

Fair Point Communications NNE New Hampshire  
Performance Assurance Plan Report

UNE Platform

Jun-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering	Review	
		FRP	CLEC	FRP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.35		9,458	3.35	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	7.57		2,762	7.57	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	5.70		61	5.70	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.36		22	7.36	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		56.32		348		-2	10	-0.090	-0.250		
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		41.81		1,251		-2	5	-0.045	-0.125		
OR-4-16-1000	% On Time PCN - 1 Business Day		52.51		958		-2	5	-0.045	-0.125		
OR-4-17-1000	% Billing Completion Notifiers sent on time		37.01		1,251		-2	5	-0.045	-0.125		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		346		0	5	0.000	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform		46.15		13		-2	5	-0.045	-0.125		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		1		0	5	0.000	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 *	40.63	40.00	32	5	23.62	SS	NA	0	NA	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	19.41	36.50	5,208	326	2.26	-6.88	-2	20	-0.180	-0.308	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	18.01	38.03	11,475	376	2.01	-9.64	-2	10	-0.090	-0.154	
PR-4-02-3100	Average Delay Days - Total - POTS	8.52	10.19	3,002	489	15.05	1.36	-1.23	-1	15	-0.068	-0.115
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.00	0.00	11,576	406	0.00	0.00	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	11,576	406	0.00	0.00	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	9.68	1.99	1,054	151	2.57	2.99	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.05	18.26		1,737		16.22	-2	2	-0.018	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	64.74		453		64.74	NA	0	NA	0.000	
<b>Stat. Score</b>												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	17.69	53.39	611	118	3.84	-7.72440	-2	10	-0.090	-0.098	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	33.33	22.22	30	9	17.92	1.04580	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	28.47	43.72	611	118	64.77	4.54	-2.03350	-2	5	-0.045	-0.049
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	31.17	33.49	30	9	51.97	17.60	-0.22340	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	87.36	98.43	641	127	3.23	-4.07740	-2	5	-0.045	-0.049	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	60.84	92.91	641	127	4.74	-7.58980	-2	5	-0.045	-0.049	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	39.16	74.80	641	127	4.74	-7.34790	-2	5	-0.045	-0.049	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	17.70	55.43	3,820	92	4.03	-7.91250	-2	10	-0.090	-0.098	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	17.69	16.67	130	6	15.93	0.51170	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	30.16	45.46	3,820	92	49.17	4.84	-2.02370	-2	5	-0.045	-0.049
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res **	25.43	28.12	130	6	83.75	18.18	-1.01100	-1	5	-0.023	-0.025
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	95.24	100.00	3,950	98	2.18	-2.36880	-2	5	-0.045	-0.049	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	80.25	93.88	3,950	98	4.07	-3.60550	-2	5	-0.045	-0.049	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	50.28	72.45	3,950	98	5.11	-4.30650	-2	5	-0.045	-0.049	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.20	8.66	4,591	127	2.84	1.04390	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		98.81		101,518,487			0	5	0.000		
* 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												
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample Totals -38 222 -1.189												

Fair Point Communications NNE New Hampshire  
Performance Assurance Plan Report

UNE LOOP

Jun-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							0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	3.35		9.458	3.35	NA	0	NA	0.000			
PO-1-03-6020	Address Validation - EDI	NA	7.57		2.762	7.57	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	5.70		61	5.70	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	7.36		22	7.36	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000			
<b>OR Ordering</b>													
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs		79.02		286		-2	10	-0.140	-0.385			
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		41.81		1,251		-2	2	-0.028	-0.077			
OR-4-16-1000	% On Time PCN - 1 Business Day		52.51		958		-2	2	-0.028	-0.077			
OR-4-17-1000	% Billing Completion Notifiers sent on time		37.01		1,251		-2	2	-0.028	-0.077			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.54		218		0	5	0.000	0.000			
OR-6-03-3331	% Accuracy - LSRC - Loop		36.36		11		-2	5	-0.070	-0.192			
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>													
PR-4-02-3100	Average Delay Days - Total - POTS	8.52	10.19	3.002	489	15.05	1.36	-1.2317	-1	5	-0.035	-0.045	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	18.01	52.71	11.475	461		1.83	-17.6156	-2	20	-0.280	-0.364	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.00	0.00	11,576	523		0.00		0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	11,576	523		0.00		0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	9.76	0.00	1,045	9		9.94	0.9824	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		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	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		90.09		232				-1	10	-0.070	-0.091	
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>													
MR-1-01-6050	Average Response Time - Create Trouble	2.05	18.26		1,737			16.22	-2	2	-0.028	-0.038	
<b>Stat. Score</b>													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	17.69	51.75	4,431	286		2.33	-12.4694	-2	10	-0.140	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	29.45	39.32	4,431	286	51.16		2.78	-2.4573	-2	5	-0.070	-0.096
MR-4-07-3112	% Out of Service > 12 Hours - Loop	77.93	90.52	4,521	306			2.45	-5.5694	-2	5	-0.070	-0.096
MR-4-08-3112	% Out of Service > 24 Hours - Loop	48.75	74.51	4,521	306			2.95	-8.8420	-2	5	-0.070	-0.096
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop **	11.20	14.15	4,591	311			1.85	-1.4717	-1	10	-0.070	-0.096
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	16.67	45.00	90	20			9.21	-2.3592	-2	10	-0.140	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	16.25	31.03	90	20	19.40		9.12	-2.3226	-2	5	-0.070	-0.096
*NA* - No Activity or Results cannot be calculated due to zero in the Denominator *UD* - under development *SS* - Small Sample													
<b>Totals</b>								-29	143	-1.336			

\* 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  
Performance Assurance Plan Report

New Hampshire

RESALE

Jun-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	WgtL	WgtL Score	Domain Clustering Review		
		FRP	CLEC	CLEC								
PO-1-01-6020	Customer Service Record - EDI	NA	3.35		9,458	3.35	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.57		2,762	7.57	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	5.70		61	5.70	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.36		22	7.36	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		57.89		19		-2	10	-0.116	-0.222		
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		41.81		1,251		-2	5	-0.058	-0.111		
OR-4-16-1000	% On Time PCN - 1 Business Day		52.51		958		-2	5	-0.058	-0.111		
OR-4-17-1000	% Billing Completion Notifiers sent on time		37.01		1,251		-2	5	-0.058	-0.111		
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		17		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		83.33		6		-2	10	-0.116	-0.222		
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 *	40.63	NA	32	0		0.00	SS	NA	0	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	19.33	37.93	5,152	29		7.35	-2.42470	-2	20	-0.233	-0.286
PR-4-04-2100	% Missed Appointment- FP - Dispatch - POTS	17.59	58.89	11,406	90		4.03	-9.08920	-2	10	-0.116	-0.143
PR-4-02-2100	Average Delay Days - Total - POTS	8.52	9.00	3,002	64	15.05	3.53	-0.13678	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.03	0.00	11,576	98		0.16		0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	11,576	98		0.00		0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	9.70	5.75	1,052	87		3.30	1.19622	0	15	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.05	18.26		1,737		16.22	-2	2	-0.023	-0.048	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	64.74		453		64.74	NA	0	NA	0.000	
<b>Stat. Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	17.68	51.43	611	35		6.63	-4.2100	-2	10	-0.116	-0.238
MR-3-02-2110	% Missed Repair Appointments - CO - Bus. *	33.33	33.33	30	3		28.54	SS	NA	0	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus. **	28.47	44.55	611	35	64.77	7.84	-1.3709	-1	5	-0.029	-0.060
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus. *	31.17	45.68	30	3	51.97	28.05	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	87.36	100.00	641	38		5.55	-2.4613	-2	5	-0.058	-0.119
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	60.84	89.47	641	38		8.15	-3.6303	-2	5	-0.058	-0.119
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	39.16	68.42	641	38		8.15	-3.3697	-2	5	-0.058	-0.119
MR-3-01-2120	% Missed Repair Appointments - Loop - Res. *	17.70	50.00	3,820	2		26.99	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res. *	17.69	NA	130	0		0.00	NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res. *	30.16	34.30	3,820	2	49.17	32.46	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res. *	25.43	NA	130	0	83.75	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res. *	95.24	100.00	3,950	2		15.06	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res. *	80.25	100.00	3,950	2		28.16	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res. *	50.28	100.00	3,950	2		35.36	SS	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS **	11.20	17.50	4,591	40		5.01	-1.0103	-1	10	-0.058	-0.119
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		98.81		101,518,487			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	-26	172	-1.157		

\* 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

DSL

Jun-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering					
		FRP	CLEC	CLEC						Review	Review				
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		0	0.00	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	NA		NA	0.00	NA	0	0.000	0.000					
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000					
PO-8-01-6000	% On Time - Manual Loop Qualification		66.67		3		0	0	0.000	0.000					
PO-8-02-6000	% On Time - Engineering Record Request		66.67		9		-2	2	-0.051	-0.222					
<b>OR Ordering</b>															
OR-1-04-1341	% On Time LSR - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000					
OR-1-06-1341	% OT LSR/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/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000					
OR-1-04-3342	% On Time LSR - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000					
OR-1-06-3342	% On Time LSR/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/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000					
OR-1-04-3340	% OT LSR - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000					
OR-1-06-3340	% On Time LSR/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		41.81		1,251		-2	2	-0.051	-0.333					
OR-4-16-1000	% On Time PCN - 1 Business Day		52.51		958		-2	2	-0.051	-0.333					
OR-4-17-1000	% Billing Completion Notifiers sent on time		37.01		1,251		-2	2	-0.051	-0.333					
<b>PR Provisioning</b>															
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	19.68	22.83	37	6	14.89	17.50	2,72660	0	2	0.000	0.000			
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale *	100.00	100.00	6	1		0.00	SS	NA	0	0.000	0.000			
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	83.78	83.33	37	6		16.22	0.68190	0	2	0.000	0.000			
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	0.00	0.00	12	2		0.00	SS	NA	0	0.000	0.000			
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	20.83	57.14	24	7		17.45	-2.08134	-2	2	-0.051	-0.077			
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		0				NA	0	0.000	0.000			
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	13.67	9.80	3	49	10.06	20.43	SS	NA	10	0.000	0.000			
PR-4-14-3342	% Completed On Time -2W xDSL Loops		70.48		166				-2	10	-0.256	-0.385			
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	9.79	NA	1,042	0		0.00	SS	NA	0	0.000	0.000			
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	0.00	1	121		0.00	SS	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-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	NA	0	0.000	0.000			
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split *	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	0	0.000	0.000			
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split *	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	0	0.000	0.000			
<b>MR Maintenance &amp; Repair</b>															
MR-1-01-6050	Average Response Time - Create Trouble	2.05	18.26		1,737			16.22	-2	2	-0.051	-0.054			
<b>Stat. Score</b>															
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *	75.00	NA	4	NA		0.00	NA	NA	0	0.000	0.000			
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale *	50.00	NA	2	NA		0.00	NA	NA	0	0.000	0.000			
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale *	37.03	NA	4	NA	18.42	0.00	NA	NA	0	0.000	0.000			
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale *	13.79	NA	2	NA	11.28	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	6	NA		0.00	NA	NA	0	0.000	0.000			
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale *	83.33	NA	6	NA		0.00	NA	NA	0	0.000	0.000			
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale *	33.33	NA	6	NA		0.00	NA	NA	0	0.000	0.000			
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	17.73	70.97	4,434	31		6.88	-6.31000	-2	5	-0.128	-0.135			
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops *	16.67	100.00	90	1		37.47	SS	NA	0	0.000	0.000			
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops **	29.46	37.59	4,434	31	51.14	8.22	-1.32730	-1	5	-0.064	-0.068			
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops *	16.25	124.73	90	1	19.40	37.09	SS	NA	0	0.000	0.000			
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	56.63	9.38	362	32		9.14	5.66440	0	5	0.000	0.000			
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	77.94	100.00	4,524	32		7.36	-3.38550	-2	10	-0.256	-0.270			
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.21	0.00	4,594	32		5.60	2.00306	0	10	0.000	0.000			
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split *	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	0	0.000	0.000			
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00			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	0	0.000	0.000			
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split *	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	0	0.000	0.000			
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split *	NA	NA	NA	NA				NA	0	0.000	0.000			
* 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															
<table border="1"> <thead> <tr> <th>Notes</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Metric ID - PR-3-03-3340</td> <td>The performance score is based on the lower of parity or absolute</td> </tr> </tbody> </table>												Notes	Description	Metric ID - PR-3-03-3340	The performance score is based on the lower of parity or absolute
Notes	Description														
Metric ID - PR-3-03-3340	The performance score is based on the lower of parity or absolute														

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

Jun-2009

	Performance		Observations		FRP Std Deviation	Perf.			
	FRP	CLEC	FRP	CLEC		Score	Wgt.	Score	
<b>OR Ordering</b>									
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)	50.00			2		0	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>									
PR-4-07-3540 % On Time Performance - LNP only	NA	NA	NA	NA		NA	0	0.000	
PR-4-15-5000 % On Time Provisioning - Trunks	NA	NA	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-9-01-5000 % 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	NA	0	0.000	
MR-4-05-5000 % Out of Service >2 Hours *	NA	NA	NA	NA		NA	0	0.000	
MR-4-06-5000 % Out of Service >4 Hours *	NA	NA	NA	NA		NA	0	0.000	
MR-4-07-5000 % Out of Service >12 Hours *	NA	NA	NA	NA		NA	0	0.000	
MR-4-08-5000 % Out of Service >24 Hours *	NA	NA	NA	NA		NA	0	0.000	
MR-5-01-5000 % Repeat Reports w/in 30 Days *	NA	NA	NA	NA		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 "UD" - under development "SS" - Small Sample Totals						0	0	0.000	

\* Stat and Performance score determined through permutation test



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

NP	Network Performance	CLEC Perf.	CLEC Obs	Perf Score	Wgt
NP-2-01/2	% OT Response to Request for Collocation - Total	100.00	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	1	0	0
NP-2-07/8	Average Delay Days - Total	5.00	1	0	0
					5

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

Resolution Timeliness	CLEC Perf.	CLEC Obs	Perf Score	Wgt
OR-10-01-100% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-10-02-100% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	99.56	688	0	2
BI-3-05-1000 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	97.29	1,330	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	1	0.00	SS	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	100.00	43.48	3	23	0.00	SS	NA	0	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	100.00	1	1	1.00	NA	NA	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	2	0	0.00	NA	NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	10.83	4.33	6	15	6.97	15.01	SS	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	NA	2	0	0.00	NA	NA	0	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	2	0	0.00	NA	NA	0	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	0	0	0.00	NA	NA	0	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	33.33	0.00	6	30	21.08	1.58	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	100.00	60.00	1	5	0.00	SS	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	2.00	8.00	1	3	0.00	16.17	SS	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	100.00	0.00	1	5	0.00	SS	NA	0	
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	
<b>MR Maintenance &amp; Repair</b>										
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	0.00	NA	2.00	0	0.00	0.00	NA	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	10.01	15.96	7.00	34	35.00	12.46	-0.48	0	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2.00	0	0.00	0.00	NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2.00	0	0.00	0.00	NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	28.57	52.94	7.00	34		18.75	-0.75	0	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	14.29	29.41	7.00	34		14.52	-0.30	0	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	11.11	14.58	9.00	48		11.42	0.33	0	10
"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample									<b>Total</b>	30

Special Provision - UNE Ordering

JUN-2009

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSR - No Facility Check - POTS	100.00	1	\$ -
OR-1-06-3320	% OT LSR/ASRC - Facility Check - POTS	NA		\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA		\$ -
OR-2-06-3320	% OT LSR/ASRC Rej.- Facility Check - POTS	NA		\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
APR-2009	100.00	433	433	APR-2009	100.00	433	433
MAY-2009	100.00	99	99	MAY-2009	100.00	99	99
JUN-2009	100.00	349	349	JUN-2009	100.00	346	346
Overall	100.00	881	881	Overall	100.00	878	878

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
APR-2009	92.82	366	339	APR-2009	92.82	366	339
MAY-2009	100.00	137	137	MAY-2009	100.00	137	137
JUN-2009	99.54	218	217	JUN-2009	99.54	218	217
Overall	96.12	721	693	Overall	96.12	721	693

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
APR-2009	NA			APR-2009	NA		
MAY-2009	NA			MAY-2009	NA		
JUN-2009	NA			JUN-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 CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520 % On Time Performance-Loop-Basic Hot Cut	90.09	232	62.99	81
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 TII HC-CLEC	NA		NA	
PR-9-08-3533 Avg Durtn HC Install Trbl-UNE POTS Loop Tti HC -FRP	1.89	468	1.26	145
	FP Std Dev.	Stat Score	FP Std Dev	Stat Score
PR-9-08-3533 Average Duration Hot Cut Installation Troubles	0.00		1.34	

	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.



JUN-2009

% On Time      Observations      Mrkt Adj.

PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	NA		\$	-
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\* 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	\$	-
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\* 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		\$	-
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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 Communications NNE New Hampshire

## PAP/CCAP Market Adjustment Summary

JUN-2009

	Weighted Score	Market Adjustment	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-1.189	\$ 251,044	
Unbundled Network Elements - Loop	-1.336	\$ 376,567	
Resale	-1.157	57,056	
Digital Subscriber Lines	-1.013	114,111	
Trunks	0.000	-	
		<hr/>	
<b>Mode of Entry Total</b>			\$ 798,778
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		167,784	
3 Installation Performance		147,614	
4 % On Time Performance - LNP		-	
5 Hot Cut Performance		132,287	
6 Maintenance Performance		162,832	
7 Final Trunk Groups Blocked		-	
8 Collocation		-	
9 Resolution Processes		<hr/> <hr/> \$ -	
			610,517
<b>Critical Measure Total</b>			
<b>Individual Rule Payments:</b>			
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		-	
UNE Flow Through		-	
UNE Hot Cut Loop		-	
			-
<b>Special Provision Total</b>			-
<b>CHANGE CONTROL</b>			
			-
			<hr/>
<b>Grand Total</b>			\$ <u>1,409,295</u>

Fair Point Communications NNE New Hampshire  
Performance Assurance Plan Report

UNE Platform

Jun-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Domain Clustering			
		FRP	CLEC	FRP	CLEC				Score	Review		
PO-1-01-6020	Customer Service Record - EDI	NA	3.35		9,458	3.35	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	7.57		2,762	7.57	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	5.70		61	5.70	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.36		22	7.36	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		56.32		348		-2	10	-0.090	-0.250		
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		41.81		1,251		-2	5	-0.045	-0.125		
OR-4-16-1000	% On Time PCN - 1 Business Day		52.51		958		-2	5	-0.045	-0.125		
OR-4-17-1000	% Billing Completion Notifiers sent on time		37.01		1,251		-2	5	-0.045	-0.125		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		346		0	5	0.000	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform		46.15		13		-2	5	-0.045	-0.125		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		1		0	5	0.000	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 *	40.63	40.00	32	5	23.62	SS	NA	0	NA	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	19.41	36.50	5,208	326	2.26	-6.88	-2	20	-0.180	-0.308	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	18.01	38.03	11,475	376	2.01	-9.64	-2	10	-0.090	-0.154	
PR-4-02-3100	Average Delay Days - Total - POTS	8.52	10.19	3,002	489	15.05	1.36	-1.23	-1	15	-0.068	-0.115
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.00	0.00	11,576	406		0.00	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	11,576	406		0.00	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform *	9.66	1.96	1,054	151	2.57	2.99	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.05	18.26		1,737		16.22	-2	2	-0.018	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	64.74		453		64.74	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	17.69	53.39	611	118	3.84	-7.72440	-2	10	-0.090	-0.098	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	33.33	22.22	30	9	17.92	1.04580	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	28.47	43.72	611	118	64.77	4.54	-2.03350	-2	5	-0.045	-0.049
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	31.17	33.49	30	9	51.97	17.60	-0.22340	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	87.36	98.43	641	127		3.23	-4.07740	-2	5	-0.045	-0.049
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	60.84	92.91	641	127		4.74	-7.58980	-2	5	-0.045	-0.049
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	39.16	74.80	641	127		4.74	-7.34790	-2	5	-0.045	-0.049
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	17.70	55.43	3,820	92	4.03	-7.91250	-2	10	-0.090	-0.098	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	17.69	16.67	130	6	15.93	0.51170	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	30.16	45.46	3,820	92	49.17	4.84	-2.02370	-2	5	-0.045	-0.049
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res **	25.43	28.12	130	6	83.75	18.18	-1.01100	-1	5	-0.023	-0.025
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	95.24	100.00	3,950	98		2.18	-2.36860	-2	5	-0.045	-0.049
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	80.25	93.88	3,950	98		4.07	-3.60550	-2	5	-0.045	-0.049
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	50.28	72.45	3,950	98		5.11	-4.30650	-2	5	-0.045	-0.049
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	11.20	8.66	4,591	127		2.64	1.04390	0	10	0.000	0.000
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		98.81		101,518,487			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							-38	222	-1.189			

\* 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

Jun-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgted. 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	3.35		9,458	3.35	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.57		2,762	7.57	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	5.70		61	5.70	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.36		22	7.36	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-3331	% On Time LSRC - Flow Thru - Loop/Pre-Qual - 2hrs		79.02		286		-2	10	-0.140	-0.385		
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		41.81		1,251		-2	2	-0.028	-0.077		
OR-4-16-1000	% On Time PCN - 1 Business Day		52.51		958		-2	2	-0.028	-0.077		
OR-4-17-1000	% Billing Completion Notifiers sent on time		37.01		1,251		-2	2	-0.028	-0.077		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		99.54		218		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		36.36		11		-2	5	-0.070	-0.192		
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>												
PR-4-02-3100	Average Delay Days - Total - POTS	8.52	10.19	3,002	489	15.05	1.36	-1.2317	-1	5	-0.035	-0.045
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	18.01	52.71	11,475	461		1.83	-17.6156	-2	20	-0.280	-0.364
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.00	0.00	11,576	523		0.00	0	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	11,576	523		0.00	0	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New *	9.76	0.00	1,045	9		9.94	0.9824	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA			NA	0	NA	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	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		90.09		232			-1	10	-0.070	-0.091	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA	0.000	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.05	18.26		1,737			16.22	-2	2	-0.028	-0.038
<b>Stat. Score</b>												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	17.69	51.75	4,431	286		2.33	-12.4694	-2	10	-0.140	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	29.45	39.32	4,431	286	51.16	2.78	-2.4573	-2	5	-0.070	-0.096
MR-4-07-3112	% Out of Service > 12 Hours - Loop	77.93	90.52	4,521	306		2.45	-5.5694	-2	5	-0.070	-0.096
MR-4-08-3112	% Out of Service > 24 Hours - Loop	48.75	74.51	4,521	306		2.95	-8.8420	-2	5	-0.070	-0.096
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop **	11.20	14.15	4,591	311		1.85	-1.4717	-1	10	-0.070	-0.096
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	16.67	45.00	90	20		9.21	-2.3592	-2	10	-0.140	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	16.25	31.03	90	20	19.40	9.12	-2.3226	-2	5	-0.070	-0.096
*NA* - No Activity or Results cannot be calculated due to zero in the Denominator *UD* - under development *SS* - Small Sample								<b>Totals</b>				
								-29	143	-1.336		

\* 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  
Performance Assurance Plan Report**

**New Hampshire**

**RESALE**

**Jun-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	3.35		9,458	3.35	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	7.57		2,762	7.57	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	5.70		61	5.70	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	7.36		22	7.36	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2h		57.89		19		-2	10	-0.116	-0.222		
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		41.81		1,251		-2	5	-0.058	-0.111		
OR-4-16-1000	% On Time PCN - 1 Business Day		52.51		958		-2	5	-0.058	-0.111		
OR-4-17-1000	% Billing Completion Notifiers sent on time		37.01		1,251		-2	5	-0.058	-0.111		
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		17		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		83.33		6		-2	10	-0.116	-0.222		
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/ASRC 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 *	40.63	NA	32	0		0.00	SS	NA	0	NA	0.000
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	19.33	37.93	5,152	29		7.35	-2.42470	-2	20	-0.233	-0.286
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	17.59	58.89	11,406	90		4.03	-9.08920	-2	10	-0.116	-0.143
PR-4-02-2100	Average Delay Days - Total - POTS	8.52	9.00	3,002	64	15.05	3.53	-0.13678	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.03	0.00	11,576	98		0.16		0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	11,576	98		0.00		0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS *	9.70	5.75	1,052	87		3.30	1.19622	0	15	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.05	18.26		1,737			16.22	-2	2	-0.023	-0.048
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	64.74		453			64.74	NA	0	NA	0.000
<b>Stat. Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	17.68	51.43	611	35		6.63	-4.2100	-2	10	-0.116	-0.238
MR-3-02-2110	% Missed Repair Appointments - CO - Bus. *	33.33	33.33	30	3		28.54	SS	NA	0	NA	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus. **	28.47	44.55	611	35	64.77	7.84	-1.3709	-1	5	-0.029	-0.060
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus. *	31.17	45.68	30	3	51.97	28.05	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	87.36	100.00	641	38		5.55	-2.4613	-2	5	-0.058	-0.119
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	60.84	89.47	641	38		8.15	-3.6303	-2	5	-0.058	-0.119
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	39.16	68.42	641	38		8.15	-3.3697	-2	5	-0.058	-0.119
MR-3-01-2120	% Missed Repair Appointments - Loop - Res. *	17.70	50.00	3,820	2		26.99	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res. *	17.69	NA	130	0		0.00	NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res. *	30.16	34.30	3,820	2	49.17	32.46	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res. *	25.43	NA	130	0	83.75	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res. *	95.24	100.00	3,950	2		15.06	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res. *	80.25	100.00	3,950	2		28.16	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res. *	50.28	100.00	3,950	2		35.36	SS	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS **	11.20	17.50	4,591	40		5.01	-1.0103	-1	10	-0.058	-0.119
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		98.81		101,518,487				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	
											-26 172 -1.157	

\* 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

DSL

Jun-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review			
		FRP	CLEC	FRP	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		0	0.00	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	NA		NA	0.00	NA	0	0.000	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	2	0.000	0.000			
PO-8-01-6000	% On Time - Manual Loop Qualification		66.67		3		0	0	0.000	0.000			
PO-8-02-6000	% On Time - Engineering Record Request		66.67		9		-2	2	-0.051	-0.222			
<b>OR Ordering</b>													
OR-1-04-1341	% On Time LSR - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000			
OR-1-06-1341	% OT LSR/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/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000			
OR-1-04-3342	% On Time LSR - No Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000			
OR-1-06-3342	% On Time LSR/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/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000			
OR-1-04-3340	% OT LSR - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000			
OR-1-06-3340	% On Time LSR/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		41.81		1,251		-2	2	-0.051	-0.333			
OR-4-16-1000	% On Time PCN - 1 Business Day		52.51		958		-2	2	-0.051	-0.333			
OR-4-17-1000	% Billing Completion Notifiers sent on time		37.01		1,251		-2	2	-0.051	-0.333			
<b>PR Provisioning</b>													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	19.68	22.83	FRP	37	6	14.89	17.50	2,72660	0	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale *	100.00	100.00		6	1	0.00	SS	NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	83.78	83.33		37	6	16.22	0.68190	0	2	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale *	0.00	0.00		12	2	0.00	SS	NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	20.83	57.14		24	7	17.45	-2.08134	-2	2	-0.051	-0.077	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		0				NA	NA	0	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	13.67	9.80		3	49	10.06	20.43	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		70.48			166			-2	10	-0.256	-0.385	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops *	9.79	NA		1,042	0	0.00	SS	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops *	0.00	0.00		1	121	0.00	SS	NA	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *		NA		NA				NA	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split *		NA		NA				NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA		NA	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
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	2.05	18.26	FRP		1,737			16.22	-2	2	-0.051	-0.054
<b>Stat. Score</b>													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale *	75.00	NA		4	NA	0.00	NA	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale *	50.00	NA		2	NA	0.00	NA	NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale *	37.03	NA		4	NA	18.42	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale *	13.79	NA		2	NA	11.28	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		6	NA	0.00	NA	NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale *	83.33	NA		6	NA	0.00	NA	NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale *	33.33	NA		6	NA	0.00	NA	NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	17.73	70.97		4,434	31	6.88	-6.31000	-2	5	-0.128	-0.135	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops *	16.67	100.00		90	1	37.47	SS	NA	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops **	29.46	37.59		4,434	31	51.14	8.22	-1.32730	-1	5	-0.064	-0.068
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops *	16.25	124.73		90	1	19.40	37.09	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	56.63	9.38		362	32	9.14	5,66440	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	77.94	100.00		4,524	32	7.36	-3,38550	-2	10	-0.256	-0.270	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	11.21	0.00		4,594	32	5.60	2,00306	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
*NA - No Activity or Results cannot be calculated due to zero in the Denominator *UD - under development *SS - Small Sample Totals													
* 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

Jun-2009

	Performance		Observations		FRP Std Deviation	Perf.		Wgtd.		
	FRP	CLEC	FRP	CLEC		Score	Wgt.	Score	Score	
<b>OR Ordering</b>										
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)		50.00		2		0	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 TimeTrunk ASR Reject		NA		NA		NA	0	0.000		
<b>PR Provisioning</b>										
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	0	0.000		
PR-5-02-5000 % Orders Held for Facilities >15 Days *		NA		NA		NA	0	0.000		
PR-6-01-5000 % Installation Troubles w/in 30 Days *		NA		NA	0.00	NA	0	0.000		
PR-8-01-5000 % Open Orders in a Hold Status >30 Days *		NA		NA		NA	0	0.000		
<b>MR Maintenance &amp; Repair</b>										
MR-4-01-5000 Mean Time to Repair - Total *		NA		NA	0.00	NA	0	0.000		
MR-4-05-5000 % Out of Service >2 Hours *		NA		NA		NA	0	0.000		
MR-4-06-5000 % Out of Service >4 Hours *		NA		NA		NA	0	0.000		
MR-4-07-5000 % Out of Service >12 Hours *		NA		NA		NA	0	0.000		
MR-4-08-5000 % Out of Service >24 Hours *		NA		NA		NA	0	0.000		
MR-5-01-5000 % Repeat Reports w/in 30 Days *		NA		NA		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	PO-1-06 PO-1-06 PO-1-06 PO-2-02 PO-2-02 PO-2-02 PO-2-02	OSS Interface Mechanized Loop Qualification - EDI Mechanized Loop Qualification - CORBA Mechanized Loop Qualification - Web GUI OSS Interface Availability - Prime - WPTS OSS Interface Availability - Prime - EDI OSS Interface Availability - Prime - CORBA OSS Interface Availability - Prime - Web GUI	\$0	-	\$0	\$0				\$0
<b>ORDERING</b>										
2	OR-1-02 OR-1-04 OR-1-04 OR-1-04 OR-1-12 OR-1-13 OR-1-19 OR-2-04 OR-2-04 OR-2-04 OR-4-16 OR-1-04 OR-1-06 OR-2-04 OR-2-06	% On Time Ordering Notification % On Time LSRC - Flow Through % On Time LSRC - No Facility Check - 2W Digital -UNE/Resale % On Time LSRC - No Facility Check - 2W xDSL Loops % OT LSRC - No Facility Check - Line Share/Split % OT Firm Order Confirmations (<=192 Forecasted Trunks) % On Time Design Layout Record % On Time Response - Request for Inbound Augment (<=192) % On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale % OT LSR Rej - No Facility Check - 2W xDSL Loops % OT LSR Rej - No Facility Check - Line Share/Split % On Time PCN - 1 Business Day % OT LSRC - No Facil Ck/Elec -No FT) -All Specials -UNE/Resale % OT LSR/ASRC -Facil Ck/E -No FT) -All Specials -UNE/Resale % OT LSR Rej -No Facil Ck (Elec-No FT) -UNE/Resale % OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	\$69,625 \$46,416	\$69,625 \$58,020	\$28,535 \$19,023	\$0	\$0	\$0		\$167,784
<b>PROVISIONING</b>										
3	PR-3-01 PR-4-02 PR-4-02 PR-4-02 PR-4-02 PR-4-04 PR-4-04 PR-4-04 PR-4-05 PR-4-05 PR-4-05 PR-4-14 PR-4-15 PR-6-01 PR-6-01 PR-6-01 PR-4-01 PR-4-01 PR-4-01 PR-4-01 PR-4-02 PR-5-01 PR-5-02 PR-6-01 PR-8-01 PR-4-01 PR-4-02 PR-8-01 PR-4-01 PR-4-02 PR-8-01	Installation Performance % Completed in 1 Day (1-15 lines No Disp.) Average Delay Days - Total Average Delay Days -Total -2W Digital -UNE/Resale Average Delay Days -Total -2W xDSL Loops Average Delay Days -Total -Line Share/Split % Missed Appointments -Dispatch % Missed Appointment -Dispatch -2W Digital -UNE/Resale % Missed Appointment -Dispatch -Line Share/Split % Missed Appointments - No Dispatch % Missed Appointment -No Dispatch -2W Digital -UNE/Resale % Missed Appointment -No Dispatch -Line Share/Split % Completed On Time -2W xDSL Loops % On Time Provisioning - Trunks % Installation Troubles w/in 30 Days % Install. Troubles w/in 30 Days -2W Digital -UNE/Resale % Installation Troubles w/in 30 Days -2W xDSL Loops % Installation Troubles w/in 30 Days -Line Share/Split % Missed Appointment -FP -DS0 -UNE/Resale % Missed Appointment -FP -DS1 -UNE/Resale % Missed Appointment -FP -DS3 -UNE/Resale % Missed Appointment -FP -Other -UNE/Resale Average Delay Days - Total -UNE/Resale % Missed Appointment - Facilities -UNE/Resale % Orders Held for Facilities > 15 days -UNE/Resale % Installation Troubles within 30 days -UNE/Resale % Open Orders in a Hold Status > 30 Days -UNE/Resale % Missed Appointment - FP - Total - EEL Average Delay Days - Total - EEL % Open Orders in a Hold Status >30 Days -EEL % Missed Appointment - FP - Total - IOF Average Delay Days - IOF % Open Orders in a Hold Status >30 Days -IOF	\$51,269 \$13,292	\$46,748 \$6,962	\$14,267 \$0	\$35,330	\$0	\$0		\$147,814
4	PR-4-07	% On Time Performance - LNP only					\$0			\$0
5	PR-6-02 PR-6-02 PR-6-02 PR-9-01 PR-9-01 PR-9-01	Hot Cut Performance % Installn Trbls w/in 7 days-Loop-Basic Hot Cut % Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut % Installn Trbls w/in 7 days-Loop-Batch Hot Cut % On Time Performance-Loop-Basic Hot Cut % On Time Performance-Loop-Lg Job Hot Cut % On Time Performance-Loop-Batch Hot Cut		\$132,287						\$132,287
<b>MAINTENANCE</b>										
6	MR-3-01 MR-3-01 MR-3-01 MR-3-01 MR-3-01 MR-3-01 MR-3-02 MR-4-03 MR-4-04 MR-4-04 MR-4-04 MR-4-08 MR-4-08 MR-4-08 MR-5-01 MR-5-01 MR-5-01 MR-5-01 MR-4-01 MR-4-01 MR-4-06 MR-4-08 MR-4-06 MR-4-08 MR-5-01	Maintenance Performance % Missed Repair Appointments - Loop - Bus. % Missed Repair Appointments - Loop - Res. % Missed Repair Appointments - Loop % Missed Repair Appt -Loop -2W Digital -UNE/Resale % Missed Repair Appt -Loop -2W xDSL Loops % Missed Repair Appointment -Loop -Line Share/Split % Missed Repair Appointment -CO -2W xDSL Loops Mean Time To Repair -CO -2W xDSL Loops % Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale % Cleared (all troubles) w/in 24 Hours -2W xDSL Loops % Cleared (all troubles) w/in 24 Hours -Line Share/Split % Out of Service >24hrs. - Bus. % Out of Service >24hrs. - Res. % Out of Service >24hrs. - Total % Repeat Reports within 30 Days % Repeat Reports w/in 30 Days -2w Digital -UNE/Resale % Repeat Reports w/in 30 Days -2W xDSL Loops % Repeat Reports w/in 30 Days -Line Share/Split Mean Time to Repair - nonDS0 & DS0 -UNE/Resale Mean Time to Repair - DS1 & DS3 -UNE/Resale % Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale % Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale % Repeat Reports w/in 30 days -UNE/Resale	\$ 52,218 \$17,406 \$17,406	\$65,447 \$27,850	\$23,969 \$11,414	\$21,198	\$0	\$0		\$162,832
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04	# of Final Trunk Groups Blocked 3 months					\$0			\$0
8	NP-2-01/2 NP-2-05/6 NP-2-07/8	Collocation % OT Response to Request for Collocation - Total % On Time - Physical Collocation - Total Average Delay Days - Total							\$0	\$0
<b>RESOLUTION PROCESS</b>										
9	OR-10-01 OR-10-02 BI-3-04 BI-3-05	Resolution Processes % PON Exceptions Resolved w/in 3 Bus Days % PON Exceptions Resolved w/in 10 Bus Days % CLEC Billing Claims Acknwdgd w/ 2 Bus Days %CLEC Billing Claims Relvd w/in 28 Cal. Days after Ack							\$0	\$0
<b>Total</b>			\$173,112	\$314,106	\$66,771	\$56,528	\$0	\$0	\$0	\$610,517

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	100.00	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	1	0	0
NP-2-07/8	Average Delay Days - Total	5.00	1	0	0
					5

**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 Acknwldgd w/ 2 Bus Days	99.56	688	0	2
BI-3-05-1000	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack	97.29	1,330	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	1	0.00	SS	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	100.00	43.48	3	23	0.00	SS	NA	0	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	100.00	1	1	1.00	NA	NA	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	2	0	0.00	NA	NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	10.83	4.33	6	15	6.97	15.01	SS	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	NA	2	0	0.00	NA	NA	0	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	NA	2	0	0.00	NA	NA	0	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	0	0	0.00	NA	NA	0	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	33.33	0.00	6	30	21.08	1.58	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	100.00	60.00	1	5	0.00	SS	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	2.00	8.00	1	3	0.00	16.17	SS	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	100.00	0.00	1	5	0.00	SS	NA	0	
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA	0.00	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	0.00	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	10.01	15.96	7.00	34	35.00	12.46	-0.48	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2.00	0	0.00	NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	2.00	0	0.00	NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	28.57	52.94	7.00	34	18.75	-0.75	0	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	14.29	29.41	7.00	34	14.52	-0.30	0	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	11.11	14.58	9.00	48	11.42	0.33	0	10

"NA" - No Activity or Results cannot be calculated due to zero in the Denominator "UD" - under development "SS" - Small Sample **Total** 30

Special Provision - UNE Ordering

JUN-2009

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	100.00	1	\$ -
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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
APR-2009	100.00	433	433	APR-2009	100.00	433	433
MAY-2009	100.00	99	99	MAY-2009	100.00	99	99
JUN-2009	100.00	348	348	JUN-2009	100.00	348	348
Overall	100.00	881	881	Overall	100.00	878	878

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
APR-2009	92.02	366	336	APR-2009	92.02	366	339
MAY-2009	100.00	137	137	MAY-2009	100.00	137	137
JUN-2009	99.54	218	217	JUN-2009	99.54	218	217
Overall	96.12	721	693	Overall	96.12	721	693

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
APR-2009	NA			APR-2009	NA		
MAY-2009	NA			MAY-2009	NA		
JUN-2009	NA			JUN-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 CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	90.09	232	62.99	81
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	1.89	468	1.26	145
		FP Std Dev.	Stat Score	FP Std Dev	Stat Score
PR-9-08-3533	Average Duration Hot Cut Installation Troubles	0.00		1.34	

	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.

JUN-2009

% On Time      Observations      Mrkt Adj.

PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	NA		\$	-
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\* 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	\$	-
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\* 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		\$	-
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<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

JUN-2009

	Weighted Score	Market Adjustment	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-1.189	\$ 251,044	
Unbundled Network Elements - Loop	-1.336	\$ 376,567	
Resale	-1.157	57,056	
Digital Subscriber Lines	-1.013	114,111	
Trunks	0.000	-	
	<b>Mode of Entry Total</b>		\$ 798,778
<b># CRITICAL MEASURES</b>			
1	OSS Interface	\$ -	
2	% On Time Ordering Notification	167,784	
3	Installation Performance	147,614	
4	% On Time Performance - LNP	-	
5	Hot Cut Performance	132,287	
6	Maintenance Performance	162,832	
7	Final Trunk Groups Blocked	-	
8	Collocation	-	
9	Resolution Processes	\$ -	
	<b>Critical Measure Total</b>		610,517
<b>Individual Rule Payments:</b>			
<b>SPECIAL PROVISIONS</b>			
	UNE Ordering	-	
	UNE Flow Through	-	
	UNE Hot Cut Loop	-	
	<b>Special Provision Total</b>		-
<b>CHANGE CONTROL</b>			
			-
	<b>Grand Total</b>		\$ 1,409,295