

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

UNE Platform

Oct-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	3.37		4,613	3,3742	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	18.76		2,679	18.7615	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	5.10		105	5.1048	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		15	4.6667	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
OR Ordering											
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		55.25		181		-2	10	-0.092	-0.286	
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		1.86		9,717		-2	5	-0.046	-0.143	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.68		3,093		0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		9,715		0	5	0.000	0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		150		0	5	0.000	0.000	
OR-6-03-3140	% Accuracy - LSRC - Platform		63.41		82		-2	5	-0.046	-0.143	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		NA		NA		NA	0	NA	0.000	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		NA	0	NA	0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		NA	0	NA	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000	
PR Provisioning											
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	19.31	6.25	321	16	10.11	1.8316	0	5	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	36.85	52.17	521	23	10.28	-1.2584	-1	20	-0.092	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	14.95	23.60	17,443	534	1.57	-5.1134	-2	10	-0.092	
PR-4-02-3100	Average Delay Days - Total - POTS	5.59	5.13	2,800	400	11.14	1.23	2.8782	0	15	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.03	0.00	17,443	534	0.07	0.3854	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.01	0.00	17,443	534	0.03	0.1724	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.51	7.59	1,104	290	2.02	1.4436	0	10	0.000	
MR Maintenance & Repair											
MR-1-01-6050	Average Response Time - Create Trouble	1.17	13.75		1,387		12.5821	-2	2	-0.018	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	58.45		376		58.4468	NA	0	NA	
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.79	20.00	430	45	5.23	-1.1118	-1	10	-0.046	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	12.00	20.00	25	15	10.61	-0.2529	0	10	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	48.01	65.99	430	45	140.82	7.83	-2.2965	-2	5	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	14.71	32.81	25	15	11.59	11.57	-2.3152	-2	5	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	78.68	88.33	455	60	5.63	-1.6295	0	5	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	46.15	66.67	455	60	6.85	-2.8661	-2	5	-0.046	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	23.08	38.33	455	60	5.79	-2.3358	-2	5	-0.046	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	11.09	18.18	2,921	99	3.21	-1.9336	-2	10	-0.092	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.00	0.00	80	10	7.31	0.6840	0	10	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	47.54	45.99	2,921	99	20.97	5.10	0.3321	0	5	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	23.15	10.62	80	10	13.39	14.15	2.2603	0	5	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	90.10	77.98	3,001	109	2.91	3.7951	0	5	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	73.71	66.97	3,001	109	4.29	1.6505	0	5	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	40.95	38.53	3,001	109	4.79	0.6004	0	5	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.79	2.37	3,456	169	2.44	4.2861	0	10	0.000	
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.91		79,263,895			0	0.000		
								Totals	-22	217	-0.710

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

Oct-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.		Domain Clustering Review		
		FP	CLEC	CLEC			Score	Wgt.	Score				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	3.37		4,613		3.3742	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	18.76		2,679		18.7615	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	5.10		105		5.1048	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		15		4.6667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
OR Ordering											Wgt.		
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		75.31		239			-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		1.86		9,717			-2	2	-0.028	-0.077		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.68		3,093			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		9,715			0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		173			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		12.90		62			-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		
PR Provisioning											Wgt.		
PR-4-02-3100	Average Delay Days - Total - POTS	5.59	5.13	2,800	400	11.14	1.23	2.8782	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	14.95	46.54	17,443	477		1.65	-16.0082	-2	20	-0.280	-0.364	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.03	0.63	17,443	477		0.08	-3.1055	-2	5	-0.070	-0.091	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.01	0.42	17,443	477		0.04	-2.8652	-2	5	-0.070	-0.091	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	9.16	NA	939	NA		0.00	NA	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		98.89		90				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
MR Maintenance & Repair											Diff.		
MR-1-01-6050	Average Response Time - Create Trouble	1.17	13.75		1,387			12.5821	-2	2	-0.028	-0.038	
											Stat. Score		
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	11.31	25.88	3,351	228		2.17	-5.7646	-2	10	-0.140	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	47.29	33.98	3,351	228	54.06	3.42	3.8942	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	70.35	67.08	3,416	243		3.03	1.1453	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	38.76	32.10	3,416	243		3.23	2.1510	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.79	8.50	3,456	247		2.04	1.2501	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.15	13.33	65	15		6.88	-0.4879	0	10	0.000	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	20.23	23.16	65	15	12.60	11.51	-0.4922	0	5	0.000	0.000	
											Totals		
											-16	143	-0.825

"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

RESALE

Oct-2009

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	3.37		4,613	3.3742	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	18.76		2,679	18.7615	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	5.10		105	5.1048	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		15	4.6667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2hrs		30.27		1,543		-2	10	-0.092	-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		1.86		9,717		-2	5	-0.046	-0.111		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.68		3,093		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		9,715		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		1,239		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		80.00		25		-2	10	-0.092	-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		
PR Provisioning												
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat Score				
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	19.31	40.00	321	5		17.79	SS	NA	0		
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	36.85	64.29	521	14		13.06	-1.7862	-2	20		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	14.95	16.97	17,443	1,838		0.87	-2.2423	-2	10		
PR-4-02-2100	Average Delay Days - Total - POTS	5.59	10.04	2,800	321	11.14	1.35	-3.2899	-2	15		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.03	0.00	17,443	1,838		0.04	0.6905	0	5		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.01	0.00	17,443	1,838		0.02	0.3088	0	5		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.51	0.81	1,104	248		2.15	4.5018	0	15		
MR Maintenance & Repair												
									Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	1.17	13.75		1,387			12.5821	-2	2		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	58.45		376			58.4468	NA	0		
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.79	23.08	430	26		6.75	-1.1834	-1	10		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.00	8.33	25	12		11.41	0.8722	0	10		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	48.01	58.49	430	26	140.82	10.09	-1.0387	-1	5		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	14.71	19.65	25	12	11.59	12.44	-0.8950	0	5		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	78.68	81.58	455	38		6.92	-0.1801	0	5		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	46.15	73.68	455	38		8.42	-3.1320	-2	5		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	23.08	31.58	455	38		7.11	-0.9871	-1	5		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	11.09	42.86	2,921	7		11.88	-1.8212	-2	10		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.00	0.00	80	1		21.93	SS	NA	0		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	47.54	78.53	2,921	7	20.97	18.90	-2.2768	-2	5		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	23.15	3.80	80	1	13.39	42.44	SS	NA	0		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	90.10	75.00	3,001	8		10.57	1.7835	0	5		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	73.71	62.50	3,001	8		15.58	1.1141	0	5		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	40.95	37.50	3,001	8		17.41	0.5368	0	5		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.79	6.52	3,456	46		4.61	1.2048	0	10		
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.91		79,263,895				0	5		
									Totals	-23	217	-0.940

"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

Oct-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	4.00		1	4.0000	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	21.00		1	21.0000	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		100.00		3		0	2	0.000	0.000			
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000			
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000			
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000			
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000			
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000			
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		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		1.86		9.717		-2	2	-0.051	-0.333			
OR-4-16-1000	% On Time PCN - 1 Business Day		99.68		3.093		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		9.715		0	2	0.000	0.000			
PR Provisioning													
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	6.00	4.82	17	22	5.02	7.67	1.5666	0	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	75.00	70.00	16	30		13.40	0.6918	0	2	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	100.00	5	1		0.00	SS	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	0.00	NA	34		34.00	NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	9.52	0.00	21	31		8.30	1.1480	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		NA				NA	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	4.00	3.15	1	88	0.00	19.71	SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		50.00		176				-2	10	-0.241	-0.385	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	9.12	NA	932	NA		0.00	NA	NA	0	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	1.70	1	176		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	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	0.00			NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split		NA		NA				NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split		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	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split		NA		NA				NA	NA	0	0.000	0.000
MR Maintenance & Repair													
MR-1-01-6050	Average Response Time - Create Trouble	1.17	13.75		1.387		12.5821	-2	2		-0.048	-0.048	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	50.00	NA	2	NA		0.00	SS	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA		0.00	SS	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	343.93	NA	2	NA	####	0.00	SS	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	80.99	NA	2	NA	8.65	0.00	SS	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	NA	4	NA		0.00	SS	NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	4	NA		0.00	NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	4	NA		0.00	SS	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	11.33	42.86	3,353	14		8.49	-2.7553	-2	5	-0.120	-0.119	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.15	25.00	65	4		12.38	SS	NA	0	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	47.34	18.40	3,353	14	54.05	13.37	2.1638	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	20.23	49.04	65	4	12.60	20.69	SS	NA	5	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	65.04	61.11	226	18		11.68	0.6052	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	70.36	72.22	3,418	18		10.79	0.1214	0	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.79	5.26	3,458	19		7.14	1.2035	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split		NA		NA				NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split		NA		NA				NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split		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	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	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split		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	0	0.000	0.000
								Totals	-8	78	-0.487		

"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

Oct-2009

	Performance		Observations		Standard Deviation	Sample Error	Stat. Score	Perf. Score			
	OR	CLEC	FP	CLEC				Score	Wgt.	Wgtd. Score	
OR Ordering											
OR-1-12-5020 % OT Firm Order Confirmations (<=192 Forecasted Trunks)		100.00		2				0	5	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	
PR Provisioning											
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	0	0.000	
PR-5-02-5000 % Orders Held for Facilities >15 Days		NA	NA	NA				NA	0	0.000	
PR-6-01-5000 % Installation Troubles w/in 30 Days		NA	NA	NA		0.00		NA	0	0.000	
PR-8-01-5000 % Open Orders in a Hold Status >30 Days		NA	NA	NA				NA	0	0.000	
MR Maintenance & Repair											
MR-4-01-5000 Mean Time to Repair - Total		NA	NA	NA	0.00	0.00		NA	0	0.000	
MR-4-05-5000 % Out of Service >2 Hours		NA	NA	NA		0.00		NA	0	0.000	
MR-4-06-5000 % Out of Service >4 Hours		NA	NA	NA		0.00		NA	0	0.000	
MR-4-07-5000 % Out of Service >12 Hours		NA	NA	NA		0.00		NA	0	0.000	
MR-4-08-5000 % Out of Service >24 Hours		NA	NA	NA		0.00		NA	0	0.000	
MR-5-01-5000 % Repeat Reports w/in 30 Days		NA	NA	NA		0.00		NA	0	0.000	
NP Network Performance											
NP-1-03-5000 # of Final Trunk Groups Blocked 2 months		0.00						0	5	0.000	
NP-1-04-5000 # of Final Trunk Groups Blocked 3 months		0.00						0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	20	0.000

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

Fair Point New Hampshire			Oct-2009							
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
4	PR-4-07	% On Time Performance - LNP						\$0		\$0
5		Hot Cut Performance		-						\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-						
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-						
MAINTENANCE										
6		Maintenance Performance	\$ 37,423	\$27,850	\$14,267	\$21,198	\$0	\$0		\$100,738
	MR-3-01	Missed Repair Appointments - Loop - Bus.	11,314		4,994					
	MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		7,134					
	MR-3-01	Missed Repair Appointments - Loop		27,850						
	MR-3-01	% Missed Repr Appt -Loop-2W Digt-UNE/Resale				-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				21,198				
	MR-3-01	% Missed Repair Appointment -Loop -Line Share/Split				-				
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-				
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-				
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W 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.	8,703		2,140					
	MR-4-08	Out of Service >24Hrs. - Res.								
	MR-4-08	Out of Service >24Hrs. - Total								
	MR-5-01	% Repeat Reports within 30 Days								
	MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops								
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split								
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale								
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale								
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale								
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale								
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale								
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale								
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale								
NETWORK PERFORMANCE										
7	NP-1-04	Final Trunk Groups Blocked						\$0		\$0
8		Collocation							\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total								
	NP-2-05/6	% On Time - Physical Collocation - Total								
	NP-2-07/8	Average Delay Days - Total								
RESOLUTION PROCESS										
9		Resolution Process							\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days								
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days								
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days								
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								
Month Total			\$112,850	\$141,570	\$54,691	\$56,528	\$0	\$0	\$0	\$365,639

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	NA	NA	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	10
					30

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	97.80	1,545	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00	2,011	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	100.00	5	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP		Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	100.00	100.00	1	1	0.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	33.33	66.67	3	6	33.33	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	100.00	1	7	0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	100.00	1	1	0.00	SS	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	2.50	7.37	2	19	1.02	SS	SS	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	25.00	6	24	0.00	SS	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	12.50	6	24	0.00	SS	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	16.67	20.83	6	24	17.01	SS	NA	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	NA	66.67	NA	9	9.00	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	NA	1.83	NA	6	0.00	6.00	SS	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	NA	0.00	NA	9	9.00	NA	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	1	NA	0.00	NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA	0.00	0.00	NA	NA

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	16.52	NA	4	NA	1.56	0.00	SS	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	20.93	21.37	4	3	18.91	31.07	SS	NA
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	75.00	NA	4	NA		0.00	NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	50.00	66.67	4	3		38.19	SS	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	4	NA		0.00	NA	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	33.33	4	3		33.07	SS	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	37.50	10.00	8	10		22.96	SS	NA

"NA" - no activity "UD" - under development "SS" - Small Sample Total 10

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

Oct-2009

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

Total Market Adj* \$ -

* 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
AUG-2009	100.00	143	143	AUG-2009	100.00	143	143
SEP-2009	100.00	256	256	SEP-2009	100.00	256	256
OCT-2009	100.00	150	150	OCT-2009	100.00	150	150
Overall	100.00	549	549	Overall	100.00	549	549

Market Adjustment * \$ -

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
AUG-2009	100.00	74	74	AUG-2009	100.00	74	74
SEP-2009	100.00	212	212	SEP-2009	100.00	212	212
OCT-2009	100.00	173	173	OCT-2009	100.00	173	173
Overall	100.00	459	459	Overall	100.00	459	459

Market Adjustment * \$ -

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
AUG-2009	NA	-	-	AUG-2009	NA	-	-
SEP-2009	NA	-	-	SEP-2009	NA	-	-
OCT-2009	100.00	2,028	2,028	OCT-2009	100.00	2,028	2,028
Overall	100.00	2,028	2,028	Overall	100.00	2,028	2,028

Market Adjustment * \$ -

* 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	98.89	90	97.87	94
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 TrbIs w/in 7 days-Loop-Basic Hot Cut	NA	0	NA	0
PR-6-02-3523	% Installatn TrbIs w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn TrbIs 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	0.32	1	NA	0
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.71	369	2.73	433
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	1.52		2.71	
		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

Oct-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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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

Oct-2009

	<u>Weighted Score</u>	<u>Market Adjustment</u>
MODE OF ENTRY		
Unbundled Network Elements - Platform	-0.710	\$ 251,044
Unbundled Network Elements - Loop	-0.825	\$ 376,567
Resale	-0.940	\$ 57,056
Digital Subscriber Lines	-0.487	\$ 75,674
Trunks	0.000	<u>\$ -</u>
Mode of Entry Total		\$ 760,340

CRITICAL MEASURES

1	OSS Interface	\$ -	
2	% On Time Ordering Notification	\$ 123,460	
3	Installation Performance	\$ 141,441	
4	% On Time Performance - LNP	\$ -	
5	Hot Cut Performance	\$ -	
6	Maintenance Performance	\$ 100,738	
7	Final Trunk Groups Blocked	\$ -	
8	Collocation	<u>\$ -</u>	
9	Resolution Processes	<u>\$ -</u>	
	Critical Measure Total		\$ 365,639

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

SPECIAL PROVISIONS

UNE Ordering	\$ -	
UNE Flow Through	\$ -	
UNE Hot Cut Loop	\$ -	
Special Provision Total		\$ -

CHANGE CONTROL \$ -

Grand Total \$ 1,125,979

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

Oct-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	3.37		4,613		3.3742	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	18.76		2,679		18.7615	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	5.10		105		5.1048	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		15		4.6667	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		55.25		181		-2	10	-0.092	-0.286		
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		1.86		9,717		-2	5	-0.046	-0.143		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.68		3,093		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		9,715		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		150		0	5	0.000	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform		63.41		82		-2	5	-0.046	-0.143		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	19.31	6.25	321	16	10.11	1.8316	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	36.85	52.17	521	23	10.28	-1.2584	-1	20	-0.092	-0.143	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	14.95	23.60	17,443	534	1.57	-5.1134	-2	10	-0.092	-0.143	
PR-4-02-3100	Average Delay Days - Total - POTS	5.59	5.13	2,800	400	11.14	1.23	2.8782	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.03	0.00	17,443	534	0.07	0.3854	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.01	0.00	17,443	534	0.03	0.1724	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.51	7.59	1,104	290	2.02	1.4436	0	10	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.17	13.75		1,387		12.5821	-2	2	-0.018	-0.020	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	58.45		376		58.4468	NA	0	NA	0.000	
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	12.79	20.00	430	45	5.23	-1.1118	-1	10	-0.046	-0.049	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	12.00	20.00	25	15	10.61	-0.2529	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	48.01	65.99	430	45	140.82	7.83	-2.2965	-2	5	-0.046	-0.049
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	14.71	32.81	25	15	11.59	11.57	-2.3152	-2	5	-0.046	-0.049
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	78.68	88.33	455	60	5.63	-1.6295	-1	5	-0.023	-0.025	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	46.15	66.67	455	60	6.85	-2.8661	-2	5	-0.046	-0.049	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	23.08	38.33	455	60	5.79	-2.3358	-2	5	-0.046	-0.049	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	11.09	18.18	2,921	99	3.21	-1.9336	-2	10	-0.092	-0.098	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	5.00	0.00	80	10	7.31	0.6840	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	47.54	45.99	2,921	99	20.97	5.10	0.3321	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	23.15	10.62	80	10	13.39	14.15	2.2603	0	5	0.000	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	90.10	77.98	3,001	109	2.91	3.7951	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	73.71	66.97	3,001	109	4.29	1.6505	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	40.95	38.53	3,001	109	4.79	0.6004	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	10.79	2.37	3,456	169	2.44	4.2861	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.91		79,263,895			0	0.000			
							Totals	-23	217	-0.733		

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

Oct-2009

PO	Pre-Ordering	Performance		Observations		Perf.		Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC	Diff.	Score					
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	3.37		4,613		3.3742	NA	0	NA		
PO-1-03-6020	Address Validation -EDI	NA	18.76		2,679		18.7615	NA	0	NA		
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	5.10		105		5.1048	NA	0	NA		
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		15		4.6667	NA	0	NA		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		75.31		239		-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		1.86		9,717		-2	2	-0.028	-0.077		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.68		3,093		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		9,715		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		173		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		12.90		62		-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		
PR Provisioning												
PR-4-02-3100	Average Delay Days - Total - POTS	5.59	5.13	2,800	400	11.14	1.23	2.8782	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	14.95	46.54	17,443	477		1.65	-16.0082	-2	20	-0.280	-0.364
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.03	0.63	17,443	477		0.08	-3.1055	-2	5	-0.070	-0.091
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.01	0.42	17,443	477		0.04	-2.8652	-2	5	-0.070	-0.091
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	9.16	NA	939	NA		0.00	NA	NA	0	NA	0.000
PR-6-02-3520	% Installatn Trbils w/in 7 days-Loop-Basic Hot Cut		NA		NA				0	10	0.000	0.000
PR-6-02-3523	% Installatn Trbils w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbils 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		98.89		90				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.17	13.75		1,387			12.5821	-2	2	-0.028	-0.038
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	11.31	25.88	3,351	228		2.17	-5.7646	-2	10	-0.140	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	47.29	33.98	3,351	228	54.06	3.42	3.8942	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	70.35	67.08	3,416	243		3.03	1.1453	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	38.76	32.10	3,416	243		3.23	2.1510	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	10.79	8.50	3,456	247		2.04	1.2501	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	6.15	13.33	65	15		6.88	-0.4879	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	20.23	23.16	65	15	12.60	11.51	-0.4922	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample Totals -16 143 -0.825												

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

Oct-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	3.37		4.613	3.3742	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	18.76		2.679	18.7615	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	5.10		105	5.1048	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	4.67		15	4.6667	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex -2hrs		30.27		1,543		-2	10	-0.092	-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		1.86		9,717		-2	5	-0.046	-0.111		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.68		3,093		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		9,715		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		1,239		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		80.00		25		-2	10	-0.092	-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		
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	19.31	40.00	321	5	17.79	SS	NA	0	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	36.85	64.29	521	14	13.06	-1.7862	-2	20	-0.184	-0.286	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	14.95	16.97	17,443	1,838	0.87	-2.2423	-2	10	-0.092	-0.143	
PR-4-02-2100	Average Delay Days - Total - POTS	5.59	10.04	2,800	321	11.14	1.35	-3.2899	-2	15	-0.138	-0.214
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.03	0.00	17,443	1,838	0.04	0.6905	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.01	0.00	17,443	1,838	0.02	0.3088	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.51	0.81	1,104	248	2.15	4.5018	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.17	13.75		1,387		12.5821	-2	2	-0.018	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	58.45		376		58.4468	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	12.79	23.08	430	26	6.75	-1.1834	-1	10	-0.046	-0.057	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.00	8.33	25	12	11.41	0.8722	0	10	0.000	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	48.01	58.49	430	26	140.82	10.09	-1.0387	-1	5	-0.023	-0.029
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	14.71	19.65	25	12	11.59	12.44	-0.8950	-1	5	-0.023	-0.029
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	78.68	81.58	455	38	6.92	-0.1801	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	46.15	73.68	455	38	8.42	-3.1320	-2	5	-0.046	-0.057	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	23.08	31.58	455	38	7.11	-0.9871	-1	5	-0.023	-0.029	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	11.09	42.86	2,921	7	11.88	-1.8212	-2	10	-0.092	-0.115	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	5.00	0.00	80	1	21.93	SS	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	47.54	78.53	2,921	7	20.97	18.90	-2.2768	-2	5	-0.046	-0.057
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	23.15	3.80	80	1	13.39	42.44	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	90.10	75.00	3,001	8	10.57	1.7835	0	5	0.000	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	73.71	62.50	3,001	8	15.58	1.1141	0	5	0.000	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	40.95	37.50	3,001	8	17.41	0.5368	0	5	0.000	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	10.79	6.52	3,456	46	4.61	1.2048	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.91		79,263,895				0	5	0.000	
								Totals	-24	217	-0.963	

"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

Oct-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	4.00		1	4.0000	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	21.00		1	21.0000	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		100.00		3		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		NA		NA		NA	0	0.000	0.000		
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	NA	NA		NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale	NA	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		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale	NA	NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops	NA	NA		NA		NA	0	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops	NA	NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops	NA	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		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split	NA	NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split	NA	NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% On Time LSR Rej - No Facility Check - Line Share/Split	NA	NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASR Rej - Facility Check - Line Share/Split	NA	NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		1.86		9,717		-2	2	-0.051	-0.333		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.68		3,093		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		98.85		9,715		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	6.00	4.82	17	22	5.02	7.67	1,5666	0	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	75.00	70.00	16	30		13.40	0.6918	0	2	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	100.00	5	1		0.00	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	0.00	NA	34		34.00	NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	9.52	0.00	21	31		8.30	1,1480	0	2	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		NA		NA				NA	0	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	4.00	3.15	1	88	0.00	19.71	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		50.00		176				-2	10	-0.241	-0.385
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	9.12	NA	932	NA		0.00	NA	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	1.70	1	176		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	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	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
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.17	13.75		1,387		12.5821		-2	2	-0.048	-0.048
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	50.00	NA	2	NA		0.00	SS	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA		0.00	SS	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	343.93	NA	2	NA	####	0.00	SS	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	80.99	NA	2	NA	8.65	0.00	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	0.00	NA	4	NA		0.00	SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	4	NA		0.00	NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	4	NA		0.00	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	11.33	42.86	3,353	14		8.49	-2.7553	-2	5	-0.120	-0.119
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	6.15	25.00	65	4		12.38	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	47.34	18.40	3,353	14	54.05	13.37	2,1638	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	20.23	49.04	65	4	12.60	20.69	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	65.04	61.11	226	18		11.68	0.6052	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	70.36	72.22	3,418	18		10.79	0.1214	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	10.79	5.26	3,458	19		7.14	1,2035	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
Totals							-8	78	-0.487			

"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

Oct-2009

OR	Ordering	Performance		Observations		Standard Deviation	Sample Error	Stat. Score	Perf. Score	Wgt.	Wgtd. Score	
		CLEC	FP	FP	CLEC							
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			2				0	5	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 Provisioning												
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	
MR Maintenance & Repair												
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	
NP Network Performance												
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		0.00						0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		0.00						0	10	0.000	
									Totals	0	20	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

Oct-2009

CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
4	PR-4-07	% On Time Performance - LNP				\$0			\$0
5		Hot Cut Performance							\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut	-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-						
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	-						
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut	-						
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut	-						
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut	-						
MAINTENANCE									
6		Maintenance Performance	\$ 37,423	\$27,850	\$14,267	\$21,198	\$0	\$0	\$100,738
	MR-3-01	Missed Repair Appointments - Loop - Bus.	11,314		4,994				
	MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		7,134				
	MR-3-01	Missed Repair Appointments - Loop		27,850					
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale			-				
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops			21,198				
	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.	8,703		2,140				
	MR-4-08	Out of Service >24Hrs. - Res.	-		-				
	MR-4-08	Out of Service >24Hrs. - Total	-		-				
	MR-5-01	% Repeat Reports within 30 Days	-		-				
	MR-5-01	% Repeat Reports w/in 30 Days-Digital-UNE/Resale			-				
	MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops			-				
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split			-				
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale			-				
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale			-				
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale			-				
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale			-				
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale			-				
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale			-				
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale			-				
NETWORK PERFORMANCE									
7	NP-1-04	Final Trunk Groups Blocked				\$0			\$0
8		Collocation						\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total						-	
	NP-2-05/6	% On Time - Physical Collocation - Total						-	
	NP-2-07/8	Average Delay Days - Total						-	
RESOLUTION PROCESS									
9		Resolution Process						\$0	\$0
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days						-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days						-	
	BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days						-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.						-	
Month Total			\$112,850	\$141,570	\$54,691	\$56,528	\$0	\$0	\$365,639

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	NA	NA	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	20
					30

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-1000	% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business Days	97.80	1,545	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after Ack.	100.00	2,011	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	100.00	5	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	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	100.00	1	1	0.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	33.33	66.67	3	6	33.33	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	100.00	1	7	0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	100.00	1	1	0.00	SS	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	2.50	7.37	2	19	1.02	SS	SS	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	25.00	6	24	0.00	SS	NA	0
PR-5-02-1200	Orders Held for Facilities > 15 days -UNE/Resale	0.00	12.50	6	24	0.00	SS	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	16.67	20.83	6	24	17.01	SS	NA	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	NA	66.67	NA	9	9.00	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	NA	1.83	NA	6	0.00	6.00	SS	NA
PR-8-01-3510	Open Orders in a Hold Status >30 Days -EEL	NA	0.00	NA	9	9.00	NA	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	1	NA	0.00	NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	0.00	NA	NA
PR-8-01-3530	Open Orders in a Hold Status >30 Days -IOF	0.00	NA	1	NA	0.00	NA	NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	16.52	NA	4	NA	1.56	0.00	SS	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	20.93	21.37	4	3	18.91	31.07	SS	NA
MR-4-06-1216	Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	75.00	NA	4	NA		0.00	NA	NA
MR-4-08-1216	Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	50.00	66.67	4	3		38.19	SS	NA
MR-4-06-1217	Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	4	NA		0.00	NA	NA
MR-4-08-1217	Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	25.00	33.33	4	3		33.07	SS	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	37.50	10.00	8	10		22.96	SS	NA
									Total

"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

Oct-2009

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

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2009	100.00	143	143	AUG-2009	100.00	143	143
SEP-2009	100.00	256	256	SEP-2009	100.00	256	256
OCT-2009	100.00	150	150	OCT-2009	100.00	150	150
Overall	100.00	549	549	Overall	100.00	549	549

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
AUG-2009	100.00	74	74	AUG-2009	100.00	74	74
SEP-2009	100.00	212	212	SEP-2009	100.00	212	212
OCT-2009	100.00	173	173	OCT-2009	100.00	173	173
Overall	100.00	459	459	Overall	100.00	459	459

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
AUG-2009	NA	-	-	AUG-2009	NA	-	-
SEP-2009	NA	-	-	SEP-2009	NA	-	-
OCT-2009	100.00	2,028	2,028	OCT-2009	100.00	2,028	2,028
Overall	100.00	2,028	2,028	Overall	100.00	2,028	2,028

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 Observations	Prior Month CLEC Performance	Prior Month Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	98.89	90	97.87	94
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA	NA	NA	NA
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA	NA	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	NA	NA
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA	NA	NA	NA
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	0.32	1	NA	0
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	2.71	369	2.73	433
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	1.52		2.71	
		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

Oct-2009

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,	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 1-1	NA		\$ -
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	% Test Deck Wgt. Failure	Test Deck Wgt.	Mrkt Adj.
PO-6-01-6000 % Software Validation	R3	R3	\$ -

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

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

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

Oct-2009

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.733	\$ 251,044	
Unbundled Network Elements - Loop	-0.825	\$ 376,567	
Resale	-0.963	\$ 57,056	
Digital Subscriber Lines	-0.487	\$ 75,674	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 760,340
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 123,460	
3 Installation Performance		\$ 141,441	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 100,738	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 365,639
Individual Rule Payments:		Not Shown (needs two months of data)	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 1,125,979

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