

# Fair Point New Hampshire Performance Assurance Plan Report

## UNE Platform

## Sep-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	vgrt. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-1-01-6020	Customer Service Record - EDI	NA	2.57		5,025	2.5701	NA	0	NA	0.000			
PO-1-03-6020	Address Validation -EDI	NA	14.26		2,097	14.2580	NA	0	NA	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.25				-1	5	-0.025	-0.250			
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	4.54		90	4.5444	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	3.24		17	3.2353	NA	0	NA	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.25				-1	5	-0.025	-0.250			
<b>OR Ordering</b>										Wgt.			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		67.70		257		-2	10	-0.102	0.000			
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA		0	0	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		56.44		854		-2	5	-0.051	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		38.42		682		-2	5	-0.051	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		41.10		854		-2	5	-0.051	0.000			
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		256		0	5	0.000	0.000			
OR-6-03-3140	% Accuracy - LSRC - Platform		60.00		20		0	5	0.000	0.000			
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		NA		NA		0	0	0.000	0.000			
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		0	0	0.000	0.000			
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		0	0	0.000	0.000			
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		0	0	0.000	0.000			
<b>PR Provisioning</b>													
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	50.00	NA	4	NA	0.00	NA	NA	0	NA	0.000		
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	14.04	40.00	171	5	15.76	SS	NA	0	NA	0.000		
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	20.51	35.16	21,075	546	1.75	-7.7655	-2	10	-0.102	-0.222		
PR-4-02-3100	Average Delay Days - Total - POTS	6.57	6.33	4,344	437	15.56	1.24	0.1932	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.19	1.32	20,704	529		0.19	-3.6122	-2	5	-0.051	-0.111	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.14	0.76	20,704	529		0.17	-2.3349	-2	5	-0.051	-0.111	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.01	2.31	1,398	260		1.83	3.1109	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	2.88	21.71		1,545			18.8296	-2	2	-0.020	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	70.30		383			70.2977	NA	0	NA	0.000	
										Stat. Score			
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	9.86	23.08	953	52		4.25	-2.5396	-2	10	-0.102	-0.098	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	5.88	14.29	68	28		5.28	-0.9542	-1	10	-0.051	-0.049	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	20.33	24.55	953	52	24.76	5.73	-1.1866	-1	5	-0.025	-0.025	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	26.50	15.79	68	28	102.56	9.91	0.0853	0	5	0.000	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	79.04	75.00	1,021	80		4.73	0.9937	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	50.15	60.00	1,021	80		5.81	-1.5845	-1	5	-0.025	-0.025	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	28.21	30.00	1,021	80		5.22	-0.2288	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	9.36	23.76	5,501	202		2.09	-5.7954	-2	10	-0.102	-0.098	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	13.59	25.00	206	16		8.89	-0.9031	-1	10	-0.051	-0.049	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.58	29.80	5,501	202	36.77	3.04	-1.7369	-2	5	-0.051	-0.049	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	15.11	13.83	206	16	17.62	9.29	0.1736	0	5	0.000	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	87.65	91.74	5,707	218		2.27	-1.7648	-2	5	-0.051	-0.049	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	69.65	77.06	5,707	218		3.17	-2.3120	-2	5	-0.051	-0.049	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	36.81	42.20	5,707	218		3.33	-1.5384	-1	5	-0.025	-0.025	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	6.50	4.36	6,728	298		1.46	1.6538	0	10	0.000	0.000	
<b>BI Billing</b>													
BI-1-02-1000	% DUF in 4 Business Days		99.84		112,661,153				0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-33	197	-1.061

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

Fair Point New Hampshire  
Performance Assurance Plan Report

UNE LOOP

Sep-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				0	5	0.000	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.57		5,025		2.5701	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	14.26		2,097		14.2580	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.25				-1	5	-0.034	-0.167		
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	4.54		90		4.5444	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.24		17		3.2353	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.25				-1	5	-0.034	-0.167		
<b>OR Ordering</b>								Wgt.				
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.27		256		0	10	0.000	0.000		
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		56.44		854		-2	2	-0.027	-0.077		
OR-4-16-1000	% On Time PCN - 1 Business Day		38.42		682		-2	2	-0.027	-0.077		
OR-4-17-1000	% On Time BCN - 2 Business Day		41.10		854		-2	2	-0.027	-0.077		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		212		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		30.00		10		-2	5	-0.068	-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>								Wgt.				
PR-4-02-3100	Average Delay Days - Total - POTS	6.57	6.33	4,344	437	15.56	1.24	0.1932	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	20.51	62.94	21,075	394		2.05	-17.9924	-2	20	-0.270	-0.364
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.19	3.13	20,704	383		0.23	-6.3378	-2	5	-0.068	-0.091
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.14	2.87	20,704	383		0.20	-6.3342	-2	5	-0.068	-0.091
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.06	0.00	1,340	1		27.23	SS	NA	0	NA	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA				0	10	0.000	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		97.87		94				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
<b>MR Maintenance &amp; Repair</b>								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	2.88	21.71		1,545			18.8296	-2	2	-0.027	-0.038
								Stat. Score				
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.44	24.75	6,454	303		1.72	-7.4602	-2	10	-0.135	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.70	19.26	6,454	303	35.20	2.46	2.2262	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	67.10	68.39	6,580	329		2.65	-0.4216	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	35.73	37.69	6,580	329		2.71	-0.6676	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	6.50	5.93	6,728	337		1.38	0.4995	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	12.70	30.77	126	26		7.17	-1.9137	-2	10	-0.135	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	24.16	15.77	126	26	76.45	9.22	0.9106	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals				
								-22	148	-0.919		

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

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

**RESALE**

**Sep-2009**

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.57		5,025		2,5701	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	14.26		2,097		14,2580	NA	0	NA	0.000	
PO-2-02-6020	<b>OSS Interface Availability - Prime - EDI</b>		99.25					-1	5	-0.025	-0.250	
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.54		90		4,5444	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.24		17		3,2353	NA	0	NA	0.000	
PO-2-02-6080	<b>OSS Interface Availability - Prime - Web GUI</b>		99.25					-1	5	-0.025	-0.250	
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs		60.98		41			-2	10	-0.102	-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		56.44		854			-2	5	-0.051	-0.111	
OR-4-16-1000	% On Time PCN - 1 Business Day		38.42		682			-2	5	-0.051	-0.111	
OR-4-17-1000	% On Time BCN - 2 Business Day		41.10		854			-2	5	-0.051	-0.111	
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		41			0	10	0.000	0.000	
OR-6-03-2000	% Accuracy - LSRC		40.00		5			-1	10	-0.051	-0.111	
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	50.00	NA	4	NA		0.00	NA	NA	0	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	14.04	0.00	171	3		20.23	SS	NA	0	NA	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	20.51	44.29	21,075	210		2.80	-7.6384	-2	10	-0.102	-0.200
PR-4-02-2100	<b>Average Delay Days - Total - POTS</b>	6.57	16.32	4,344	93	15.56	2.60	-3.7547	-2	15	-0.152	-0.300
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.19	0.00	20,704	206		0.31	0.6284	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.14	0.00	20,704	206		0.27	0.5440	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.01	2.04	1,398	98		2.84	2.1047	0	15	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.88	21.71		1,545			18.8296	-2	2	-0.020	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	70.30		383			70.2977	NA	0	NA	0.000
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	9.86	22.73	953	44		4.60	-2.2676	-2	10	-0.102	-0.115
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	5.88	25.00	68	8		8.79	-1.1856	-1	10	-0.051	-0.057
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	20.33	32.72	953	44	24.76	6.21	-2.7822	-2	5	-0.051	-0.057
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	26.50	12.52	68	8	102.56	16.50	-0.1952	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	79.04	88.46	1,021	52		5.79	-1.5123	-1	5	-0.025	-0.029
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	50.15	84.62	1,021	52		7.11	-4.9264	-2	5	-0.051	-0.057
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	28.21	53.85	1,021	52		6.40	-3.6356	-2	5	-0.051	-0.057
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.36	0.00	5,501	10		9.22	1.0154	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	13.59	NA	206	NA		0.00	NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.58	21.42	5,501	10	36.77	13.44	0.0414	0	5	0.000	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	15.11	NA	206	NA	17.62	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	87.65	100.00	5,707	10		10.41	-0.6192	0	5	0.000	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	69.65	100.00	5,707	10		14.55	-1.9271	-2	5	-0.051	-0.057
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	36.81	40.00	5,707	10		15.27	0.0886	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	6.50	6.45	6,728	62		3.14	0.2002	0	10	0.000	0.000
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.84		112,661,153				0	5	0.000	
								Totals	-29	197	-1.010	

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

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

# Fair Point New Hampshire Performance Assurance Plan Report

DSL

Sep-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		NA	0.0000	NA	0	0.000	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.25				-1	5	-0.059	-0.278			
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	0.0000	NA	0	0.000	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.25				-1	2	-0.024	-0.111			
PO-8-01-6000	% On Time - Manual Loop Qualification		87.50		8		0	0	0.000	0.000			
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000			
<b>OR 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/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000			
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		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/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000			
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000			
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000			
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000			
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		56.44		854		-2	2	-0.047	-0.333			
OR-4-16-1000	% On Time PCN - 1 Business Day		38.42		682		-2	2	-0.047	-0.333			
OR-4-17-1000	% On Time BCN - 2 Business Day		41.10		854		-2	2	-0.047	-0.333			
<b>PR Provisioning</b>													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	10.75	4.00	28	3	17.98	18.82	SS	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	90.00	75.00	30	4		15.97	SS	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		0.00	NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	2	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	148.39	300.00	31	4		0.00	SS	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		NA				0	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10.60	5.12	15	68	3.73	8.78		2.2414	0	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		41.38		116				-2	10	-0.235	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.10	NA	1,333	NA		0.00	NA	NA	0	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	20.00	92.24	15	116		10.98	-5.7964	-2	5	-0.118	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			SS		0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			SS		0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split		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	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	2.88	21.71		1,545		18.8296	-2			0.000	0.000	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	60.00	NA	10	NA		0.00	NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	10.34	NA	10	NA	7.39	0.00	NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	NA	10	NA		0.00	NA	NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	20.00	NA	10	NA		0.00	NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	20.00	NA	10	NA		0.00	NA	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	9.44	40.00	6,454	20		6.55	-3.4408	-2	5	-0.118	-0.111	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	12.70	25.00	126	8		12.14	-0.5467	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.70	49.02	6,454	20	35.20	9.38	-2.3226	-2	5	-0.118	-0.111	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	24.16	24.47	126	8	76.45	15.61	-0.7581	0	5	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	67.80	42.86	236	28		9.34	2.7633	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	67.10	78.57	6,580	28		8.90	-1.0940	-1	10	-0.118	-0.111	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	6.50	10.00	6,736	30		4.51	-0.4940	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
								Totals	-19	85	-0.929		

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

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

# Fair Point New Hampshire Performance Assurance Plan Report

TRUNKS

Sep-2009

OR	Ordering	Performance		Observations		FP	CLEC	Standard Deviation	Sample Error	Stat. Score	Perf. Score		Wgt. Score		
		FP	CLEC	FP	CLEC						Score	Wgt.	Score	Wgt.	
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>															
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	NA	0	0.000		
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	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	NA	0	0.000		
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	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	NA	0	0.000		
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			0.00		NA	NA	0	0.000		
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			0.00		NA	NA	0	0.000		
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			0.00		NA	NA	0	0.000		
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			0.00		NA	NA	0	0.000		
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA			0.00		NA	NA	0	0.000		
<b>NP Network Performance</b>															
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0.00								0	5	0.000		
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.00								0	10	0.000		
											Totals	0	15	0.000	

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

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



Fair Point New Hampshire

Sep-2009

CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
4	PR-4-07	% On Time Performance - LNP					\$0			\$0
5		<b>Hot Cut Performance</b>		-						\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-						
<b>MAINTENANCE</b>										
6		<b>Maintenance Performance</b>	\$ 42,645	\$27,850	\$10,700	\$14,132	\$0	\$0		\$95,327
	MR-3-01	Missed Repair Appointments - Loop - Bus.	17,406		7,134					
	MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		-					
	MR-3-01	Missed Repair Appointments - Loop		27,850						
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				14,132				
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-				
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-				
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-				
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-				
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-				
	MR-4-08	Out of Service >24Hrs. - Bus.			3,567					
	MR-4-08	Out of Service >24Hrs. - Res.	7,833		-					
	MR-4-08	Out of Service >24Hrs. - Total								
	MR-5-01	% Repeat Reports within 30 Days								
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops								
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split								
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale								
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale								
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale								
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale								
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale								
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale								
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04	Final Trunk Groups Blocked					\$0			\$0
8		<b>Collocation</b>							\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total							-	
	NP-2-05/6	% On Time - Physical Collocation - Total							-	
	NP-2-07/8	Average Delay Days - Total							-	
<b>RESOLUTION PROCESS</b>										
9		<b>Resolution Process</b>							\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							-	
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days							-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
<b>Month Total</b>			\$170,456	\$120,683	\$72,763	\$56,528	\$0	\$0	\$0	\$420,429

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

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

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.00	2	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	75.00	4	0	0
NP-2-07/8	Average Delay Days - Total	15.00	1	0	0
					5

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

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business Days	96.66	1,677	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00	2,068	0	20
					22

**Performance Report for Critical Measures - Specials**

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSR -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	NA	NA	NA	0
OR-1-06-1200	% OT LSR/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	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	NA	15	NA	0.00	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	77.78	NA	9	NA	0.00	NA	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	80.00	NA	5	5.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	100.00	NA	2	NA	0.00	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	12.04	6.60	24	5	22.24	16.00	SS	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	24	8	0.00	0	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	24	8	0.00	0	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	50.00	50.00	26	8	20.22	0.40	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	83.33	33.33	6	3	26.35	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	8.20	12.00	5	1	6.05	30.06	SS	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	33.33	33.33	6	3	33.33	SS	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA			NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA			NA	NA

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	5.13	NA	12	NA	3.61	0.00	NA	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.01	7.03	8	6	0.00	13.79	SS	NA
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	12	NA		0.00	NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	25.00	66.67	8	6		23.39	SS	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	12	NA		0.00	NA	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	0.00	8	6		23.39	SS	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	10.00	14.29	20	21		9.37	0.06	0

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

Total 15

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



Special Provision - UNE Ordering Sep-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	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2009	100.00	269	269	JUL-2009	100.00	269	269
AUG-2009	100.00	143	143	AUG-2009	100.00	143	143
SEP-2009	100.00	256	256	SEP-2009	100.00	256	256
Overall	100.00	668	668	Overall	100.00	668	668

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2009	100.00	175	175	JUL-2009	100.00	175	175
AUG-2009	100.00	74	74	AUG-2009	100.00	74	74
SEP-2009	100.00	212	212	SEP-2009	100.00	212	212
Overall	100.00	461	461	Overall	100.00	461	461

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2009	NA	-	-	JUL-2009	NA	-	-
AUG-2009	NA	-	-	AUG-2009	NA	-	-
SEP-2009	NA	-	-	SEP-2009	NA	-	-
Overall	-	-	-	Overall	-	-	-

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

Special Provision - Hot Cut - Loop Performance

		Current Month 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	97.87	94	82.35	85
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	NA	0	NA	0
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	

		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA	0	NA	0
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.73	433	2.86	556
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score

PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	2.71		1.05	
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	Greater of - Tier II (2 mo) or Tier III (1mo)	Total
Market Adjustment for PR-6-02-3520 / PR-9-01-3520*	\$ -	\$ -
Market Adjustment for PR-6-02-3523 / PR-9-01-3523*	\$ -	\$ -
Market Adjustment for PR-6-02-3525 / PR-9-01-3525*	\$ -	\$ -
Market Adjustment for PR-9-08-3533	\$ -	\$ -

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

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	100.00	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		\$ -
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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 Transactions failed, no workaround	R3		\$ -
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Total Market Adjustment		\$	-
UNE Platform allocation	31.43%	\$	-
UNE Loop allocation	47.14%	\$	-
Resale allocation	7.14%	\$	-
DSL allocation	14.29%	\$	-

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary

Sep-2009

		<u>Weighted Score</u>	<u>Market Adjustment</u>
<b>MODE OF ENTRY</b>			
	Unbundled Network Elements - Platform	-1.061	\$ 251,044
	Unbundled Network Elements - Loop	-0.919	\$ 376,567
	Resale	-1.010	57,056
	Digital Subscriber Lines	-0.929	114,111
	Trunks	0.000	-
	<b>Mode of Entry Total</b>		\$ 798,778
<b># CRITICAL MEASURES</b>			
1	OSS Interface		\$ 79,517
2	% On Time Ordering Notification		109,763
3	Installation Performance		135,822
4	% On Time Performance - LNP		-
5	Hot Cut Performance		-
6	Maintenance Performance		95,327
7	Final Trunk Groups Blocked		-
8	Collocation		-
9	Resolution Processes		\$ -
	<b>Critical Measure Total</b>		420,429
<b>Individual Rule Payments:</b>		Not Shown (needs two months of data)	
<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>		\$ 1,219,207

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

## Fair Point New Hampshire Performance Assurance Plan Report

## UNE Platform

Sep-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.57		5,025		2.5701	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	14.26		2,097		14.2580	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.25					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	4.54		90		4.5444	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.24		17		3.2353	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.25					0	5	0.000	0.000	
<b>OR Ordering</b>										Wgt.		
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		67.70		257			-2	10	-0.102	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		NA		NA			0	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		56.44		854			-2	5	-0.051	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		38.42		682			-2	5	-0.051	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		41.10		854			-2	5	-0.051	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		256			0	5	0.000	0.000	
OR-6-03-3140	% Accuracy - LSRC - Platform		60.00		20			0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		NA		NA			0	0	0.000	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA			0	0	0.000	0.000	
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA			0	0	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA			0	0	0.000	0.000	
<b>PR Provisioning</b>												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	50.00	NA	4	NA		0.00	NA	NA	0	NA	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	14.04	40.00	171	5		15.76	SS	NA	0	NA	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	20.51	35.16	21,075	546		1.75	-7.7655	-2	10	-0.102	-0.222
PR-4-02-3100	Average Delay Days - Total - POTS	6.57	6.33	4,344	437	15.56	1.24	0.1932	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.19	1.32	20,704	529		0.19	-3.6122	-2	5	-0.051	-0.111
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.14	0.76	20,704	529		0.17	-2.3349	-2	5	-0.051	-0.111
PR-6-01-3140	% Installation Troubles within 30 days - Platform	8.01	2.31	1,398	260		1.83	3.1109	0	10	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
Performance Observations FP Std Sampling Perf. Wgtd. Wgtd.												
FP CLEC FP CLEC Deviation Error Score Score												
MR-1-01-6050	Average Response Time - Create Trouble	2.88	21.71		1,545			18.8296	-2	2	-0.020	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	70.30		383			70.2977	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	9.86	23.08	953	52		4.25	-2.5396	-2	10	-0.102	-0.098
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	5.88	14.29	68	28		5.28	-0.9542	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	20.33	24.55	953	52	24.76	5.73	-1.1866	-1	5	-0.025	-0.025
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	26.50	15.79	68	28	102.56	9.91	0.0853	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	79.04	75.00	1,021	80		4.73	0.9937	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	50.15	60.00	1,021	80		5.81	-1.5845	-1	5	-0.025	-0.025
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	28.21	30.00	1,021	80		5.22	-0.2288	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	9.36	23.76	5,501	202		2.09	-5.7954	-2	10	-0.102	-0.098
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	13.59	25.00	206	16		8.89	-0.9031	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.58	29.80	5,501	202	36.77	3.04	-1.7369	-2	5	-0.051	-0.049
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	15.11	13.83	206	16	17.62	9.29	0.1736	0	5	0.000	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	87.65	91.74	5,707	218		2.27	-1.7648	-2	5	-0.051	-0.049
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	69.65	77.06	5,707	218		3.17	-2.3120	-2	5	-0.051	-0.049
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	36.81	42.20	5,707	218		3.33	-1.5384	-1	5	-0.025	-0.025
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	6.50	4.36	6,728	298		1.46	1.6538	0	10	0.000	0.000
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.84		112,661,153				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals		
										-29	197	-0.909

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

Fair Point New Hampshire  
Performance Assurance Plan Report

UNE LOOP

Sep-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Wgt.	Domain Clustering Review		
		FP	CLEC	FP	CLEC		Score	Wgt.				Score	
PO-2-02-6010	<b>OSS Interface Availability - Prime - WPTS</b>		NA				0	5		0.000	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	2.57		5,025	2,5701	NA	0		NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	14.26		2,097	14,2580	NA	0		NA	0.000		
PO-2-02-6020	<b>OSS Interface Availability - Prime - EDI</b>		99.25				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	<b>OSS Interface Availability - Prime - CORBA</b>		NA				NA	0		NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.54		90	4,5444	NA	0		NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.24		17	3,2353	NA	0		NA	0.000		
PO-2-02-6080	<b>OSS Interface Availability - Prime - Web GUI</b>		99.25				0	5		0.000	0.000		
<b>OR Ordering</b>													
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.27		256		0	10		0.000	0.000		
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		56.44		854		-2	2		-0.027	-0.077		
OR-4-16-1000	% On Time PCN - 1 Business Day		38.42		682		-2	2		-0.027	-0.077		
OR-4-17-1000	% On Time BCN - 2 Business Day		41.10		854		-2	2		-0.027	-0.077		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		212		0	5		0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		30.00		10		-2	5		-0.068	-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	<b>Average Delay Days - Total - POTS</b>	6.57	6.33	4,344	437	15.56	1.24	0.1932	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	20.51	62.94	21,075	394		2.05	-17.9924	-2	20	-0.270	-0.364	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.19	3.13	20,704	383		0.23	-6.3378	-2	5	-0.068	-0.091	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.14	2.87	20,704	383		0.20	-6.3342	-2	5	-0.068	-0.091	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.06	0.00	1,340	1		27.23	SS NA	0	NA	NA	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA		NA				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		97.87		94				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	2.88	21.71		1,545			18.8296	-2	2	-0.027	-0.038	
											Stat. Score		
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	9.44	24.75	6,454	303		1.72	-7.4602	-2	10	-0.135	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.70	19.26	6,454	303	35.20	2.46	2.2262	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	67.10	68.39	6,580	329		2.65	-0.4216	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	35.73	37.69	6,580	329		2.71	-0.6676	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	6.50	5.93	6,728	337		1.38	0.4995	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	12.70	30.77	126	26		7.17	-1.9137	-2	10	-0.135	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	24.16	15.77	126	26	76.45	9.22	0.9106	0	5	0.000	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample													
<b>Totals</b>											-20	148	-0.851

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

Fair Point New Hampshire  
Performance Assurance Plan Report

RESALE

Sep-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.57		5,025	2.5701	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	14.26		2,097	14.2580	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.25			0	5	0.000	0.000			
PO-1-01-6050	Customer Service Record - Web GUI	NA	4.54		90	4.5444	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.24		17	3.2353	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.25			0	5	0.000	0.000			
<b>OR Ordering</b>												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs		60.98		41			-2	10	-0.102	-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		56.44		854			-2	5	-0.051	-0.111	
OR-4-16-1000	% On Time PCN - 1 Business Day		38.42		682			-2	5	-0.051	-0.111	
OR-4-17-1000	% On Time BCN - 2 Business Day		41.10		854			-2	5	-0.051	-0.111	
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		41			0	10	0.000	0.000	
OR-6-03-2000	% Accuracy - LSRC		40.00		5			-1	10	-0.051	-0.111	
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	50.00	NA	4	NA		0.00	NA	NA	0	NA	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	14.04	0.00	171	3		20.23	SS	NA	0	NA	0.000
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	20.51	44.29	21,075	210		2.80	-7.6384	-2	10	-0.102	-0.200
PR-4-02-2100	Average Delay Days - Total - POTS	6.57	16.32	4,344	93	15.56	2.60	-3.7547	-2	15	-0.152	-0.300
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.19	0.00	20,704	206		0.31	0.6284	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.14	0.00	20,704	206		0.27	0.5440	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	8.01	2.04	1,398	98		2.84	2.1047	0	15	0.000	0.000
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	2.88	21.71		1,545			18.8296	-2	2	-0.020	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	70.30		383			70.2977	NA	0	NA	0.000
<b>Stat Score</b>												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	9.86	22.73	953	44		4.60	-2.2676	-2	10	-0.102	-0.115
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	5.88	25.00	68	8		8.79	-1.1856	0	10	0.000	0.000
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	20.33	32.72	953	44	24.76	6.21	-2.7822	-2	5	-0.051	-0.057
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	26.50	12.52	68	8	102.56	16.50	-0.1952	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	79.04	88.46	1,021	52		5.79	-1.5123	-1	5	-0.025	-0.029
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	50.15	84.62	1,021	52		7.11	-4.9264	-2	5	-0.051	-0.057
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	28.21	53.85	1,021	52		6.40	-3.6356	-2	5	-0.051	-0.057
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.36	0.00	5,501	10		9.22	1.0154	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	13.59	NA	206	NA		0.00	NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.58	21.42	5,501	10	36.77	13.44	0.0414	0	5	0.000	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	15.11	NA	206	NA	17.62	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	87.65	100.00	5,707	10		10.41	-0.6192	0	5	0.000	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	69.65	100.00	5,707	10		14.55	-1.9271	-2	5	-0.051	-0.057
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	36.81	40.00	5,707	10		15.27	0.0886	0	5	0.000	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	6.50	6.45	6,728	62		3.14	0.2002	0	10	0.000	0.000
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.84		112,661,153				0	5	0.000	
								Totals	-26	197	-0.909	

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

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

Fair Point New Hampshire  
Performance Assurance Plan Report

DSL

Sep-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	NA		NA	0.0000	NA	0	0.000	0.000			
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.25				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	0.0000	NA	0	0.000	0.000			
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.25				0	2	0.000	0.000			
PO-8-01-6000	% On Time - Manual Loop Qualification		87.50		8		0	0	0.000	0.000			
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000			
<b>OR 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	56.44			854		-2	2	-0.047	-0.333			
OR-4-16-1000	% On Time PCN - 1 Business Day	38.42			682		-2	2	-0.047	-0.333			
OR-4-17-1000	% On Time BCN - 2 Business Day	41.10			854		-2	2	-0.047	-0.333			
<b>PR Provisioning</b>													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	10.75	4.00	28	3	17.98	18.82	SS	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	90.00	75.00	30	4		15.97	SS	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		0.00	NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	2	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	148.39	300.00	31	4		0.00	SS	NA	0	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops	NA	NA		NA				0	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	10.60	5.12	15	68	3.73	8.78	2.2414	0	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		41.38		116				-2	10	-0.235	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.10	NA	1,333	NA		0.00	NA	NA	0	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	20.00	92.24	15	116		10.98	-5.7964	-2	5	-0.118	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split	NA	NA	NA	NA			SS		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			SS		0	0.000	0.000	
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	2.88	21.71		1,545		18.8296		-2		0.000	0.000	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	60.00	NA	10	NA		0.00	NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	10.34	NA	10	NA	7.39		NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	100.00	NA	10	NA		0.00	NA	NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	20.00	NA	10	NA		0.00	NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	20.00	NA	10	NA		0.00	NA	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	9.44	40.00	6,454	20		6.55	-3.4408	-2	5	-0.118	-0.111	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	12.70	25.00	126	8		12.14	-0.5467	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.70	49.02	6,454	20	35.20		9.38	-2.3226	-2	5	-0.118	-0.111
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	24.16	24.47	126	8	76.45		15.61	-0.7581	0	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	67.80	42.86	236	28		9.34	2.7633	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	67.10	78.57	6,580	28		8.90	-1.0940	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	6.50	10.00	6,736	30		4.51	-0.4940	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
							Totals	-16	85	-0.729			

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

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

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

**TRUNKS**

**Sep-2009**

OR <b>Ordering</b>		Performance		Observations		Perf.			Wgt.	
		FP	CLEC	FP	CLEC	Score	Wgt.	Score	Wgt.	Score
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		

  

PR <b>Provisioning</b>		Performance		Observations		Perf.			Wgt.	
		FP	CLEC	FP	CLEC	Score	Wgt.	Score	Wgt.	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	0.000		
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	NA	NA	NA	0.00	NA	0.000		

  

MR <b>Maintenance &amp; Repair</b>		Performance		Observations		Perf.			Wgt.	
		FP	CLEC	FP	CLEC	Score	Wgt.	Score	Wgt.	Score
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	0.00	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA	0.00	0.00	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA	0.00	0.00	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA	0.00	0.00	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA	0.00	0.00	NA	0	0.000

  

NP <b>Network Performance</b>		Performance		Observations		Perf.			Wgt.		
		FP	CLEC	FP	CLEC	Score	Wgt.	Score	Wgt.	Score	
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0.00			0	5	0.000			
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.00			0	10	0.000			
Totals									0	15	0.000

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

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





Fair Point New Hampshire

Sep-2009

CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
4	PR-4-07	% On Time Performance - LNP					\$0			\$0
5	<b>Hot Cut Performance</b>			-						\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-						
<b>MAINTENANCE</b>										
6	<b>Maintenance Performance</b>		\$ 42,645	\$27,850	\$10,700	\$14,132	\$0	\$0		\$95,327
	MR-3-01	Missed Repair Appointments - Loop - Bus.	17,406		7,134					
	MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		-					
	MR-3-01	Missed Repair Appointments - Loop		27,850						
	MR-3-01	% Missed Repr Appt -Loop-2W DigtL-UNE/Resale								
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				14,132				
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-				
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-				
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-				
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-				
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-				
	MR-4-08	Out of Service >24Hrs. - Bus.			3,567					
	MR-4-08	Out of Service >24Hrs. - Res.	7,833		-					
	MR-4-08	Out of Service >24Hrs. - Total								
	MR-5-01	% Repeat Reports within 30 Days								
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops								
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split								
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale								
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale								
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale								
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale								
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale								
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale								
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04	Final Trunk Groups Blocked					\$0			\$0
8	<b>Collocation</b>								\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total								
	NP-2-05/6	% On Time - Physical Collocation - Total								
	NP-2-07/8	Average Delay Days - Total								
<b>RESOLUTION PROCESS</b>										
9	<b>Resolution Process</b>								\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days								
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
<b>Month Total</b>			\$132,162	\$95,154	\$57,069	\$56,528	\$0	\$0	\$0	\$340,913

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

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

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.0	2	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	75.0	4	0	0
NP-2-07/8	Average Delay Days - Total	15.0	1	0	0
					5

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

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business Days	96.66	1,677	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00	2,068	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	FP		FP		Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	NA	15	NA		0.00	NA	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	77.78	NA	9	NA		0.00	NA	NA	0	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	80.00	NA	5		5.00	SS	NA	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	100.00	NA	2	NA		0.00	NA	NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	12.04	6.60	24	5	22.24	16.00	SS	0	0	
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	24	8		0.00	0.00	NA	0	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	24	8		0.00	0.00	NA	0	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	50.00	50.00	26	8		20.22	0.40	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	83.33	33.33	6	3		26.35	SS	NA	0	
PR-4-02-3510	Average Delay Days - Total - EEL	8.20	12.00	5	1	6.05	30.06	SS	NA	0	
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	33.33	33.33	6	3		33.33	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	

MR	Maintenance & Repair	FP		FP		Std Dev.	Sample Error	Stat. Score			
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	5.13	NA	12	NA	3.61	0.00	NA	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	7.01	7.03	8	6	0.00	13.79	SS	NA	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	50.00	NA	12	NA		0.00	NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	25.00	66.67	8	6		23.39	SS	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	12	NA		0.00	NA	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	0.00	8	6		23.39	SS	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	10.00	14.29	20	21		9.37	0.06	0	10	
										Total	15

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

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

Fair Point New Hampshire Performance Assurance Plan Report Special Provisions Report

Special Provision - UNE Ordering

Sep-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	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2009	100.00	269	269	JUL-2009	100.00	269	269
AUG-2009	100.00	143	143	AUG-2009	100.00	143	143
SEP-2009	100.00	256	256	SEP-2009	100.00	256	256
Overall	100.00	668	668	Overall	100.00	668	668

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2009	100.00	175	175	JUL-2009	100.00	175	175
AUG-2009	100.00	74	74	AUG-2009	100.00	74	74
SEP-2009	100.00	212	212	SEP-2009	100.00	212	212
Overall	100.00	461	461	Overall	100.00	461	461

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
JUL-2009	NA	-	-	JUL-2009	NA	-	-
AUG-2009	NA	-	-	AUG-2009	NA	-	-
SEP-2009	NA	-	-	SEP-2009	NA	-	-
Overall	-	-	-	Overall	-	-	-

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC	CLEC	CLEC	CLEC
		Performance	Observations	Performance	Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	97.87	94	82.35	85
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	0	NA	0
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	0	NA	0
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.73	433	2.86	556
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	2.71		1.05	
		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.

# Fair Point New Hampshire

# Change Control Assurance Plan

Sep-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		\$ -
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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 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 New Hampshire

## PAP/CCAP Market Adjustment Summary

Sep-2009

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.909	\$ 251,044	
Unbundled Network Elements - Loop	-0.851	\$ 376,567	
Resale	-0.909	57,056	
Digital Subscriber Lines	-0.729	114,111	
Trunks	0.000	-	
<b>Mode of Entry Total</b>		-	<b>\$ 798,778</b>

### # CRITICAL MEASURES

1	OSS Interface	\$ -	
2	% On Time Ordering Notification	109,763	
3	Installation Performance	135,822	
4	% On Time Performance - LNP	-	
5	Hot Cut Performance	-	
6	Maintenance Performance	95,327	
7	Final Trunk Groups Blocked	-	
8	Collocation	-	
9	Resolution Processes	\$ -	
	<b>Critical Measure Total</b>		<b>340,913</b>

**Individual Rule Payments:** Not Shown (needs two months of data)

### SPECIAL PROVISIONS

UNE Ordering	-	
UNE Flow Through	-	
UNE Hot Cut Loop	-	
<b>Special Provision Total</b>		<b>-</b>

### CHANGE CONTROL

<b>Grand Total</b>		<b>\$ 1,139,691</b>
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Under the Plan, -1 performance scores are subject to further adjustment based on two additional month's performance.