

Fair Point Communications NNE New Hampshire  
Performance Assurance Plan Report

UNE Platform

May-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FRP	CLEC	CLEC	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.42		8,032	3.42	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	6.56		2,373	6.56	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		97.76				-2	5	-0.051	-0.500		
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	1.46		26	1.46	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.08		12	3.08	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		97.76				-2	5	-0.051	-0.500		
<b>OR Ordering</b>												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		35.35		99		-2	10	-0.102	-0.333		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA		NA	0	NA	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		53.44		842		-2	5	-0.051	-0.167		
OR-4-16-1000	% On Time PCN - 1 Business Day		33.90		761		-2	5	-0.051	-0.167		
OR-4-17-1000	% Billing Completion Notifiers sent on time		34.44		842		-2	5	-0.051	-0.167		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		99		0	5	0.000	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform		NA		NA		NA	0	NA	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
<b>PR Provisioning</b>												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform *	20.00	0.00	15	1	41.31	SS	NA	0	NA	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	11.60	22.22	4,949	117	3.00	-2.53	-2	20	-0.203	-0.308	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	25.12	39.32	13,266	206	3.05	-3.81	-2	10	-0.102	-0.154	
PR-4-02-3100	Average Delay Days - Total - POTS	13.08	8.91	3,916	272	28.70	1.80	1.97	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.00	0.00	13,122	190	0.00		0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	13,122	190	0.00		0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.48	0.00	353	41	5.05	2.07	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	1.54	18.48		1,369			16.94	-2	2	-0.020	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	57.36		382			57.36	NA	0	NA	0.000
<b>Stat. Score</b>												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	25.69	48.48	401	66	5.80	-3.51570	-2	10	-0.102	-0.115	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	30.56	75.00	36	12	15.35	-2.36690	-2	10	-0.102	-0.115	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	27.94	36.10	401	66	26.83	3.56	-2.13450	-2	5	-0.051	-0.057
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	30.07	64.65	36	12	41.13	13.71	-2.02570	-2	5	-0.051	-0.057
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	94.74	96.15	437	78	2.74	-0.18680	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	73.91	83.33	437	78	5.40	-1.66980	-2	5	-0.051	-0.057	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	46.00	64.10	437	78	6.13	-2.83470	-2	5	-0.051	-0.057	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	17.04	47.06	3,246	17	9.14	-2.64080	-2	10	-0.102	-0.115	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res *	21.77	0.00	124	1	41.44	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	27.58	40.03	3,246	17	36.94	8.98	-1.66860	-2	5	-0.051	-0.057
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res *	21.99	16.48	124	1	27.41	27.52	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	93.89	100.00	3,370	18	5.66	-1.07968	-1	5	-0.025	-0.029	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	77.27	88.89	3,370	18	9.90	-1.17311	-1	5	-0.025	-0.029	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	43.77	61.11	3,370	18	11.72	-1.47918	-1	5	-0.025	-0.029	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	9.62	10.42	3,525	96	3.05	0.26220	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		98.91		103,244,898			0	5	0.000		
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator		"UD" - under development		"SS" - Small Sample		Totals		-37	197	-1.315		

\* Stat and Performance score determined through permutation test

\*\* As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance



Fair Point Communications NNE New Hampshire  
Performance Assurance Plan Report

UNE LOOP

May-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review			
		FRP	CLEC	FRP	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	3.42		8,032	3.42	NA	0	NA	0.000			
PO-1-03-6020	Address Validation - EDI	NA	6.56		2,373	6.56	NA	0	NA	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		97.76				-2	5	-0.078	-0.500			
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	1.46		26	1.46	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	3.08		12	3.08	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		97.76				-2	5	-0.078	-0.500			
<b>OR Ordering</b>								Wgt.					
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs		55.71		140		-2	10	-0.156	-0.476			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		NA		NA		NA	0	NA	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		53.44		842		-2	2	-0.031	-0.095			
OR-4-16-1000	% On Time PCN - 1 Business Day		33.90		761		-2	2	-0.031	-0.095			
OR-4-17-1000	% Billing Completion Notifiers sent on time		34.44		842		-2	2	-0.031	-0.095			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		137		0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		NA		NA		NA	0	NA	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000			
<b>PR Provisioning</b>		FRP	CLEC	FRP	CLEC	FRP Std Deviation	Sampling error	Stat Score					
PR-4-02-3100	Average Delay Days - Total - POTS	13.08	8.91	3,916	272	28.70	2.11	1,9734	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	25.12	27.41	13,266	602		1.81	-1.8416	-2	20	-0.313	-0.444	
PR-5-01-3112	% Missed Appointment - Facilities - Loop *	0.00	0.00	13,122	544		0.00		0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop *	0.00	0.00	13,122	544		0.00		0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	10.69	NA	346	0		0.00	NA	NA	0	NA	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA			NA	NA	0	NA	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		62.96		81				-2	10	-0.156	-0.222	
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	
<b>MR Maintenance &amp; Repair</b>								Diff.					
MR-1-01-6050	Average Response Time - Create Trouble	1.54	18.48		1,369			16.9384	-2	2	-0.031	-0.038	
								Stat. Score					
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	17.38	42.80	3,384	250		2.48	-8.8947	-2	10	-0.156	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	27.59	27.67	3,384	250	36.52	2.93	-0.2255	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	77.70	75.72	3,462	276		2.60	0.8359	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	44.28	51.45	3,462	276		3.11	-2.2367	-2	5	-0.078	-0.096	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	9.62	10.36	3,525	280		1.83	-0.3201	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	20.51	50.00	78	26		9.14	-2.5825	-2	10	-0.156	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	24.00	20.05	78	26	25.26	9.67	0.6023	0	5	0.000	0.000	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample								Totals			-24	128	-1.297

\* Stat and Performance score determined through permutation test

\*\* As per -1 Recapture Rule, the performance score adjusted to zero based on two additional months performance



Fair Point Communications NNE New Hampshire  
Performance Assurance Plan Report

RESALE

May-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FRP	CLEC	FRP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.42		8,032	3.42	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	6.56		2,373	6.56	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		97.76				-2	5	-0.048	-0.500		
PO-1-01-6050	Customer Service Record - Web GUI	NA	1.46		26	1.46	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.08		12	3.08	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		97.76				-2	5	-0.048	-0.500		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		50.00		12		-2	10	-0.097	-0.286		
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		53.44		842		-2	5	-0.048	-0.143		
OR-4-16-1000	% On Time PCN - 1 Business Day		33.90		761		-2	5	-0.048	-0.143		
OR-4-17-1000	% Billing Completion Notifiers sent on time		34.44		842		-2	5	-0.048	-0.143		
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		12		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		NA		NA		NA	0	NA	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000		
<b>PR Provisioning</b>												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total *	20.00	0.00	15	2	30.11	SS	NA	0	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	11.75	54.55	4,962	22	6.88	-4.69010	-2	20	-0.193	-0.286	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	25.12	67.48	13,266	123	3.93	-9.90200	-2	10	-0.097	-0.143	
PR-4-02-2100	Average Delay Days - Total - POTS	13.08	12.08	3,916	95	28.70	3.50	0.54440	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS *	0.06	0.00	13,122	119		0.23	0.26822	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	13,122	119		0.00	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	10.48	0.00	353	16		7.83	1.33873	0	15	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	1.54	18.48		1,369		16.94	-2	2	-0.019	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	57.36		382		57.36	NA	0	NA	0.000	
<b>Stat. Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	25.69	35.71	401	28	8.54	-0.9472	-1	10	-0.048	-0.057	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	30.56	42.86	36	7	19.03	-0.2280	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	27.94	30.86	401	28	26.83	8.77	-0.6146	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	30.07	25.79	36	7	41.13	18.94	-0.0567	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	94.74	94.29	437	35		3.92	0.5817	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	73.91	77.14	437	35		7.71	-0.1920	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	46.00	48.57	437	35		8.76	-0.1215	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	17.04	34.62	3,246	26		7.40	-1.9742	-2	10	-0.097	-0.115
MR-3-02-2120	% Missed Repair Appointments - CO - Res. *	21.77	40.00	124	5		18.83	SS	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res. **	27.58	33.47	3,246	26	36.94	8.80	-1.2443	-1	5	-0.024	-0.029
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res. *	21.99	21.09	124	5	27.41	18.89	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	93.89	93.55	3,370	31		4.32	0.5418	0	5	0.000	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	77.27	74.19	3,370	31		7.56	0.6449	0	5	0.000	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	43.77	45.16	3,370	31		8.95	0.0187	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	9.62	5.56	3,525	36		4.94	1.1402	0	10	0.000	0.000
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		98.91		103,244,898				0	5	0.000	
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator							"UD" - under development		"SS" - Small Sample		Totals	
											-22 207 -0.816	

\* Stat and Performance score determined through permutation test

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Fair Point Communications NNE New Hampshire  
Performance Assurance Plan Report

DSL

May-2009

PO	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering	
	FRP	CLEC	FRP	CLEC					Review	Review
<b>Pre-Ordering</b>										
PO-1-06-6020 Mechanized Loop Qualification - EDI	NA	NA		NA	0.00	NA	0	0.000	0.000	
PO-2-02-6020 OSS Interface Availability - Prime - EDI		97.76				-2	5	-0.185	-0.556	
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	NA		NA	0.00	NA	0	0.000	0.000	
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI		97.76				-2	2	-0.074	-0.222	
PO-8-01-6000 % On Time - Manual Loop Qualification		75.00		4		0	0	0.000	0.000	
PO-8-02-6000 % On Time - Engineering Record Request		100.00		5		0	2	0.000	0.000	
<b>Ordering</b>										
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	NA			NA		NA	0	0.000	0.000	
OR-1-06-3342 % On Time LSRC/ASRC - Facility Check - 2W xDSL Loops	NA			NA		NA	0	0.000	0.000	
OR-2-04-3342 % OT LSR Rej - No Facility Check - 2W xDSL Loops	NA			NA		NA	0	0.000	0.000	
OR-2-06-3342 % On Time LSR/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		53.44		842		-2	2	-0.074	-0.333	
OR-4-16-1000 % On Time PCN - 1 Business Day		33.90		761		-2	2	-0.074	-0.333	
OR-4-17-1000 % Billing Completion Notifiers sent on time		34.44		842		-2	2	-0.074	-0.333	
<b>Provisioning</b>										
PR-4-02-1341 Average Delay Days -Total -2W Digital -UNE/Resale	17.14	7.39	7	144	11.55	14.59	0.66868	0	0.000	0.000
PR-4-04-1341 % Missed Appointment -Dispatch -2W Digital -UNE/Resale *	NA	33.18	0	434		434.00	NA	NA	0	0.000
PR-4-05-1341 % Missed Appointment -No Dispatch -2W Digital -UNE/Resale *	100.00	NA	7	0		0.00	NA	NA	0	0.000
PR-6-01-1341 % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	NA	NA	0	0		0.00	NA	NA	0	0.000
PR-8-01-1341 % Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	28.57	0.00	7	434		17.21	1.65999	0	2	0.000
PR-3-10-3342 % Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		0			NA	NA	0	0.000
PR-4-02-3342 Average Delay Days -Total -2W xDSL Loops	15.00	5.58	3	12	9.36	23.05	SS	NA	0	0.000
PR-4-14-3342 % Completed On Time -2W xDSL Loops		53.85		26				-2	10	-0.270
PR-6-01-3342 % Installation Troubles w/in 30 Days -2W xDSL Loops *	10.53	NA	342	0		0.00	NA	NA	0	0.000
PR-8-01-3342 % Open Orders in Hold Status >30 Days -2W xDSL Loops *	33.33	0.00	3	26		28.74	SS	NA	0	0.000
PR-3-03-3340 % Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *		NA		NA			NA	NA	0	0.000
PR-3-03-3340 % Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *		NA	NA	NA			NA	NA		0
PR-4-02-3340 Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000
PR-4-04-3340 % Missed Appointment -Dispatch -Line Share/Split *	NA	NA	NA	NA			NA	NA	0	0.000
PR-4-05-3340 % Missed Appointment -No Dispatch -Line Share/Split *	NA	NA	NA	NA			NA	NA	0	0.000
PR-6-01-3340 % Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000
PR-8-01-3340 % Open Orders in Hold Status >30 Days -Line Share/Split *	NA	NA	NA	NA			NA	NA	0	0.000
<b>Maintenance &amp; Repair</b>										
MR-1-01-6050 Average Response Time - Create Trouble	1.54	18.48		1,369			16.94	-2	2	-0.074
Stat. Score										
MR-3-01-1341 % Missed Repair Appt -Loop -2W Digital -UNE/Resale *	75.00	48.72	4	117		22.02	SS	NA	0	0.000
MR-3-02-1341 % Missed Repair Appt -CO -2W Digital -UNE/Resale *	0.00	41.67	1	24		0.00	SS	NA	0	0.000
MR-4-02-1341 Mean Time To Repair -Loop -2W Digital -UNE/Resale *	34.86	42.88	4	117	11.96	24.23	SS	NA	0	0.000
MR-4-03-1341 Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale *	3.69	20.99	1	24	0.00	19.24	SS	NA	0	0.000
MR-4-04-1341 % Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale *	40.00	40.43	5	141		22.29	SS	NA	0	0.000
MR-4-07-1341 % Out of Service >12 Hours -2W Digital -UNE/Resale *	80.00	78.72	5	141		18.20	SS	NA	0	0.000
MR-5-01-1341 % Repeat Reports w/in 30 Days -2W Digital -UNE/Resale *	0.00	12.77	5	141		0.00	SS	NA	0	0.000
MR-3-01-3342 % Missed Repair Appt -Loop -2W xDSL Loops	17.40	38.46	3,385	13		10.53	-1.54850	-1	5	-0.093
MR-3-02-3342 % Missed Repair Appointment -CO -2W xDSL Loops *	20.51	NA	78	0		0.00	NA	NA	0	0.000
MR-4-02-3342 Mean Time To Repair -Loop -2W xDSL Loops **	27.59	34.51	3,385	13	36.52	12.42	-1.18960	-1	5	-0.093
MR-4-03-3342 Mean Time To Repair -CO -2W xDSL Loops *	24.00	NA	78	0	25.26	0.00	NA	NA	0	0.000
MR-4-04-3342 % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	57.48	46.15	301	13		14.00	1.09200	0	5	0.000
MR-4-07-3342 % Out of Service >12 Hours -2W xDSL Loops	77.71	92.31	3,463	13		11.57	-0.91990	-1	10	-0.185
MR-5-01-3342 % Repeat Reports w/in 30 Days -2W xDSL Loops	9.61	0.00	3,527	17		7.17	1.34128	0	10	0.000
MR-3-01-3340 % Missed Repair Appointment -Loop -Line Share/Split *	NA	NA	NA	NA			NA	NA	0	0.000
MR-3-02-3340 % Missed Repair Appointment -CO -Line Share/Split *	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-02-3340 Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-03-3340 Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-04-3340 % Cleared (all troubles) w/in 24 Hours -Line Share/Split *	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-3340 % Out of Service >12 Hours -Line Share/Split *	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-3340 % Repeat Reports w/in 30 Days -Line Share/Split *	NA	NA	NA	NA			NA	NA	0	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator						"UD" - under development		"SS" - Small Sample		Totals
										-17
										74
										-0.946

\* Stat and Performance score determined through permutation test

\*\* As per-1 Recapture Rule, the performance score adjusted to zero based on two additional months performance

Notes	Description
Metric ID - PR-3-03-3340	The performance score is based on the lower of parity or absolute



Fair Point Communications NNE New Hampshire  
Performance Assurance Plan Report

TRUNKS

May-2009

OR	Ordering	Performance		Observations		Perf. Score	Wgtd. Score			
		FRP	CLEC	FRP	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 (<=192)		NA		NA	NA	0	0.000		
OR-2-12-5020	% On Time Trunk ASR Reject		NA		NA	NA	0	0.000		
<b>PR Provisioning</b>		FRP	CLEC	FRP	CLEC	FRP Std Deviation	able Error Stat. Score			
PR-4-07-3540	% On Time Performance - LNP only		NA		NA		NA	0	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	0.00	NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days *	NA	NA	NA	NA		NA	0	0.000	
<b>MR Maintenance &amp; Repair</b>										
MR-4-01-5000	Mean Time to Repair - Total *	NA	NA	NA	NA	0.00	0.00	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours *	NA	NA	NA	NA		0.00	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours *	NA	NA	NA	NA		0.00	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours *	NA	NA	NA	NA		0.00	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours *	NA	NA	NA	NA		0.00	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days *	NA	NA	NA	NA		0.00	NA	0	0.000
<b>NP Network Performance</b>										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA					NA	0	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA					NA	0	0.000
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator							Totals	0	0	0.000

\* Stat and Performance score determined through permutation test

CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>										
1		<b>OSS Interface</b>	\$69,625	\$69,625	\$28,534	\$0				\$167,783
	PO-1-06	Mechanized Loop Qualification - EDI				\$0				
	PO-1-06	Mechanized Loop Qualification - CORBA				\$0				
	PO-1-06	Mechanized Loop Qualification - Web GUI				\$0				
	PO-2-02	OSS Interface Availability - Prime - WPTS		\$0						
	PO-2-02	OSS Interface Availability - Prime - EDI	\$34,812	\$34,812	\$14,267					
	PO-2-02	OSS Interface Availability - Prime - CORBA	\$0	\$0						
	PO-2-02	OSS Interface Availability - Prime - Web GUI	\$34,812	\$34,812	\$14,267					
<b>ORDERING</b>										
2		<b>% On Time Ordering Notification</b>	\$69,625	\$69,625	\$28,535	\$0	\$0			\$167,784
	OR-1-02	% On Time LSRC -Flow Through	\$46,416	\$58,020	\$19,023					
	OR-1-04	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale				\$0				
	OR-1-04	% On Time LSRC - No Facility Check - 2W xDSL Loops				\$0				
	OR-1-04	% OT LSRC - No Facility Check - Line Share/Split				\$0				
	OR-1-12	% OT Firm Order Confirmations (<=192 Forecasted Trunks)					\$0			
	OR-1-13	% On Time Design Layout Record					\$0			
	OR-1-19	% On Time Response - Request for Inbound Augment (<=192)					\$0			
	OR-2-04	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale				\$0				
	OR-2-04	% OT LSR Rej - No Facility Check - 2W xDSL Loops				\$0				
	OR-2-04	% OT LSR Rej - No Facility Check - Line Share/Split				\$0				
	OR-4-16	% On Time PCN - 1 Business Day	\$23,208	\$11,604	\$9,512					
	OR-1-04	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale								
	OR-1-06	% OT LSRC/ASRC -Facil Ck(E.-No FT) -All Specials -UNE/Resale								
	OR-2-04	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale								
	OR-2-06	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale								
<b>PROVISIONING</b>										
3		<b>Installation Performance</b>	\$37,977	\$55,700	\$14,267	\$42,396	\$0	\$0		\$150,340
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	\$0		\$0					
	PR-4-02	Average Delay Days - Total	\$0	\$0	\$0					
	PR-4-02	Average Delay Days -Total -2W Digital -UNE/Resale				\$0				
	PR-4-02	Average Delay Days -Total -2W xDSL Loops				\$0				
	PR-4-02	Average Delay Days -Total -Line Share/Split				\$0				
	PR-4-04	% Missed Appointments -Dispatch	\$12,659	\$55,700	\$4,756					
	PR-4-04	% Missed Appointment -Dispatch -2W Digital -UNE/Resale				\$0				
	PR-4-04	% Missed Appointment -Dispatch -Line Share/Split				\$0				
	PR-4-05	% Missed Appointments - No Dispatch	\$25,318		\$9,512					
	PR-4-05	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale				\$0				
	PR-4-05	% Missed Appointment -No Dispatch -Line Share/Split				\$0				
	PR-4-14	% Completed On Time -2W xDSL Loops				\$42,396				
	PR-4-15	% On Time Provisioning - Trunks					\$0			
	PR-6-01	% Installation Troubles w/in 30 Days	\$0	\$0	\$0		\$0			
	PR-6-01	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale				\$0				
	PR-6-01	% Installation Troubles w/in 30 Days -2W xDSL Loops				\$0				
	PR-6-01	% Installation Troubles w/in 30 Days -Line Share/Split				\$0				
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale							\$0	
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale							\$0	
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale							\$0	
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale							\$0	
	PR-4-02	Average Delay Days - Total -UNE/Resale							\$0	
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale							\$0	
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale							\$0	
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale							\$0	
	PR-8-01	% Open Orders in a Hold Status > 30 Days -UNE/Resale							\$0	
	PR-4-01	% Missed Appointment - FP - Total - EEL							\$0	
	PR-4-02	Average Delay Days - Total - EEL							\$0	
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL							\$0	
	PR-4-01	% Missed Appointment - FP - Total - IOF							\$0	
	PR-4-02	Average Delay Days - IOF							\$0	
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF							\$0	
4	PR-4-07	<b>% On Time Performance - LNP only</b>					\$0			\$0
5		<b>Hot Cut Performance</b>		\$139,249						\$139,249
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		\$0						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		\$0						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		\$0						
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		\$139,249						
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		\$0						
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		\$0						

**MAINTENANCE**

6		<b>Maintenance Performance</b>	\$50,913	\$41,775	\$11,057	\$19,078	\$0	\$0	\$122,823
	MR-3-01	% Missed Repair Appointments - Loop - Bus.	\$17,406		\$3,924				
	MR-3-01	% Missed Repair Appointments - Loop - Res.	\$17,406		\$7,134				
	MR-3-01	% Missed Repair Appointments - Loop		\$27,850					
	MR-3-01	% Missed Repair Appt -Loop -2W Digital -UNE/Resale				\$0			
	MR-3-01	% Missed Repair Appt -Loop -2W xDSL Loops				\$19,078			
	MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split				\$0			
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				\$0			
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				\$0			
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				\$0			
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops				\$0			
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				\$0			
	MR-4-08	% Out of Service >24Hrs. - Bus.	\$8,703		\$0				
	MR-4-08	% Out of Service >24Hrs. - Res.	\$7,398		\$0				
	MR-4-08	% Out of Service >24Hrs. - Total		\$13,925			\$0		
	MR-5-01	% Repeat Reports within 30 Days	\$0	\$0	\$0		\$0		
	MR-5-01	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale				\$0			
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				\$0			
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				\$0			
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale						\$0	
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale						\$0	
	MR-4-06	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale						\$0	
	MR-4-08	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale						\$0	
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale						\$0	
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale						\$0	
	MR-5-01	% Repeat Reports w/in 30 days -UNE/Resale						\$0	

**NETWORK PERFORMANCE**

7	NP-1-04	# of Final Trunk Groups Blocked 3 months					\$0		\$0
8		<b>Collocation</b>						\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total						\$0	
	NP-2-05/6	% On Time - Physical Collocation - Total						\$0	
	NP-2-07/8	Average Delay Days - Total						\$0	

**RESOLUTION PROCESS**

9		<b>Resolution Processes</b>						\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days						\$0	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days						\$0	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days						\$0	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack						\$0	

<b>Total</b>			<b>\$228,139</b>	<b>\$375,972</b>	<b>\$82,393</b>	<b>\$61,474</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$747,979</b>
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ADJ = As per -1 Recapture Rule,, the performance score adjusted to zero based on two additional months performance

**Performance Report for Critical Measure # 8 - Collocation**

NP	Network Performance	CLEC Perf.	CLEC Obs	Perf Score	Wgt
NP-2-01/2	% OT Response to Request for Collocation - Total	NA	NA	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	50.00	2	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					20

**Performance Report for Critical Measure # 9 -Resolution Performance**

Resolution Timeliness	CLEC Perf.	CLEC Obs	Perf Score	Wgt
OR-10-01-100C % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-100C % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	100.00	1,219	0	2
BI-3-05-1000 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	100.00	197	0	20
				22

**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	NA	NA	NA	0
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	NA	NA	NA	0

PR	Provisioning	FRP	FRP	Std Dev	Sampling Error	Stat Score	Perf Score	Wgt
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	100.00	3	2	0.00	SS NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	40.00	53.33	10	30	17.89	-0.36	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	100.00		5	5.00	NA NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	0	0.00	NA NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	22.14	9.37	7	27	10.52	17.61	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	1	2	0.00	SS NA	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	1	2	0.00	SS NA	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	0	0	0.00	NA NA	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	28.57	0.00	14	45	13.82	2.07	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	40.00	50.00	10	8	23.24	SS NA	10
PR-4-02-3510	Average Delay Days - Total - EEL	27.50	4.75	4	4	11.80	31.57	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	0.00	0.00	10	8	0.00	SS NA	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA NA	0

MR	Maintenance & Repair	FRP	FRP	Std Dev	Sampling Error	Stat Score	Perf Score	Wgt
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	0.00	NA	2.00	0	0.00	NA NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	21.34	19.45	2.00	29	16.83	29.95	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2.00	0	0.00	NA NA	0
MR-4-06-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	2.00	0	0.00	NA NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	44.83	2.00	29	0.00	SS NA	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	50.00	20.69	2.00	29	36.55	SS NA	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	15.91	4.00	44	0.00	SS NA	10

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample **Total** 191



Special Provision - UNE Ordering

MAY-2009

	% On Time	Observations	Market Adj.
OR-1-04-3320 % OT LSRC - No Facility Check - POTS	NA	\$	-
OR-1-06-3320 % OT LSRC/ASRC - Facility Check - POTS	NA	\$	-
OR-2-04-3320 % OT LSR Rej. - No Facility Check - POTS	NA	\$	-
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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
MAR-2009	19.21	531	102	MAR-2009	19.21	531	102
APR-2009	100.00	433	433	APR-2009	100.00	433	433
MAY-2009	100.00	99	99	MAY-2009	100.00	99	99
Overall	59.64	1,063	634	Overall	59.64	1,063	634

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	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
MAR-2009	51.88	478	248	MAR-2009	51.88	478	248
APR-2009	92.62	366	339	APR-2009	92.62	366	339
MAY-2009	100.00	137	137	MAY-2009	100.00	137	137
Overall	73.80	981	724	Overall	73.80	981	724

Market Adjustment *	Calculated Quarterly
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations	Flow-thru	Month	%	Observations	Flow-thru
		Gross #				Gross #	
MAR-2009	NA			MAR-2009	NA		
APR-2009	NA			APR-2009	NA		
MAY-2009	NA			MAY-2009	NA		
Overall				Overall			

Market Adjustment *	Calculated Quarterly
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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	62.96	81	7.14	56
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	NA		NA	
PR-6-02-3523 % Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525 % Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
	Performance	Observations	Performance	Observations
PR-9-08-3533 Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533 Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -FRP	1.26	145	2.53	323
	FP Std Dev.	Stat Score	FP Std Dev	Stat Score
PR-9-08-3533 Average Duration Hot Cut Installation Troubles	1.34		4.67	

	Greater of - Tier II (2 mo)	or Tier III (1mo)	Total
Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$91,111	\$182,222	\$182,222
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.

MAY-2009

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	100.00	1	\$ -
* 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		\$ -
	% 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 failed, no workaround	R3		\$ -

<b>Total Market Adjustment</b>		\$ -
UNE Platform allocation	31.43%	\$ -
UNE Loop allocation	47.14%	\$ -
Resale Allocation	7.14%	\$ -
DSL allocation	14.29%	\$ -



# Fair Point Communications NNE    New Hampshire

## PAP/CCAP Market Adjustment Summary MAY-2009

	Weighted Score	Market Adjustment	
<b>MODE OF ENTRY</b>	-1.315	\$251,044	
Unbundled Network Elements - Platform	-1.297	\$376,567	
Unbundled Network Elements - Loop	-0.816	\$57,056	
Resale	-0.946	\$114,111	
Digital Subscriber Lines	0.000	<u>\$0</u>	
Trunks			\$798,778
<b>Mode of Entry Total</b>			-
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$167,783	
2 % On Time Ordering Notification		\$167,784	
3 Installation Performance		\$150,340	
4 % On Time Performance - LNP		\$0	
5 Hot Cut Performance		\$139,249	
6 Maintenance Performance		\$122,823	
7 Final Trunk Groups Blocked		\$0	
8 Collocation		<u>\$0</u>	
9 Resolution Processes		<u>\$0</u>	
<b>Critical Measure Total</b>			\$747,979
<b>Individual Rule Payments:</b>			
<b>SPECIAL PROVISIONS</b>			
UNE Ordering			
UNE Flow Through		\$0	
UNE Hot Cut Loop		\$182,222	
<b>Special Provision Total</b>			\$182,222
<b>CHANGE CONTROL</b>			
<b>Grand Total</b>			<u>\$1,728,979</u>