

Fair Point New Hampshire
Performance Assurance Plan Report

UNE Platform

Feb-2010

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	2.38		5,468	2.3826	NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	7.63		2,267	7.6281	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.30		159	3.3019	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.33		6	3.3333	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-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		NA		NA		NA	0	NA	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		92.86		14		0	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		4.32		10,171		-2	5	-0.048	-0.143		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.43		3,146		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.99		9,963		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		264		0	5	0.000	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform		2.89		484		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		83.33		6		0	0	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
PR Provisioning								Wgt.				
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	52.80	27.12	589	59	6.82	4.4981	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	6.32	14.43	10,614	194	1.76	-6.8365	-2	20	-0.193	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	10.26	22.22	653	27	5.96	-3.1642	-2	10	-0.097	-0.143	
PR-4-02-3100	Average Delay Days - Total - POTS	6.46	3.03	736	65	19.30	3.18	1.0786	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.61	7.41	653	27	1.53	-2.0405	-2	5	-0.048	-0.071	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.31	3.70	653	27	1.09	-1.2024	-1	5	-0.024	-0.036	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.69	3.02	1,787	199	2.31	3.3233	0	10	0.000	0.000	
MR Maintenance & Repair								Wgt.				
MR-1-01-6050	Average Response Time - Create Trouble	1.26	24.99		2,862		23.7307	-2	2	-0.019	-0.023	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	77.10		690		77.1029	NA	0	NA	0.000	
								Stat. Score				
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	5.85	11.11	359	27	4.68	-0.7376	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	0.00	0.00	26	8	0.00	0.0000	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	16.27	23.63	359	27	14.35	7.36	-2.5241	-2	5	-0.048	-0.057
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	4.51	6.27	26	8	5.98	8.39	-0.8676	-1	5	-0.024	-0.029
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	77.12	66.67	271	12	12.39	1.1739	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	44.28	58.33	271	12	14.65	-0.6639	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.81	25.00	271	12	9.52	-0.9374	-1	5	-0.024	-0.029	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	7.38	11.54	2,086	52	3.67	-0.8811	-1	10	-0.048	-0.057	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	4.26	0.00	47	5	9.49	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	22.95	27.98	2,086	52	15.46	5.90	-2.0600	-2	5	-0.048	-0.057
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	12.46	11.60	47	5	14.73	15.54	SS	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	89.32	100.00	1,555	25	6.23	-1.5468	-1	5	-0.024	-0.029	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	69.45	88.00	1,555	25	9.29	-1.8752	-2	5	-0.048	-0.057	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	34.08	36.00	1,555	25	9.56	-0.0102	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	7.43	3.26	2,518	92	2.78	1.8750	0	10	0.000	0.000	
BI Billing								Wgt.				
BI-1-02-1000	% DUF in 4 Business Days		99.87		96,240,133			0	5	0.000		
								Totals				
								-21	197	-0.731		

"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

UNE LOOP

Feb-2010

PO	Pre-Ordering	Performance		Observations		Perf.		Wgt.		Domain Clustering Review		
		FP	CLEC	CLEC		Diff.	Score	Wgt.	Score			
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	2.38		5,468		2.3826	NA	0	NA	0.000	
PO-1-03-6020	Address Validation - EDI	NA	7.63		2,267		7.6281	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00					0	5	0.000	0.000	
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	NA	0	NA	0.000	
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	NA	0	NA	0.000	
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA					NA	0	NA	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.30		159		3.3019	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.33		6		3.3333	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		NA		NA			NA	0	NA	0.000	
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		95.24		21			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		4.32		10,171			-2	2	-0.025	-0.065	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.43		3,146			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.99		9,963			0	2	0.000	0.000	
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		370			0	5	0.000	0.000	
OR-6-03-3331	% Accuracy - LSRC - Loop		0.56		1,426			0	5	0.000	0.000	
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		93.75		16			0	0	0.000	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												
FP CLEC FP CLEC FP Std Deviation Sampling Error Stat. Score Wgt.												
PR-4-02-3100	Average Delay Days - Total - POTS	6.46	3.03	736	65	19.30	3.18	1.0786	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	10.26	7.23	653	83		3.54	-0.6318	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.61	0.00	653	83		0.91	0.6737	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.31	0.00	653	83		0.64	0.4756	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.32	7.14	820	42		4.12	0.0423	0	10	0.000	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		100.00		135				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	1.26	24.99		2,862			23.7307	-2	2	-0.025	-0.038
Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.16	16.96	2,445	171		2.04	-4.0061	-2	10	-0.123	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.77	18.30	2,445	171	15.40	3.26	3.0902	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	65.57	62.07	1,801	58		6.34	0.6996	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	30.87	15.52	1,801	58		6.16	2.8041	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	7.43	9.38	2,518	192		1.96	-0.8533	-1	10	-0.061	-0.096
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.70	33.33	37	12		5.39	-3.2256	-2	10	-0.123	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	9.57	31.29	37	12	9.10	9.77	-3.5401	-2	5	-0.061	-0.096
"NA" - no activity "UD" - under development "SS" - Small Sample												
Totals												
									-11	153	-0.444	

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

Feb-2010

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	2.38		5,468	2.3826	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.63		2,267	7.6281	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.30		159	3.3019	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.33		6	3.3333	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 -2		NA		NA		NA	0	NA	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		90.00		20		-1	5	-0.026	-0.044		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		4.32		10,171		-2	5	-0.053	-0.088		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.43		3,146		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.99		9,963		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		1,105		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		15.81		234		-2	10	-0.106	-0.175		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		94.87		39		-1	5	-0.026	-0.044		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		0.00		5		-2	2	-0.021	-0.035		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		0	0	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		0	0	0.000	0.000		
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	52.80	56.12	589	98	5.45	-0.4993	0	5	0.000	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	6.32	11.38	10,614	167	1.90	-4.7614	-2	20	-0.212	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	10.26	38.10	653	21	6.73	-3.8187	-2	10	-0.106	-0.133	
PR-4-02-2100	Average Delay Days - Total - POTS	6.46	2.63	736	27	19.30	4.82	0.7955	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.61	4.76	653	21	1.73	-1.0503	-1	5	-0.026	-0.033	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.31	0.00	653	21	1.23	0.2500	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.69	3.72	1,787	215	2.23	3.1240	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.26	24.99		2,862		23.7307	-2	2	-0.021	-0.048	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	77.10		690		77.1029	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	5.85	3.33	359	30	4.46	0.9844	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	0.00	0.00	26	3	0.00	SS	NA	0	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	16.27	20.51	359	30	14.35	7.01	-1.6706	-2	5	-0.053	-0.119
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	4.51	1.63	26	3	5.98	12.65	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	77.12	91.67	271	12	12.39	-0.8067	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	44.28	58.33	271	12	14.65	-0.6639	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.81	33.33	271	12	9.52	-1.6273	-1	5	-0.026	-0.060	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.38	0.00	2,086	3	15.11	SS	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	4.26	NA	47	NA	0.00	NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	22.95	18.06	2,086	3	15.46	24.29	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	12.46	NA	47	NA	14.73	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	89.32	100.00	1,555	2	21.85	SS	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	69.45	50.00	1,555	2	32.59	SS	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	34.08	50.00	1,555	2	33.54	SS	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	7.43	8.33	2,518	36	4.40	0.0215	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.87		96,240,133				0	5	0.000	
									Totals	-18	179	-0.715

"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

Feb-2010

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		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	NA		NA	0.0000	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		18		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	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		0.00		3		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		100.00		3		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		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		4.32		10,171		-2	2	-0.043	-0.182		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.43		3,146		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.99		9,963		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	8.75	3.00	16	2	6.70	21.19	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	77.78	100.00	9	2		32.50	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	81.82	NA	11	NA		0.00	NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	3.70	0.00	27	4		10.12	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	5.26	0.00	19	2		16.60	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		6				0	10	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.50	NA	8	0.00	8.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		88.71		62				-2	10	-0.213	-0.222
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.40	0.00	811	7		9.94	0.7446	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	4.76	NA	63		63.00	NA	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.26	24.99		2,862		23.7307	-2	2	-0.043	-0.074	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	50.00	NA	2	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	66.67	0.00	6	1		50.92	SS	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	49.21	NA	2	NA	32.69	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	72.91	9.48	6	1	#####	48.00	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	50.00	100.00	8	1		53.03	SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	1	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	0.00	8	1		0.00	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.19	10.00	2,447	20		5.80	-0.1787	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.63	0.00	38	4		8.41	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.79	18.54	2,447	20	15.42	9.27	1.4625	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	10.04	4.08	38	4	9.45	15.80	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	66.87	79.17	335	24		9.95	-1.0202	-1	5	-0.053	-0.093
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	65.59	50.00	1,802	2		33.61	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	7.41	19.23	2,523	26		5.16	-1.7365	-2	10	-0.213	-0.370
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	-9	94	-0.564	

"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

Feb-2010

OR	Ordering	Performance		Observations		Standard Deviation	Sample Error	Stat. Score	Perf.			
		CLEC	FP	FP	CLEC				Score	Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			6				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 (<=	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		95.07		2,535				0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA				NA	0	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA	NA	NA	NA		0.00	NA	NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA		0.00	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		0.00	NA	NA	0	0.000	
MR Maintenance & Repair												
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA	NA	0	0.000	
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			NA	NA	0	0.000	
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			NA	NA	0	0.000	
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			NA	NA	0	0.000	
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			NA	NA	0	0.000	
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA			NA	NA	0	0.000	
NP Network Performance												
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA						NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA						NA	0	0.000	
									Totals	0	25	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			Feb-2010							
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING										
1		OSS Interface	-	-	-	-	-	-	-	\$0
	PO-1-06	Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	-
	PO-1-06	Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	-
	PO-1-06	Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	-
ORDERING										
2		% On Time Ordering Notification	-	-	-	-	-	\$0	\$0	\$0
	OR-1-02	% On Time LSRC -Flow Through	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-
	OR-1-12	% On Time FOC	-	-	-	-	-	-	-	-
	OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-	-
	OR-1-19	% OT Resp -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	-
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	-
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-
	OR-4-16	% On Time FCN - 1 Bus. Day	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
PROVISIONING										
3		Installation Performance	\$34,812	\$0	\$13,170	\$24,226	\$0	\$0		\$72,208
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days -Total -Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-04	Missed Appointments -Dispatch	11,604	-	4,390	-	-	-	-	-
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-04	Missed Appts - Disp - Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-05	Missed Appointments - No Dispatch	23,208	-	8,780	-	-	-	-	-
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-05	% Missed Appt -No Disp -Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-14	% Completed On Time - 2W xDSL Loops	-	-	-	24,226	-	-	-	-
	PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-
	PR-6-01	Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	-
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-	-
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops	-	-	-	-	-	-	-	-
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total -UNE/Resale	-	-	-	-	-	-	-	-
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale	-	-	-	-	-	-	-	-
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	-	-	-
	PR-6-01	Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	-	-	-
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total - EEL	-	-	-	-	-	-	-	-
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - IOF	-	-	-	-	-	-	-	-
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	-
4	PR-4-07	% On Time Performance - LNP						\$0		\$0
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	\$ 13,490	\$41,775	\$5,422	\$55,115	\$0	\$0		\$115,801
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
	MR-3-01	Missed Repair Appointments - Loop - Res.	8,703	-	-	-	-	-	-	-
	MR-3-01	Missed Repair Appointments - Loop	-	27,850	-	-	-	-	-	-
	MR-3-01	% Missed Repr Appt -Loop-2W Dig-UNE/Resale	-	-	-	-	-	-	-	-
	MR-3-01	% Missed Repr Appt -Loop-2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-3-01	% Missed Repair Appt-Loop-Line Share/Split	-	-	-	-	-	-	-	-
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops	-	-	-	12,719	-	-	-	-
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	-	-	-	-	-	-	-	-
	MR-4-08	Out of Service >24Hrs. - Bus.	4,787	-	5,422	-	-	-	-	-
	MR-4-08	Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	-
	MR-4-08	Out of Service >24Hrs. - Total	-	-	-	-	-	-	-	-
	MR-5-01	% Repeat Reports within 30 Days	-	13,925	-	-	-	-	-	-
	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	-	-	-	42,396	-	-	-	-
	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			\$48,302	\$41,775	\$18,591	\$79,341	\$0	\$0	\$0	\$168,009

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	5	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	50.0	2	0	0
NP-2-07/8	Average Delay Days - Total	36.0	1	0	0
					5

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-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 D	99.52	2,095	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	5,398	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/R	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	1	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA	NA	0

PR	Provisioning	FP		Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	0.00	2	1	0.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	22.73	0.00	22	1	42.85	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	0.00	1	4	0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	25.00	NA	4	NA	0.00	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	1.67	NA	6	NA	0.68	0.00	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	50.00	NA	4	NA	0.00	NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	25.00	NA	4	NA	0.00	NA	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	47.37	50.00	19	4	27.47	SS	NA	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	15.79	0.00	19	4	20.06	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	2.00	NA	3	NA	0.30	0.00	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	64.29	0.00	14	3	30.48	SS	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	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA	0

MR	Maintenance & Repair										
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA	0.00	0.00	NA	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.39	3.83	6	2	0.00	22.63	SS	NA	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	0.00	6	7		0.00	SS	NA	0	
"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.

Special Provision - UNE Ordering

Feb-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	90.91	22	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
DEC-2009	100.00	288	288	DEC-2009	100.00	287	287
JAN-2010	100.00	209	209	JAN-2010	100.00	207	207
FEB-2010	100.00	264	264	FEB-2010	100.00	264	264
Overall	100.00	761	761	Overall	100.00	758	758

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
DEC-2009	100.00	228	228	DEC-2009	100.00	226	226
JAN-2010	100.00	395	395	JAN-2010	100.00	393	393
FEB-2010	100.00	372	372	FEB-2010	100.00	370	370
Overall	100.00	995	995	Overall	100.00	989	989

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
DEC-2009	88.38	3,226	2,851	DEC-2009	88.40	3,225	2,851
JAN-2010	93.61	1,613	1,510	JAN-2010	93.61	1,613	1,510
FEB-2010	97.14	3,922	3,810	FEB-2010	97.14	3,922	3,810
Overall	93.27	8,761	8,171	Overall	93.28	8,760	8,171

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	100.00	135	100.00	75
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	0.98	177	2.75	193
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		5.33	
		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

Feb-2010

		% 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	\$ -

* 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

Feb-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.731	\$ 251,044	
Unbundled Network Elements - Loop	-0.444	\$ 218,012	
Resale	-0.715	\$ 57,056	
Digital Subscriber Lines	-0.564	\$ 90,088	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 616,200
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 72,208	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 115,801	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 188,009
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 804,209

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

Feb-2010

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	2.38		5,468	2.3826	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.63		2,267	7.6281	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6030	Customer Service Record - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	0	NA	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	NA	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.30		159	3.3019	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.33		6	3.3333	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		NA		NA		NA	0	NA	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		92.86		14		0	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		4.32		10,171		-2	5	-0.048	-0.143		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.43		3,146		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.99		9,963		0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		100.00		264		0	5	0.000	0.000		
OR-6-03-3140	% Accuracy - LSRC - Platform		2.89		484		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		83.33		6		0	0	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA		NA	0	NA	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA		NA	0	NA	0.000		
PR Provisioning												
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	52.80	27.12	589	59	6.82	4.4981	0	5	0.000	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	6.32	14.43	10,614	194	1.76	-6.8365	-2	20	-0.193	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	10.26	22.22	653	27	5.96	-3.1642	-2	10	-0.097	-0.143	
PR-4-02-3100	Average Delay Days - Total - POTS	6.46	3.03	736	65	19.30	3.18	1.0786	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.61	7.41	653	27	1.53	-2.0405	-2	5	-0.048	-0.071	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.31	3.70	653	27	1.09	-1.2024	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.69	3.02	1,787	199	2.31	3.3233	0	10	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.26	24.99		2,862			23.7307	-2	2	-0.019	-0.023
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	77.10		690			77.1029	NA	0	NA	0.000
Stat. Score												
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	5.85	11.11	359	27	4.68	-0.7376	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	0.00	0.00	26	8	0.00	0.0000	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	16.27	23.63	359	27	14.35	7.36	-2.5241	-2	5	-0.048	-0.057
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	4.51	6.27	26	8	5.98	8.39	-0.8676	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	77.12	66.67	271	12		12.39	1.1739	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	44.28	58.33	271	12		14.65	-0.6639	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	11.81	25.00	271	12		9.52	-0.9374	-1	5	-0.024	-0.029
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	7.38	11.54	2,086	52	3.67	-0.8811	-1	10	-0.048	-0.057	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	4.26	0.00	47	5	9.49	SS	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	22.95	27.98	2,086	52	15.46	5.90	-2.0600	-2	5	-0.048	-0.057
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	12.46	11.60	47	5	14.73	15.54	SS	0	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	89.32	100.00	1,555	25	6.23	-1.5468	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	69.45	88.00	1,555	25	9.29	-1.8752	-2	5	-0.048	-0.057	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	34.08	36.00	1,555	25	9.56	-0.0102	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	7.43	3.26	2,518	92	2.78	1.8750	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.87		96,240,133				0	5	0.000	
							Totals	-18	197	-0.655		

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

Feb-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt. Score	Domain Clustering Review		
		FP	CLEC	CLEC	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	2.38		5,468		2.3826	NA	0	NA		
PO-1-03-6020	Address Validation - EDI	NA	7.63		2,267		7.6281	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	NA	0	NA		
PO-1-03-6030	Address Validation - CORBA	NA	NA		NA		NA	NA	0	NA		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	NA	0	NA		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.30		159		3.3019	NA	0	NA		
PO-1-03-6050	Address Validation - Web GUI	NA	3.33		6		3.3333	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		NA		NA		NA	0	NA	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		95.24		21		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		4.32		10,171		-2	2	-0.025	-0.065		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.43		3,146		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.99		9,963		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		100.00		370		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		0.56		1,426		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		93.75		16		0	0	0.000	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	6.46	3.03	736	65	19.30	3.18	1.0786	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	10.26	7.23	653	83		3.54	-0.6318	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.61	0.00	653	83		0.91	0.6737	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.31	0.00	653	83		0.64	0.4756	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	7.32	7.14	820	42		4.12	0.0423	0	10	0.000	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		100.00		135				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	1.26	24.99		2,862			23.7307	-2	2	-0.025	-0.038
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	7.16	16.96	2,445	171		2.04	-4.0061	-2	10	-0.123	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.77	18.30	2,445	171	15.40	3.26	3.0902	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	65.57	62.07	1,801	58		6.34	0.6996	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	30.87	15.52	1,801	58		6.16	2.8041	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	7.43	9.38	2,518	192		1.96	-0.8533	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	2.70	33.33	37	12		5.39	-2.3256	-2	10	-0.123	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	9.57	31.29	37	12	9.10	9.77	-3.5401	-2	5	-0.061	-0.096
"NA" - no activity "UD" - under development "SS" - Small Sample Totals -10 153 -0.379												

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

Feb-2010

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	2.38		5,468	2.3826	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.63		2,267	7.6281	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		100.00				0	5	0.000	0.000		
PO-1-01-6050	Customer Service Record - Web GUI	NA	3.30		159	3.3019	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.33		6	3.3333	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 -2		NA		NA		NA	0	NA	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		90.00		20		-1	5	-0.026	-0.044		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		4.32		10,171		-2	5	-0.053	-0.088		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.43		3,146		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.99		9,963		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		1,105		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		15.81		234		-2	10	-0.106	-0.175		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		94.87		39		-1	5	-0.026	-0.044		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		0.00		5		-2	2	-0.021	-0.035		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		0	0	0.000	0.000		
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		0	0	0.000	0.000		
PR Provisioning												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	52.80	56.12	589	98	5.45	-0.4993	0	5	0.000	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	6.32	11.38	10,614	167	1.90	-4.7614	-2	20	-0.212	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	10.26	38.10	653	21	6.73	-3.8187	-2	10	-0.106	-0.133	
PR-4-02-2100	Average Delay Days - Total - POTS	6.46	2.63	736	27	19.30	4.82	0.7955	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.61	4.76	653	21	1.73	-1.0503	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.31	0.00	653	21	1.23	0.2500	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.69	3.72	1,787	215	2.23	3.1240	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.26	24.99		2,862		23.7307	-2	2	-0.021	-0.048	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	77.10		690		77.1029	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	5.85	3.33	359	30	4.46	0.9844	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	0.00	0.00	26	3	0.00	SS	NA	0	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	16.27	20.51	359	30	14.35	7.01	-1.6706	-2	5	-0.053	-0.119
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	4.51	1.63	26	3	5.98	12.65	SS	NA	0	NA	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	77.12	91.67	271	12	12.39	-0.8067	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	44.28	58.33	271	12	14.65	-0.6639	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	11.81	33.33	271	12	9.52	-1.6273	-1	5	-0.026	-0.060	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	7.38	0.00	2,086	3	15.11	SS	NA	0	NA	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	4.26	NA	47	NA	0.00	NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	22.95	18.06	2,086	3	15.46	24.29	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	12.46	NA	47	NA	14.73	0.00	NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	89.32	100.00	1,555	2	21.85	SS	NA	0	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	69.45	50.00	1,555	2	32.59	SS	NA	0	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	34.08	50.00	1,555	2	33.54	SS	NA	0	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	7.43	8.33	2,518	36	4.40	0.0215	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.87		96,240,133				0	5	0.000	
								Totals	-17	179	-0.687	

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

Feb-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wtgd 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		100.00				0	5	0.000	0.000		
PO-1-06-6030	Mechanized Loop Qualification - CORBA	NA	NA		NA		NA	0	0.000	0.000		
PO-2-02-6030	OSS Interface Availability - Prime - CORBA		NA				NA	0	0.000	0.000		
PO-1-06-6050	Mechanized Loop Qualification - Web GUI	NA	NA		NA	0.0000	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		18		0	2	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	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		0.00		3		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		100.00		3		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		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		4.32		10,171		-2	2	-0.043	-0.182		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.43		3,146		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.99		9,963		0	2	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	8.75	3.00	16	2	6.70	21.19	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	77.78	100.00	9	2		32.50	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	81.82	NA	11	NA		0.00	NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	3.70	0.00	27	4		10.12	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	5.26	0.00	19	2		16.60	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		100.00		6			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.50	NA	8	0.00	8.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		88.71		62			-2	10	-0.213	-0.222	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	7.40	0.00	811	7		9.94	0.7446	0	15	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	NA	4.76	NA	63		63.00	NA	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.26	24.99		2,862		23.7307	-2	2	-0.043	-0.074	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	50.00	NA	2	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	66.67	0.00	6	1		50.92	SS	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	49.21	NA	2	NA	32.69	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	72.91	9.48	6	1	156.56	48.00	SS	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	50.00	100.00	8	1		53.03	SS	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	1	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	0.00	8	1		0.00	SS	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	7.19	10.00	2,447	20		5.80	-0.1787	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	2.63	0.00	38	4		8.41	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.79	18.54	2,447	20	15.42	9.27	1.4625	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	10.04	4.08	38	4	9.45	15.80	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	66.87	79.17	335	24		9.95	-1.0202	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	65.59	50.00	1,802	2		33.61	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	7.41	19.23	2,523	26		5.16	-1.7365	-2	10	-0.213	-0.370
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-8	94	-0.511	

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

Feb-2010

OR	Ordering	Performance		Observations		Standard Deviation	Sample Error	Stat. Score	Perf.		
		CLEC	FP	FP	CLEC				Score	Wgt.	Wgt. Score
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			6				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 (<=	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		95.07		2,535				0	20	0.000
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA				NA	0	0.000
PR-5-01-5000	% Missed Appointment - Facilities	NA	NA	NA	NA		0.00	NA	NA	0	0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA		0.00	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		0.00	NA	NA	0	0.000
MR Maintenance & Repair											
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA			NA	NA	0	0.000
NP Network Performance											
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA						NA	0	0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA						NA	0	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals		
									0	25	0.000

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

Fair Point New Hampshire			Feb-2010							
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING										
1		OSS Interface	-	-	-	-	-	-	-	\$0
	PO-1-06	Mechanized Loop Qualification - EDI	-	-	-	-	-	-	-	-
	PO-1-06	Mechanized Loop Qualification - CORBA	-	-	-	-	-	-	-	-
	PO-1-06	Mechanized Loop Qualification - Web GUI	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - WPTS	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-	-	-	-	-	-	-
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-	-	-	-	-	-
ORDERING										
2		% On Time Ordering Notification	-	-	-	-	-	\$0	\$0	\$0
	OR-1-02	% On Time LSRC -Flow Through	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-
	OR-1-12	% On Time FOC	-	-	-	-	-	-	-	-
	OR-1-13	% On Time Design Layout Record	-	-	-	-	-	-	-	-
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)	-	-	-	-	-	-	-	-
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	-
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split	-	-	-	-	-	-	-	-
	OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	-
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-06	%OT LSR/ASRC Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
PROVISIONING										
3		Installation Performance	\$34,812	\$0	\$13,170	\$24,226	\$0	\$0		\$72,208
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days -Total -Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-04	Missed Appointments-Dispatch	11,604	-	4,390	-	-	-	-	-
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-04	Missed Appts - Disp - Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-05	Missed Appointments - No Dispatch	23,208	-	8,780	-	-	-	-	-
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-05	% Missed Appt -No Disp -Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-14	% Completed On Time - 2W xDSL Loops	-	-	-	24,226	-	-	-	-
	PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-
	PR-6-01	Installation Troubles w/in 30 Days	-	-	-	-	-	-	-	-
	PR-6-01	% Install Trbls w/in 30 Days -2W Digital Loop -UNE/Resale	-	-	-	-	-	-	-	-
	PR-6-01	% Install Trbls w/in 30 Days -2W xDSL Loops	-	-	-	-	-	-	-	-
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total -UNE/Resale	-	-	-	-	-	-	-	-
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale	-	-	-	-	-	-	-	-
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	-	-	-
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale	-	-	-	-	-	-	-	-
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment - FP - Total - EEL	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - Total - EEL	-	-	-	-	-	-	-	-
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL	-	-	-	-	-	-	-	-
	PR-4-01	% Missed Appointment - FP - Total - IOF	-	-	-	-	-	-	-	-
	PR-4-02	Average Delay Days - IOF	-	-	-	-	-	-	-	-
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF	-	-	-	-	-	-	-	-
4	PR-4-07	% On Time Performance - LNP					\$0			\$0
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-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	\$ 13,490	\$27,850	\$5,422	\$42,396	\$0	\$0		\$89,157
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
	MR-3-01	Missed Repair Appointments - Loop - Res.	8,703	-	-	-	-	-	-	-
	MR-3-01	Missed Repair Appointments - Loop	-	27,850	-	-	-	-	-	-
	MR-3-01	% Missed Repr Appt -Loop-2W Digl-UNE/Resale	-	-	-	-	-	-	-	-
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-3-01	% Missed Repair Appt -Loop -Line Share/Split	-	-	-	-	-	-	-	-
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	-	-	-	-	-	-	-	-
	MR-4-08	Out of Service >24Hrs. - Bus.	4,787	-	5,422	-	-	-	-	-
	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	-	-	-	42,396	-	-	-	-
	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			\$48,302	\$27,850	\$18,591	\$66,622	\$0	\$0	\$0	\$161,365

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	5	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	50.0	2	0	0
NP-2-07/8	Average Delay Days - Total	36.0	1	0	0
					5

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
OR-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 D	99.52	2,095	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	5,398	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/R	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	1	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	0.00	2	1	0.00	SS	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	22.73	0.00	22	1	42.85	SS	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	0.00	1	4	0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	25.00	NA	4	NA	0.00	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	1.67	NA	6	NA	0.68	0.00	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	50.00	NA	4	NA	0.00	NA	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	25.00	NA	4	NA	0.00	NA	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	0	NA	0.00	NA	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	47.37	50.00	19	4	27.47	SS	NA	0
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	15.79	0.00	19	4	20.06	SS	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	2.00	NA	3	NA	0.30	0.00	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	64.29	0.00	14	3	30.48	SS	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	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	NA	NA	NA	NA	0.00	0.00	NA	NA	0
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.39	3.83	6	2	0.00	22.63	SS	NA	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	0.00	0.00	6	7		0.00	SS	NA	0
									Total	10

"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.

Special Provision - UNE Ordering

Feb-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	90.91	22	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
DEC-2009	100.00	288	288	DEC-2009	100.00	287	287
JAN-2010	100.00	209	209	JAN-2010	100.00	207	207
FEB-2010	100.00	264	264	FEB-2010	100.00	264	264
Overall	100.00	761	761	Overall	100.00	758	758

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
DEC-2009	100.00	228	228	DEC-2009	100.00	226	226
JAN-2010	100.00	395	395	JAN-2010	100.00	393	393
FEB-2010	100.00	372	372	FEB-2010	100.00	370	370
Overall	100.00	995	995	Overall	100.00	989	989

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
DEC-2009	88.38	3,226	2,851	DEC-2009	88.40	3,225	2,851
JAN-2010	93.61	1,613	1,510	JAN-2010	93.61	1,613	1,510
FEB-2010	97.14	3,922	3,810	FEB-2010	97.14	3,922	3,810
Overall	93.27	8,761	8,171	Overall	93.28	8,760	8,171

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	100.00	135	100.00	75
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	0.98	177	2.75	193
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		5.33	
		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	\$ -

* 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

Feb-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.655	\$ 240,474	
Unbundled Network Elements - Loop	-0.379	\$ 170,446	
Resale	-0.687	\$ 57,056	
Digital Subscriber Lines	-0.511	\$ 80,478	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 548,454
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 72,208	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 89,157	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 161,365
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 709,819

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