

Fair Point New Hampshire
Performance Assurance Plan Report

PRELIM UNE Platform

Feb-2015

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	NA	NA	NA		NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	NA	NA	NA		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	3.99	1,495		3,9873	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.17	296		6,1655	0	2	0.000	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		97.33		75		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		27		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		75.00		100		-2	5	-0.044	-0.139		
OR-6-03-3140	% Accuracy - LSRC - Platform		6.69		91		-1	5	-0.022	-0.069		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		92.31		91		-1	5	-0.022	-0.069		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		6		0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00		74		0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		10		0	2	0.000	0.000		
PR Provisioning										Wgt.		
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	87.00	80.00	477	5	15.12	SS	NA	5	NA	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.69	3.95	1,711	76	1.51	-1.7059	-2	20	-0.176	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	50.96	33.33	261	12	14.76	0.8970	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	13.16	5.00	162	15	13.50	3.64	2.5828	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	2.68	0.00	261	12	4.77	0.6050	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	1.53	0.00	261	12	3.63	0.9724	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	12.10	11.28	926	62	4.28	0.0584	0	10	0.000	0.000	
MR Maintenance & Repair										Wgt.		
MR-1-01-6050	Average Response Time - Create Trouble	2.35	5.20		2,148		2.8459	0	2	0.000	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	50.01		451		50.0067	NA	0	NA	0.000	
Stat. Score										Wgt.		
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	11.09	8.65	460	104	3.41	0.5292	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.59	21.74	102	23	9.33	-0.4358	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	62.30	61.68	460	104	106.20	11.53	0.0188	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	90.63	72.80	102	23	126.10	29.11	0.6134	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	94.66	93.42	389	76		2.77	0.2832	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	82.01	81.58	389	76		4.82	0.0510	0	5	0.000	0.000
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	63.24	68.42	389	76		6.05	-0.9919	-1	5	-0.022	-0.025
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	15.01	20.83	1,832	24		7.34	-1.0763	-1	10	-0.044	-0.049
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	24.77	0.00	218	3		25.09	SS	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	81.56	77.71	1,832	24	151.61	31.15	-0.0391	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	101.10	18.32	218	3	151.41	88.01	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	95.54	94.44	1,547	18		4.89	0.1591	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	82.93	88.89	1,547	18		8.92	-0.9852	-1	5	-0.022	-0.025
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	65.61	61.11	1,547	18		11.26	0.1746	0	5	0.000	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	31.93	25.32	2,612	154		3.87	1.6430	0	10	0.000	0.000
BI Billing										Wgt.		
BI-1-02-1000	% DUF in 4 Business Days		99.99		191,465			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample							Totals	-9	227	-0.352		

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

PRELIM

UNE LOOP

Feb-2015

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	CLEC								
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	NA	NA			NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	NA	NA			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	3.99	1,495			3.9873	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.17	296			6.1655	0	2	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		100.00	352			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	69			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA	NA			NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA	NA			NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA	NA			NA	0	NA	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		91.67	60			-1	5	-0.032	-0.069		
OR-6-03-3331	% Accuracy - LSRC - Loop		8.26	351			-1	5	-0.032	-0.069		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		96.90	678			0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00	22			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00	155			0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	7			0	2	0.000	0.000		
PR Provisioning												
PR-4-02-3100	Average Delay Days - Total - POTS	13.16	5.00	162	15	13.50	3.64	2.5828	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	50.96	35.00	261	20	11.60	1.1446	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	2.68	0.00	261	20	3.75	0.2351	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	1.53	0.00	261	20	2.85	0.6528	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	26.61	26.92	342	52	6.58	-0.2344	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00	25				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		66.67	3				NA	0	NA	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	2.35	5.20	2,148			2.8459	0	2	0.000	0.000	
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	14.22	21.31	2,292	122	3.25	-2.1973	-2	10	-0.127	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	77.67	69.68	2,292	122	143.84	13.36	0.5728	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	83.54	84.62	1,810	91	3.98	-0.3912	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	65.75	68.13	1,810	91	5.10	-0.5741	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	31.93	24.26	2,612	136	4.10	1.8074	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	8.43	35.71	83	14	8.03	-2.9222	-2	10	-0.127	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	54.59	77.80	83	14	107.45	31.04	-0.7508	0	5	0.000	0.000
								Totals	-6	157	-0.318	

"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

PRELIM

RESALE

Feb-2015

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	NA		NA		NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		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	3.99		1,485		3.9873	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.17		296		6.1655	0	2	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 -2h		100.00		7		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		7		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		7		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		4.17		24		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		96.88		32		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		19		0	2	0.000	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	87.00	0.00	477	2	23.83	SS	NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	1.69	7.69	1,711	13	3.59	-2.0481	-2	20	-0.190	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	50.96	50.00	261	2	35.48	SS	NA	10	NA	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	13.16	3.50	162	2	13.50	9.61	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	2.68	0.00	261	2	11.47	SS	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	1.53	0.00	261	2	8.72	SS	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	12.10	22.22	926	9	10.92	-1.3684	-1	15	-0.071	-0.100	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.35	5.20	2,148			2.8459	0	2	0.000	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	50.01	451			50.0067	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	11.09	8.33	460	24	6.57	0.0030	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.59	NA	102	NA		NA	NA	0	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	62.30	48.49	460	24	106.20	22.24	0.5167	0	5	0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	90.63	NA	102	NA	126.10		NA	NA	0	NA	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	94.86	88.24	389	17	5.47	0.7283	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	82.01	82.35	389	17	9.52	-0.2978	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	63.24	64.71	389	17	11.95	-0.3596	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	15.01	0.00	1,832	2	25.27	SS	0	10	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	24.77	NA	218	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	81.56	27.46	1,832	2	151.61	107.26	SS	NA	5	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	101.10	NA	218	NA	151.41		NA	NA	0	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	95.54	100.00	1,547	1	20.65	SS	NA	5	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	82.93	100.00	1,547	1	37.63	SS	NA	5	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	65.61	100.00	1,547	1	47.52	SS	NA	5	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	31.93	26.92	2,612	26	9.19	0.3097	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99	191,465				0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample Totals -3 210 -0.262												

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

PRELIM

DSL

Feb-2015

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	NA		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		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	5.25	203		5.2463	0	5	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		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		100.00		1		0	2	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		100.00		15		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		0.00		0		0	5	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		9		0	2	0.000	0.000		
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000		
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	1	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment-Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment-No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	400.00	0.00	1	0	0.00	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		25.00		4		-2	10	-0.155	-0.192		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	4.20	NA	5	0.00	5.00	SS	NA	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		66.67		9		-2	10	-0.155	-0.192		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	26.61	26.92	342	26	8.99	-0.2934	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00	0	10	10.00	SS	0	5	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	2.35	5.20		2,148		2.8459	0	2	0.000	0.000	
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	14.22	13.69	2,292	36	5.87	0.2376	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	8.43	0.00	83	3	16.33	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	77.67	73.43	2,292	36	143.84	24.16	0.0429	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	54.69	10.43	83	3	107.45	63.15	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	31.45	33.33	954	39	7.59	0.0927	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	83.54	60.00	1,810	5	16.61	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	31.93	25.64	2,612	39	7.52	0.6511	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
								Totals	-4	129	-0.310	

"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

PRELIM TRUNKS

Feb-2015

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score			
		CLEC	FP	FP	CLEC						
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA			NA	NA	0	0.000			
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000			
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	NA	0	0.000			
OR-2-12-5020	% On Time Trunk ASR Reject	100.00			1	0	5	0.000			
PR Provisioning		FP									
PR-4-07-3540	% On Time Performance - LNP only	97.91		671			0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		1			0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	2	1	0.00	SS	0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	2	1	0.00	SS	0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	3	1	0.00	SS	0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	50.00	100.00	2	1	61.24	SS	NA	5	0.000	
MR Maintenance & Repair											
MR-4-01-5000	Mean Time to Repair - Total	NA	21.02	NA	1	0.00	1.00	SS	NA	5	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	100.00	NA	1		1.00	SS	NA	10	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	100	0.000	

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

Fair Point New Hampshire		PRELIM							Feb-2015	
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/Resale	-	-	-	-	-	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-	
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/Resale	-	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-	
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-	
OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	-	
OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Resale	-	-	-	-	-	-	-	-	
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Resale	-	-	-	-	-	-	-	-	
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	\$23,203	\$0	\$14,048	\$24,226	\$0	\$0	\$0	\$61,482	
PR-3-01	% Completed in 1 Day (1-5 Eres 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 - 2WxDSL Loop	-	-	-	-	-	-	-	-	
PR-4-02	Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	-	
PR-4-04	Missed Appointments - Dispatch	-	-	-	-	-	-	-	-	
PR-4-04	Missed Appnts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-	
PR-4-04	Missed Appointments - No Dispatch	23,203	-	8,760	-	-	-	-	-	
PR-4-05	% Missed Appnt - No Disp - 2W Digital - UNE/Resale	-	-	-	-	-	-	-	-	
PR-4-05	% Missed Appnt - No Disp - Line Share/Spit	-	-	-	-	-	-	-	-	
PR-4-14	% Completed On Time - 2WxDSL Loops	-	-	-	24,226	-	-	-	-	
PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-	
PR-6-01	Installation Troubles w/in 30 Days	-	-	5,268	-	-	-	-	-	
PR-6-01	% Install Trbls w/in 30 Days - 2W Digital Loop - UNE/Resale	-	-	-	-	-	-	-	-	
PR-6-01	% Install Trbls w/in 30 Days - 2WxDSL Loops	-	-	-	-	-	-	-	-	
PR-6-01	% Install Trbls w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	-	
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 w/in 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	
HOT CUT PERFORMANCE										
5	Hot Cut Performance	-	-	-	-	-	-	-	\$0	
PR-6-02	% Installation Trbls w/in 7 days - Loop - Basic Hot Cut	-	-	-	-	-	-	-	-	
PR-6-02	% Installation Trbls w/in 7 days - Loop - Lg Job Hot Cut	-	-	-	-	-	-	-	-	
PR-9-01	% Installation 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	\$ 16,638	\$27,850	\$0	\$0	\$0	\$1,053	\$0	\$45,438	
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop - Res.	11,314	-	-	-	-	-	-	-	
MR-3-01	Missed Repair Appointments - Loop	-	27,850	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appnt - Loop - 2W Dig - UNE/Resale	-	-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appnt - Loop - 2WxDSL Loops	-	-	-	-	-	-	-	-	
MR-3-01	% Missed Repr Appnt - Loop - Line Share/Spit	-	-	-	-	-	-	-	-	
MR-3-02	% Missed Repair Appointment - CO - 2WxDSL Loops	-	-	-	-	-	-	-	-	
MR-4-03	Mean Time To Repair - CO - 2WxDSL Loops	-	-	-	-	-	-	-	-	
MR-4-04	% Cleared (all trbls) w/in 24hrs - 2W Dig - UNE/Resale	-	-	-	-	-	-	-	-	
MR-4-04	% Cleared (all trbls) w/in 24hrs - 2WxDSL Loops	-	-	-	-	-	-	-	-	
MR-4-04	% Cleared (all troubles) w/in 24 Hours - Line Share/Spit	-	-	-	-	-	-	-	-	
MR-4-08	Out of Service > 24Hrs. - Bus.	5,222	-	-	-	-	-	-	-	
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 - 2WxDSL Loops	-	-	-	-	-	-	-	-	
MR-5-01	% Repeat Reports w/in 30 Days - Line Share/Spit	-	-	-	-	-	-	-	-	
MR-4-01	Mean Time to Repair - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	-	
MR-4-01	Mean Time to Repair - DS1 & DS3 - UNE/Resale	-	-	-	-	-	1,053	-	-	
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	
COLLOCATION										
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 Ackn'd w/ 2 Bus Days	-	-	-	-	-	-	-	-	
BI-3-05	% CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-	
Month Total		\$39,744	\$27,850	\$14,048	\$24,226	\$0	\$1,053	\$0	\$108,920	

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	0.00	0	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	0	NA	0
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	0
					0

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	0.00	0	NA	5
DR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business C	100.00	156	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.74	1,562	0	20
				29

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	100.00	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	2	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	0	0	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	100.00	4	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	NA	NA	NA	NA	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	65.91	100.00	88	5	21.79	SS	NA	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	27.28	19.40	58	5	21.62	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	17.39	20.00	69	5	17.55	SS	NA	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	13.04	0.00	69	5	15.60	SS	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.41	0.00	83	5	7.06	SS	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	35.23	20.00	88	5	21.96	SS	NA	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	65.91	NA	88	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	27.28	NA	58	NA	21.62	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	32.95	0.00	88	0	0.00	SS	0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA	0

MR	Maintenance & Repair									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	334.86	245.95	16	2	#####	0.00	SS	NA	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	65.48	88.52	92	34	94.97	9.54	-1.25	-1	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	100.00	7	1		0.00	SS	NA	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	57.14	100.00	7	1		52.90	SS	NA	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	24.07	25.00	108	36		8.23	-0.35	0	10
									Total	122

"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

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.36	769	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	28	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	229	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	17	\$ -

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
DEC-2014	60.36	169	102	DEC-2014	86.05	86	74
JAN-2015	63.21	193	122	JAN-2015	82.35	85	70
FEB-2015	67.69	182	105	FEB-2015	75.00	100	75
Overall	60.48	544	329	Overall	80.81	271	219

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
DEC-2014	99.21	126	125	DEC-2014	98.18	55	54
JAN-2015	88.95	181	161	JAN-2015	93.18	88	82
FEB-2015	74.57	173	129	FEB-2015	91.67	80	55
Overall	86.46	480	415	Overall	94.09	203	191

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
DEC-2014	82.07	1,054	865	DEC-2014	88.16	870	767
JAN-2015	74.37	948	705	JAN-2015	80.39	719	578
FEB-2015	82.48	759	626	FEB-2015	88.18	592	522
Overall	79.54	2,761	2,196	Overall	85.60	2,181	1,867

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

Special Provision - Hot Cut - Loop Performance

		Current Month	Current Month	Prior Month	Prior Month
		CLEC Performance	CLEC Observations	CLEC Performance	CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	66.67	3	100.00	10
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	0.00	25	0.00	14
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	43.65	105	177.96	86
		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		0.00	
		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	\$	-
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* Cumulative number of delay days greater than 8 standard Delay Days*

PO-4-03-6600	Change Management Notice Delay 8 plus Days (type 1-5)	NA		\$	-
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% Test Deck Wgt. Failure Test Deck Wgt.

PO-6-01-6000	% Software Validation	R3	R3	\$	-
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* Cumulative number of delay hours greater than 48 hour standard Delay Hours*

PO-7-04-6000	Delay Hours - Failed/Rejected Test Deck Transactions 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 PRELIM

Feb-2015

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.352	\$ 92,490	
Unbundled Network Elements - Loop	-0.318	\$ 122,880	
Resale	-0.262	\$ 11,411	
Digital Subscriber Lines	-0.310	\$ 37,236	
Trunks	0.000	<u>\$ -</u>	
Mode of Entry Total			\$ 264,017
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 61,482	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 45,438	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		<u>\$ -</u>	
9 Resolution Processes		<u>\$ -</u>	
Critical Measure Total			\$ 106,920
Individual Rule Payments:			\$ 604
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 371,541</u>

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

FINAL UNE Platform

Feb-2015

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Vglo. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	NA	NA	NA		NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	NA	NA	NA		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	3.99	1,495		3.9873	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.17	298		6.1655	0	2	0.000	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		97.33	76			0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00	27			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA	NA			NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA	NA			NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA	NA			NA	0	NA	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		75.00	100			-2	5	-0.044	-0.139		
OR-6-03-3140	% Accuracy - LSRC - Platform		6.59	91			-1	5	-0.022	-0.089		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		92.31	91			-1	5	-0.022	-0.089		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00	8			0	2	0.000	0.000		
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		100.00	74			0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00	10			0	2	0.000	0.000		
PR Provisioning		FP	CLEC	FP	CLEC							
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	87.00	80.00	477	5	15.12	SS	NA	5	NA	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.69	3.95	1,711	76	1.51	-1.7059	-2	20	-0.176	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	50.98	33.33	261	12	14.76	0.8970	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	13.16	5.00	162	15	13.50	3.64	2.5828	0	15	0.000	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	2.68	0.00	261	12	4.77	0.6050	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	1.53	0.00	261	12	3.63	0.9724	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	12.10	11.29	926	62	4.28	0.0584	0	10	0.000	0.000	
MR Maintenance & Repair		Performance	CLEC	Observations	CLEC	FP Std Deviation	Sampling error	Diff.	Perf. Score	Wgt.	Wgtd. Score	
MR-1-01-6050	Average Response Time - Create Trouble	2.35	5.20	2,148				2.8459	0	2	0.000	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	50.01	451				50.0067	NA	0	NA	0.000
		Stat. Score										
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	11.09	8.65	460	104	3.41	0.5292	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	20.59	21.74	102	23	9.33	-0.4358	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	62.30	61.68	460	104	106.20	11.53	0.0188	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	90.63	72.60	102	23	126.10	29.11	0.6134	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	94.86	93.42	389	76	2.77	0.2832	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	82.01	81.58	389	76	4.82	0.0510	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	63.24	68.42	389	76	6.05	-0.9919	-1	5	-0.022	-0.025	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	15.01	20.83	1,832	24	7.34	-1.0763	-1	10	-0.044	-0.049	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	24.77	0.00	218	3	25.09	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	81.56	77.71	1,832	24	151.61	31.15	-0.0391	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	101.10	18.32	218	3	151.41	88.01	SS	NA	5	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	95.54	94.44	1,547	18	4.89	0.1591	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	82.93	88.89	1,547	18	8.92	-0.9852	-1	5	-0.022	-0.025	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	65.61	61.11	1,547	18	11.26	0.1746	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	31.93	25.32	2,612	154	3.87	1.6430	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99	191,465				0	5	0.000		
								Totals				
								-9		227		
										-0.352		

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

Fair Point New Hampshire FINAL
Performance Assurance Plan Report

UNE LOOP

Feb-2015

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review			
		FP	CLEC	FP	CLEC								
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000			
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		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	3.99		1,495		3.9873	0	2	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	6.17		298		6.1655	0	2	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		100.00		352		0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		69		0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000			
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		91.67		60		-1	5	-0.032	-0.069			
OR-6-03-3331	% Accuracy - LSRC - Loop		8.26		351		-1	5	-0.032	-0.069			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		96.90		678		0	5	0.000	0.000			
OR-1-08-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		22		0	2	0.000	0.000			
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		155		0	2	0.000	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		7		0	2	0.000	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	13.16	5.00	162	15	13.50	3.64	2.5828	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	50.96	35.00	261	20		11.60	1.1446	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	2.68	0.00	261	20		3.75	0.2351	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	1.53	0.00	261	20		2.85	0.6528	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	26.61	26.92	342	52		6.58	-0.2344	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		25			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	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		66.67		3			NA	0	NA	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	NA	0.000	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA			NA	0	NA	0.000	0.000	
MR Maintenance & Repair		Diff.											
MR-1-01-6050	Average Response Time - Create Trouble	2.35	5.20		2,148			2.8459	0	2	0.000	0.000	
		Stat. Score											
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	14.22	21.31	2,292	122		3.25	-2.1973	-2	10	-0.127	-0.192	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	77.67	69.68	2,292	122	143.84	13.36	0.5728	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	83.54	84.62	1,810	91		3.98	-0.3912	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	65.75	68.13	1,810	91		5.10	-0.5741	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	31.93	24.26	2,612	136		4.10	1.8074	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	8.43	35.71	83	14		8.03	-2.9222	-2	10	-0.127	-0.192	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	54.59	77.80	83	14	107.45	31.04	-0.7508	0	5	0.000	0.000	
		Totals											
		-6									157	-0.318	

"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

FINAL RESALE

Feb-2015

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgt'd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	NA		NA		NA	0	NA	0.000		
PO-1-03-6020	Address Validation - EDI	NA	NA		NA		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	3.99		1,495		3,9873	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	6.17		296		6.1655	0	2	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 -2h		100.00		7		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		7		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		NA		NA		NA	0	NA	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	NA	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	NA	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		100.00		7		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		4.17		24		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		96.88		32		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000	0.000		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		19		0	2	0.000	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	87.00	0.00	477	2	23.83	SS	NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.69	7.69	1,711	13	3.59	-2.0481	-2	20	-0.190	-0.267	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	50.96	50.00	261	2	35.48	SS	NA	10	NA	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	13.16	3.60	162	2	13.50	9.61	SS	NA	15	NA	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	2.68	0.00	261	2	11.47	SS	0	5	0.000	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	1.53	0.00	261	2	8.72	SS	0	5	0.000	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	12.10	22.22	926	9	10.92	-1.3684	0	15	0.000	0.000	
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	2.35	5.20		2,148		2.8459	0	2	0.000	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	50.01		451		50.0067	NA	0	NA	0.000	
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	11.09	8.33	460	24	6.57	0.0030	0	10	0.000	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	20.59	NA	102	NA		NA	NA	0	NA	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	62.30	48.49	460	24	106.20	22.24	0.5167	0	5	0.000	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	90.63	NA	102	NA	126.10		NA	NA	0	NA	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	94.86	88.24	389	17	5.47	0.7283	0	5	0.000	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	62.01	82.35	389	17	9.52	-0.2978	0	5	0.000	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	63.24	64.71	389	17	11.95	-0.3596	0	5	0.000	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	15.01	0.00	1,832	2	25.27	SS	0	10	0.000	0.000	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	24.77	NA	218	NA		NA	NA	0	NA	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	81.56	27.46	1,832	2	151.61	107.26	SS	NA	5	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	101.10	NA	218	NA	151.41		NA	NA	0	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	95.54	100.00	1,547	1	20.65	SS	NA	5	NA	0.000	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	82.93	100.00	1,547	1	37.63	SS	NA	5	NA	0.000	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	65.61	100.00	1,547	1	47.52	SS	NA	5	NA	0.000	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	31.93	26.92	2,612	26	9.19	0.3097	0	10	0.000	0.000	
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.99		191,465			0	5	0.000		
							Totals	-2	210	-0.190		

'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

FINAL

DSL

Feb-2015

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	NA		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		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	5.25	203		5.2463	0	5	0.000	0.000		
PO-2-02-6050	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		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		100.00		1		0	2	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		100.00		15		0	5	0.000	0.000		
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		0.00		0		0	5	0.000	0.000		
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		9		0	2	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		NA		NA		NA	0	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		NA		NA		NA	0	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		NA		NA		NA	0	0.000	0.000		
PR Provisioning												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	1.00	NA	1	NA	0.00	NA	NA	0	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	0.000	
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	400.00	0.00	1	0	0.00	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		25.00		4		-2	10	-0.155	-0.192		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	4.20	NA	5	0.00	5.00	SS	NA	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		66.67		9		-2	10	-0.155	-0.192		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	26.61	26.92	342	26	8.99	-0.2934	0	15	0.000	0.000	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00	0	10	10.00	SS	0	5	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	2.35	5.20		2,148		2.8459	0	2	0.000	0.000	
Stat Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	14.22	13.89	2,292	36	5.87	0.2376	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	8.43	0.00	83	3	16.33	SS	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	77.67	73.43	2,292	36	143.84	24.16	0.0429	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	54.59	10.43	83	3	107.45	63.15	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	31.45	33.33	954	39	7.59	0.0927	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	83.54	60.00	1,810	5	16.61	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	31.93	25.64	2,612	39	7.52	0.6511	0	10	0.000	0.000	
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00	NA	NA	0	0.000	0.000	
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA		NA	NA	0	0.000	0.000	
							Totals	-4	129	-0.310		

"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

FINAL TRUNKS

Feb-2015

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score			
		CLEC	FP	FP	CLEC						
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	NA			NA	NA	0	0.000			
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000			
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	NA	0	0.000			
OR-2-12-5020	% On TimeTrunk ASR Reject	100.00			1	0	5	0.000			
PR Provisioning		FP									
PR-4-07-3540	% On Time Performance - LNP only	97.91			671		0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks	100.00			1		0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	2	1	0.00	SS	0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	2	1	0.00	SS	0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	3	1	0.00	SS	0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	50.00	100.00	2	1	61.24	SS	NA	5	0.000	
MR Maintenance & Repair											
MR-4-01-5000	Mean Time to Repair - Total	NA	21.02	NA	1	0.00	1.00	SS	NA	5	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	100.00	NA	1		1.00	SS	NA	10	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	100	0.000	

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

Fair Point New Hampshire		FINAL						Feb-2015	
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 - 2WxUNE/Resal	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
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 - 2WxUNE/Resal	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - 2WxDSL Loops	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - All Specs-UNE/Resal	-	-	-	-	-	-	-	-
OR-1-06	%OT LSRC/ASRC - Facility Check - All Specs-UNE/Resal	-	-	-	-	-	-	-	-
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	\$23,208	\$0	\$8,780	\$24,226	\$0	\$0	-	\$56,214
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 - 2WxDSL Loop	-	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-04	Missed Appointments - Dispatch	-	-	-	-	-	-	-	-
PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale	-	-	-	-	-	-	-	-
PR-4-04	Missed Appts - Disp - Line Share/Spit	-	-	-	-	-	-	-	-
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/Spit	-	-	-	-	-	-	-	-
PR-4-14	% Completed On Time - 2WxDSL 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 -2WxDSL Loops	-	-	-	-	-	-	-	-
PR-6-01	% Install Trbls w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-
PR-4-01	% Missed Appointment -FP -DS0 -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
Hot Cut Performance									
5	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
PR-6-02	% Installn Trbls w/in 7 days-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
PR-6-02	% Installn Trbls w/in 7 days-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-
PR-8-01	% On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
PR-8-01	% On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
PR-8-01	% On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-
MAINTENANCE									
6	Maintenance Performance	\$ 16,536	\$27,850	\$0	\$0	\$0	\$0	-	\$44,386
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop - Res.	11,314	-	-	-	-	-	-	-
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 -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt -Loop -Line Share/Spit	-	-	-	-	-	-	-	-
MR-3-02	% Missed Repair Appointment -CO -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-03	Mean Time To Repair -CO -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all trbls) w/in 24hrs-2WxDSL Loops	-	-	-	-	-	-	-	-
MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Spit	-	-	-	-	-	-	-	-
MR-4-03	Out of Service >24Hrs. - Bus.	5,222	-	-	-	-	-	-	-
MR-4-03	Out of Service >24Hrs. - Res.	-	-	-	-	-	-	-	-
MR-4-03	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 -2WxDSL Loops	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Spit	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-05	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-05	% Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-05	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
MR-4-05	% 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
Collocation									
8	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	\$0	\$0
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 Ackn/wd w/ 2 Bus Days	-	-	-	-	-	-	-	-
BI-3-05	%CLEC Billing Claims Rstvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
Month Total		\$39,744	\$27,850	\$8,780	\$24,226	\$0	\$0	\$0	\$100,600

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	0.00	0	NA	0
NP-2-05/6	% On Time - Physical Collocation - Total	0.00	0	NA	0
NP-2-07/8	Average Delay Days - Total	0.00	0	NA	0
					0

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness		CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-100	% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
OR-10-02-100	% PON Exceptions Resolved w/in 10 Bus Days	0.00	0	NA	2
BI-3-04-1000	% CLEC Billing Claims Acknowledged within Two Business D	100.00	156	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	99.74	1,562	0	20
					29

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	100.00	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	2	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	0	0	0
OR-2-06-1200	% OT LSR/ASRC Reject -Facil Check (Electronic) -UNE/Resal	100.00	4	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	65.91	100.00	88	5	21.79	SS	NA	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	27.28	19.40	58	5	21.62	20.76	SS	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	17.39	20.00	69	5		17.55	SS	NA
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	13.04	0.00	69	5		15.60	SS	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.41	0.00	83	5		7.06	SS	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	35.23	20.00	88	5		21.96	SS	NA
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	65.91	NA	88	NA			NA	NA
PR-4-02-3510	Average Delay Days - Total - EEL	27.28	NA	58	NA	21.62		NA	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	32.95	0.00	88	0		0.00	SS	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA			NA	NA
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA			NA	NA

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	334.86	245.95	16	2	320.90	0.00	SS	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	65.48	88.52	92	34	94.97	9.54	-1.25	0
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	100.00	100.00	7	1		0.00	SS	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	57.14	100.00	7	1		52.90	SS	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	24.07	25.00	108	36		8.23	-0.35	0

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

Total 122

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

Special Provision - UNE Ordering

Feb-2015

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.36	769	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	28	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	229	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	17	\$ -

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
DEC-2014	60.36	169	102	DEC-2014	86.05	86	74
JAN-2015	63.21	193	122	JAN-2015	82.35	85	70
FEB-2015	67.69	182	105	FEB-2015	75.00	100	75
Overall	60.48	544	329	Overall	80.81	271	219

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
DEC-2014	99.21	126	125	DEC-2014	98.18	55	64
JAN-2015	88.95	181	161	JAN-2015	93.18	88	82
FEB-2015	74.57	173	129	FEB-2015	91.67	60	55
Overall	86.46	480	415	Overall	94.09	203	191

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
DEC-2014	82.07	1,054	865	DEC-2014	88.16	870	767
JAN-2015	74.37	948	705	JAN-2015	80.39	719	578
FEB-2015	82.48	759	626	FEB-2015	88.18	692	522
Overall	79.54	2,761	2,196	Overall	85.60	2,181	1,867

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

Special Provision - Hot Cut - Loop Performance

		Current Month CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	66.67	3	100.00	10
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	0.00	25	0.00	14
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	43.65	105	177.96	86
		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		0.00	
		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 FINAL

Feb-2015

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.352	\$ 92,490	
Unbundled Network Elements - Loop	-0.318	\$ 122,880	
Resale	-0.190	\$ -	
Digital Subscriber Lines	-0.310	\$ 37,236	
Trunks	0.000	\$ -	
Mode of Entry Total		\$ 252,606	
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 56,214	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 44,386	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total		\$ 100,600	
Individual Rule Payments:		\$ 604	
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total		\$ -	
CHANGE CONTROL		\$ -	
Grand Total		\$ 353,810	

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