	
MR-4-08	Out of Service > 24Hrs. - Total	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports within 30 Days	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days - 2W 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/Split	-	-	-	-	-	-	-	
MR-4-01	Mean Time to Repair - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	
MR-4-01	Mean Time to Repair - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	
MR-4-06	% Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	
MR-4-08	% Out of Service > 24 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	
MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 days - Specials - UNE/Resale	-	-	-	-	-	-	-	
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 Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	
BI-3-05	% CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	
Month Total		\$0	\$0	\$7,024	\$30,833	\$0	\$0	\$0	\$37,867

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 D	99.88	4,872	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	97.73	1,935	0	20
				29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Re	100.00	1	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	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	96.00	25	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	0.00	4	3	38.19	SS 0	5
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	10.77	6.25	65	16	8.65	0.01 0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	NA	1	NA		NA NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	6.78	55.00	9	1	6.82	26.50 SS NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	5.36	0.00	56	13	6.93	0.07 0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	3.57	0.00	56	13	5.71	0.40 0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	4.69	0.00	64	20	5.41	0.16 0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	27.14	5.26	70	19	11.50	1.82 0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	10.77	NA	65	NA		NA NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	5.71	NA	7	NA	7.20	NA NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	26.15	0.00	65	0	0.00	SS 0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	1	NA		NA NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	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	22.60	11.43	25	2	33.60	30.74 SS NA	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.27	6.44	121	47	7.36	4.17 -0.11 0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	NA	1	NA		NA NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		NA NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	21.23	24.49	146	49	6.75	-0.68 0	10

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

Total 117

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 Special Provisions Report

Special Provision - UNE Ordering

Sep-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.42	891	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	24	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	99.72	353	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	31	\$ -

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
JUL-2014	71.80	266	191	JUL-2014	85.09	161	137
AUG-2014	66.84	193	129	AUG-2014	79.80	99	79
SEP-2014	67.26	223	150	SEP-2014	80.16	126	101
Overall	68.91	682	470	Overall	82.12	386	317

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
JUL-2014	73.42	237	174	JUL-2014	94.59	74	70
AUG-2014	45.15	299	135	AUG-2014	87.32	71	62
SEP-2014	77.46	173	134	SEP-2014	90.28	72	65
Overall	62.48	709	443	Overall	90.78	217	197

Market Adjustment *	\$ 75,732
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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
JUL-2014	94.00	1,083	1,018	JUL-2014	94.81	867	822
AUG-2014	94.83	1,181	1,120	AUG-2014	95.73	1,006	963
SEP-2014	92.33	1,056	975	SEP-2014	91.80	902	828
Overall	93.77	3,320	3,113	Overall	94.16	2,775	2,613

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	7	100.00	3
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	37	0.00	31
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	19.28	1	NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	25.43	128	51.15	121
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of -	Tier II (2 mo) or	Tier III (1mo)	Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary PRELIM

Sep-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.066	\$ -	
Unbundled Network Elements - Loop	-0.030	\$ -	
Resale	-0.154	\$ -	
Digital Subscriber Lines	-0.040	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ -
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 30,833	
3 Installation Performance		\$ 7,024	
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			\$ 37,857
Individual Rule Payments:			\$ -
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ 331,716	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 331,716
CHANGE CONTROL			\$ -
Grand Total			\$ 369,573

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

Sep-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-1-01-6030	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	3.48		1,073		3,4828	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.57		367		3,5722	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-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		100.00		97		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		38		0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		80.16		126		-2	5	-0.044	-0.139	
OR-6-03-3140	% Accuracy - LSRC - Platform		2.20		91		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		95.37		108		0	5	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		16		0	2	0.000	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		110		0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		25		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	81.84	50.00	1,118	4	19.31	SS NA	5	NA	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.71	0.00	3,210	81	1.46	0.6712	0	20	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	16.83	0.00	410	11	11.43	1.0985	0	10	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	1.98	1.67	124	3	3.46	2.02	SS NA	15	NA	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.22	0.00	410	11	3.35	1.1525	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	410	11	0.00	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.28	1.85	2,005	54	3.35	1.0686	0	10	0.000	
MR Maintenance & Repair											
Performance Observations FP Std Sampling Perf. Wgtd. Score											
FP CLEC FP CLEC Deviation Error Diff. Score wgt. score											
MR-1-01-6050	Average Response Time - Create Trouble	1.44	3.24		1,868			1,7949	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.40		432			47.4005	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	25.08	6.98	319	43	7.04	2.6684	0	10	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	51.25	21.05	80	19	12.76	2.1623	0	10	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	12.77	13.55	317	43	16.88	2.74	-0.3721	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	78.91	5.87	80	19	108.64	27.73	3.7190	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	66.82	61.54	214	26	9.78	0.3346	0	5	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	36.45	46.15	214	26	10.00	-1.1759	0	5	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	9.35	3.85	214	26	6.05	0.5056	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	23.29	0.00	1,627	10	13.41	1.4666	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	32.61	0.00	138	2	33.39	SS	0	10	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	29.02	16.83	1,626	10	25.57	8.11	1.9301	0	5	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	53.85	5.53	138	2	85.63	60.99	SS NA	5	NA	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	92.76	100.00	1,188	5	11.61	SS NA	5	NA	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	75.51	60.00	1,188	5	19.27	SS NA	5	NA	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	46.89	40.00	1,188	5	22.36	SS NA	5	NA	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	18.65	8.11	2,161	74	4.60	2.3052	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.99		224,609			0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample											
								Totals	-2	227	-0.044

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

Sep-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	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	3.48		1,073		3.4828	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.57		367		3.5722	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-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		99.40		334		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		81		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		90.28		72		-1	5	-0.030	-0.069		
OR-6-03-3331	% Accuracy - LSRC - Loop		97.70		356		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		3.37		783		0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		8		0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		99.59		243		0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		6		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-3100	Average Delay Days - Total - POTS	1.98	1.67	124	3	3.46	2.02	SS	NA	5		
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	16.83	0.00	410	17		9.26	1.6755	0	20		
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.22	0.00	410	18		2.64	0.8627	0	5		
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	410	18		0.00	5.0000	0	5		
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	12.87	4.00	567	25		6.84	1.0097	0	10		
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		37			0	10	0.000		
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA		
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	0	NA		
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		7			0	10	0.000		
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA		
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA		
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA		
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.44	3.24		1,868			1.7949	0	2		
Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	23.59	4.26	1,946	47		6.27	3.3318	0	10		
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	26.23	8.74	1,943	47	25.06	3.70	5.0000	0	5		
MR-4-07-3112	% Out of Service > 12 Hours - Loop	70.80	25.00	1,322	28		8.68	4.7575	0	5		
MR-4-08-3112	% Out of Service > 24 Hours - Loop	41.53	3.57	1,322	28		9.41	4.3299	0	5		
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	18.65	9.62	2,161	52		5.47	1.5367	0	10		
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	20.34	20.00	59	5		18.75	SS	NA	10		
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	26.40	3.01	59	5	32.58	15.18	SS	NA	5		
									Totals	-1	167	-0.030

"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

Sep-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	3.48		1,073		3.4828	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.57		367		3.5722	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		14		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		8		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		87.50		16		-1	10	-0.044	-0.109		
OR-6-03-2000	% Accuracy - LSRC		2.94		34		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		90.00		50		-1	5	-0.022	-0.054		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		33		0	2	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		8		0	2	0.000	0.000		
PR Provisioning												
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	81.84	100.00	1,118	3		22.29	SS	0	5		
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.71	3.57	3,210	28		2.46	-1.3825	-1	20		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	16.83	9.09	410	11		11.43	0.1783	0	10		
PR-4-02-2100	Average Delay Days - Total - POTS	1.98	2.50	124	2	3.46	2.47	SS	NA	15		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.22	0.00	410	11		3.35	1.1525	0	5		
PR-5-02-2100	Orders Held for Facilities > 15 days - POTS	0.00	0.00	410	11		0.00	5.0000	0	5		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	6.28	6.67	2,005	45		3.66	-0.4868	0	15		
MR Maintenance & Repair												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	1.44	3.24		1,868			1.7949	0	2		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	47.40		432			47.4005	NA	0		
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	25.08	0.00	319	12		12.75	1.8268	0	10		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	51.25	50.00	80	2		35.78	SS	NA	10		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	12.77	8.97	317	12	16.88	4.96	0.8976	0	5		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	78.91	11.75	80	2	108.64	77.77	SS	NA	5		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	66.82	50.00	214	2		33.45	SS	NA	5		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	36.45	50.00	214	2		34.19	SS	NA	5		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	9.35	0.00	214	2		20.68	SS	0	5		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	23.29	0.00	1,627	2		29.91	SS	0	10		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	32.61	NA	138	NA		NA	NA	NA	0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	29.02	12.38	1,626	2	25.57	18.09	SS	NA	5		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	53.85	NA	138	NA	85.63	NA	NA	NA	0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	92.76	100.00	1,188	2		18.34	SS	NA	5		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	75.51	50.00	1,188	2		30.44	SS	NA	5		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	46.89	0.00	1,188	2		35.32	SS	0	5		
MR-5-01-2100	% Repeat Reports win 30 days - POTS	18.65	6.25	2,161	16		9.77	0.9423	0	10		
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		224,609				0	5		
									Totals	-3	227	-0.154

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

Sep-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review	
		FP	CLEC	FP	CLEC						
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		NA		NA	0	0.000	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000	
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000	
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	5.53		231		5.5325	0	5	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		1		0	2	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		0.00		0		NA	0	0.000	0.000	
OR Ordering											
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		100.00		2		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		2		0	2	0.000	0.000	
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		91.67		24		0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		7		0	2	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	0.000	0.000	
PR Provisioning											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	2.50	NA	2	NA	2.12	NA	NA	0	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	
PR-6-01-1341	% Install, Troubles w/in 30 Days -2W Digital -UNE/Resale	33.33	NA	3	NA		NA	NA	0	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	150.00	0.00	2			0.00	SS	0	2	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		17			0	10	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10.50	5.00	2	1	4.95	6.06	SS	NA	10	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		18			0	10	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	12.87	0.00	567	26		6.72	1.8756	0	15	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	50.00	0.00	4	19		27.51	SS	0	5	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	0	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	0.00			NA	0	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.44	3.24		1,868		1,7949	0	2	0.000	
Stat. Score											
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	NA	3	NA		NA	NA	0	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	38.48	NA	3	NA	28.46		NA	0	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	0	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	NA	3	NA			NA	0	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	0	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	3	NA			NA	0	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	23.59	0.00	1,946	12		12.29	1,7493	0	5	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	20.34	0.00	59	1		40.59	SS	0	5	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	26.23	11.04	1,943	12	25.06	7.26	2,9677	0	5	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	26.40	0.57	59	1	32.58	32.86	SS	NA	5	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	30.11	92.31	1,189	13		12.79	4,3777	0	5	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	70.80	0.00	1,322	1		45.48	SS	0	10	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	18.65	15.38	2,161	13		10.84	0,1326	0	10	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	0	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	0	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	0	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	0	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	0	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	0	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	0	0.000	
								Totals	0	124	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

Sep-2014

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score			
		FP	CLEC	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		96.28		752		0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA		NA	0	0.000		
PR-5-01-5000	% Missed Appointment - Facilities		NA	NA	NA	NA	NA	0	0.000		
PR-5-02-5000	% Orders Held for Facilities >15 Days		NA	NA	NA	NA	NA	0	0.000		
PR-6-01-5000	% Installation Troubles w/in 30 Days		NA	NA	NA	NA	NA	0	0.000		
PR-8-01-5000	% Open Orders in a Hold Status >30 Days		NA	0.00	NA	0	0.00	SS	0	5	0.000
MR Maintenance & Repair											
MR-4-01-5000	Mean Time to Repair - Total		NA	NA	NA	NA	0.00	NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours		NA	NA	NA	NA		NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours		NA	NA	NA	NA		NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours		NA	NA	NA	NA		NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours		NA	NA	NA	NA		NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days		NA	NA	NA	NA		NA	NA	0	0.000
NP Network Performance											
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0.00					0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.00					0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	0	40	0.000	

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

CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1	OSS Interface	-	-	-	-				\$0
PO-1-06	Mechanized Loop Qualification - EDI				-				
PO-1-06	Mechanized Loop Qualification - CORBA				-				
PO-1-06	Mechanized Loop Qualification - Web GUI				-				
PO-2-02	OSS Interface Availability - Prime - WPTS		-						
PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-					
PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-					
PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-					
ORDERING									
2	% On Time Ordering Notification	-	-	-	-	\$0	\$0		\$0
OR-1-02	% On Time LSRC - Flow Through	-	-	-	-				
OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-				
OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-				
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-				
OR-1-12	% On Time FOC					-			
OR-1-13	% On Time Design Layout Record					-			
OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-			
OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-				
OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-				
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-				
OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-					
OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl						-		
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl						-		
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale						-		
OR-2-06	%OT LSR/ASRC Rej - Facility Check - UNE/Resale						-		
PROVISIONING									
3	Installation Performance	\$0	\$0	\$7,024	\$0	\$0	\$0		\$7,024
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/Split	-	-	-	-				
PR-4-04	Missed Appointments - Dispatch	-	-	-	-				
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-				
PR-4-04	Missed Appts - Disp - Line Share/Split	-	-	-	-				
PR-4-05	Missed Appointments - No Dispatch	-	-	7,024	-				
PR-4-05	% Missed Appt - No Disp - 2W Digital - UNE/Resale	-	-	-	-				
PR-4-05	% Missed Appt - No Disp - Line Share/Split	-	-	-	-				
PR-4-14	% Completed On Time - 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/Split	-	-	-	-				
PR-4-01	% Missed Appointment - FP - DSO - UNE/Resale	-	-	-	-				
PR-4-01	% Missed Appointment - FP - DS1 - UNE/Resale	-	-	-	-				
PR-4-01	% Missed Appointment - FP - DS3 - UNE/Resale	-	-	-	-				
PR-4-01	% Missed Appointment - FP - Other - UNE/Resale	-	-	-	-				
PR-4-02	Average Delay Days - Total - UNE/Resale	-	-	-	-				
PR-5-01	% Missed Appointment - Facilities - UNE/Resale	-	-	-	-				
PR-5-02	% Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-				
PR-6-01	% Installation Troubles within 30 days - UNE/Resale	-	-	-	-				
PR-8-01	% Open Orders in Hold Status > 30 Days - UNE/Resale	-	-	-	-				
PR-4-01	% Missed Appointment - FP - Total - EEL	-	-	-	-				
PR-4-02	Average Delay Days - Total - EEL	-	-	-	-				
PR-8-01	% Open Orders in a Hold Status > 30 Days - EEL	-	-	-	-				
PR-4-01	% Missed Appointment - FP - Total - IOF	-	-	-	-				
PR-4-02	Average Delay Days - IOF	-	-	-	-				
PR-8-01	% Open Orders in a Hold Status > 30 Days - IOF	-	-	-	-				
4	PR-4-07 % On Time Performance - LNP					\$0			\$0
MAINTENANCE									
5	Hot Cut Performance								\$0
PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-				
PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-				
PR-6-02	% Installatn 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
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 Appointment - Loop - Line Share/Split	-	-	-	-				
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/Split	-	-	-	-				
MR-4-08	Out of Service > 24Hrs. - Bus.	-	-	-	-				
MR-4-08	Out of Service > 24Hrs. - Res.	-	-	-	-				
MR-4-08	Out of Service > 24Hrs. - Total	-	-	-	-				
MR-5-01	% Repeat Reports w/in 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/Split	-	-	-	-				
MR-4-01	Mean Time to Repair - nonDS0 & DS0 - UNE/Resale	-	-	-	-				
MR-4-01	Mean Time to Repair - DS1 & DS3 - UNE/Resale	-	-	-	-				
MR-4-06	% Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-				
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-				
MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-				
MR-5-01	% Repeat Reports w/in 30 days - Specials - UNE/Resale	-	-	-	-				
NETWORK PERFORMANCE									
7	NP-1-04 Final Trunk Groups Blocked					\$0			\$0
Collocation									
8	NP-2-01/2 % OT Response to Request for Collocation - Total							\$0	\$0
NP-2-05/6	% 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 Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-			-	
Month Total		\$0	\$0	\$7,024	\$0	\$0	\$0	\$0	\$7,024

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 D	99.88	4,872	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	97.73	1,935	0	20
					29

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/R	100.00	1	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	9	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	96.00	25	0	5

PR	Provisioning	FP		FP		Std Dev.	Sample Error	Stat. Score		Wgt.
		FP	CLEC Perf.	FP	CLEC Obs.					
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	50.00	0.00	4	3	38.19		SS	0	5
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	10.77	6.25	65	16	8.65	0.01	0	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	NA	1	NA		NA	NA	0	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	6.78	55.00	9	1	6.82	26.50	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	5.36	0.00	56	13		6.93	0.07	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	3.57	0.00	56	13		5.71	0.40	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	4.69	0.00	64	20		5.41	0.16	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	27.14	5.26	70	19		11.50	1.82	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	10.77	NA	65	NA			NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	5.71	NA	7	NA	7.20		NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	26.15	0.00	65	0		0.00	SS	0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	1	NA			NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA			NA	NA	0

MR Maintenance & Repair

MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	22.60	11.43	25	2	33.60	30.74	SS	NA	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	6.27	6.44	121	47	7.36	4.17	-0.11	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	NA	1	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	21.23	24.49	146	49		6.75	-0.68	0	10

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

Total 117

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

Special Provision - UNE Ordering

Sep-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	97.42	891	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	24	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	99.72	353	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	31	\$ -

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
JUL-2014	71.80	266	191	JUL-2014	85.09	161	137
AUG-2014	66.84	193	129	AUG-2014	79.80	99	79
SEP-2014	67.26	223	150	SEP-2014	80.16	126	101
Overall	68.91	682	470	Overall	82.12	386	317

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
JUL-2014	73.42	237	174	JUL-2014	94.59	74	70
AUG-2014	45.15	299	135	AUG-2014	87.32	71	62
SEP-2014	77.46	173	134	SEP-2014	90.28	72	65
Overall	62.48	709	443	Overall	90.78	217	197

Market Adjustment *	\$ 75,732
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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
JUL-2014	94.00	1,083	1,018	JUL-2014	94.81	867	822
AUG-2014	94.83	1,181	1,120	AUG-2014	95.73	1,006	963
SEP-2014	92.33	1,056	975	SEP-2014	91.80	902	828
Overall	93.77	3,320	3,113	Overall	94.16	2,775	2,613

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		CLEC	
		CLEC Performance	Observations	Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	7	100.00	3
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	37	0.00	31
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	19.28	1	NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	25.43	128	51.15	121
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		Greater of - Tier II (2 mo) or Tier III (1mo)			Total
	Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -	\$ -	\$ -
	Market Adjustment for PR-9-08-3533	\$ -	\$ -	\$ -	\$ -

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

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

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

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

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Sep-2014

		<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY				
	Unbundled Network Elements - Platform	-0.044	\$ -	
	Unbundled Network Elements - Loop	-0.030	\$ -	
	Resale	-0.154	\$ -	
	Digital Subscriber Lines	0.000	\$ -	
	Trunks	0.000	\$ -	
	Mode of Entry Total		<u>\$ -</u>	
# CRITICAL MEASURES				
1	OSS Interface		\$ -	
2	% On Time Ordering Notification		\$ -	
3	Installation Performance		\$ 7,024	
4	% On Time Performance - LNP		\$ -	
5	Hot Cut Performance		\$ -	
6	Maintenance Performance		\$ -	
7	Final Trunk Groups Blocked		\$ -	
8	Collocation		\$ -	
9	Resolution Processes		<u>\$ -</u>	
	Critical Measure Total		<u>\$ 7,024</u>	
	Individual Rule Payments:		<u>\$ -</u>	
SPECIAL PROVISIONS				
	UNE Ordering		\$ -	
	UNE Flow Through		\$ 331,716	
	UNE Hot Cut Loop		\$ -	
	Special Provision Total		<u>\$ 331,716</u>	
	CHANGE CONTROL		<u>\$ -</u>	
	Grand Total		<u>\$ 338,740</u>	

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