

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM UNE Platform

Oct-2014

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		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	3.05	1,178		3.0475	0	2	0.000	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.32	459		3.3246	0	2	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>								Wgt.				
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		98.82	85			0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00	50			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		78.90	109			-2	5	-0.047	-0.139		
OR-6-03-3140	% Accuracy - LSRC - Platform		1.23	81			0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		85.11	94			-2	5	-0.047	-0.139		
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		93.64	110			-1	2	-0.009	-0.028		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00	13			0	2	0.000	0.000		
<b>PR Provisioning</b>		FP	CLEC	FP	CLEC							
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	78.65	33.33	768	9	13.74	-3.2793	-2	5	-0.047	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.55	3.03	3,018	66	1.96	-0.7119	0	20	0.000	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	15.89	28.57	258	7	14.00	-1.3595	-1	10	-0.047	-0.071	
PR-4-02-3100	Average Delay Days - Total - POTS	2.26	3.13	118	8	2.43	0.89	-2	15	-0.142	-0.214	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.55	12.50	258	8	4.44	-2.4281	-2	5	-0.047	-0.071	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	258	8	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	5.74	4.88	1,532	41	3.68	0.2025	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>		Performance	CLEC	Observations	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.35	3.72	1,832			2.3692	0	2	0.000	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	59.71	428			59.7079	NA	0	NA	0.000	
						Stat. Score						
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	32.62	21.05	279	38	8.11	1.2694	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	44.93	0.00	69	10	16.83	2.6090	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	37.11	39.67	279	38	60.22	10.41	-0.2864	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	72.33	20.94	69	10	87.41	29.58	2.1321	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	75.84	76.00	178	25	9.14	-0.2346	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	49.44	56.00	178	25	10.68	-0.8271	-1	5	-0.024	-0.029	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	33.15	28.00	178	25	10.05	0.2666	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	28.62	22.22	1,230	18	10.73	0.2981	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	29.85	NA	134	NA		NA	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	54.59	39.96	1,230	18	63.76	15.14	0.9641	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	59.40	NA	134	NA	68.14		NA	0	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	90.40	100.00	844	5	13.21	SS	NA	5	NA	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	78.55	80.00	844	5	18.41	SS	NA	5	NA	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	52.73	60.00	844	5	22.39	SS	NA	5	NA	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	16.18	18.18	1,712	66	4.62	-0.6249	0	10	0.000	0.000	
<b>BI Billing</b>												
BI-1-02-1000	% DUF in 4 Business Days		99.99	231,541				0	5	0.000		
						Totals		-13	212	-0.410		

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

Oct-2014

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	3.05		1,178		3.0475	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.32		459		3.3246	0	2	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>								<b>Wgt.</b>				
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.34		527		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		97		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		97.04		135		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		3.22		311		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		93.74		719		-1	5	-0.030	-0.069		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		11		0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		90.85		164		-1	2	-0.012	-0.028		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		8		0	2	0.000	0.000		
<b>PR Provisioning</b>		<b>FP</b>	<b>CLEC</b>	<b>FP</b>	<b>CLEC</b>	<b>FP Std Deviation</b>	<b>Sampling Error</b>	<b>Stat. Score</b>	<b>Wgt.</b>			
PR-4-02-3100	Average Delay Days - Total - POTS	2.28	3.13	118	8	2.43	0.89	-1.8720	-2	5		
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	15.89	21.43	258	14		10.03	-0.9374	-1	20		
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.55	0.00	258	15		3.28	0.8297	0	5		
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	258	15		0.00	5.0000	0	5		
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	10.63	4.00	442	25		6.34	0.6791	0	10		
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		36			0	0	10		
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA			NA	0	0		
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA			NA	0	0		
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		18			0	0	10		
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA			NA	0	0		
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA			NA	0	0		
PR-9-04-3525	% On Time Batch Due Dale-Loop-Batch Hot Cut		NA		NA			NA	0	0		
<b>MR Maintenance &amp; Repair</b>								<b>Diff.</b>				
MR-1-01-6050	Average Response Time - Create Trouble	1.35	3.72		1,832			2.3692	0	2		
								<b>Stat. Score</b>				
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	29.36	18.03	1,509	61		5.95	1.8193	0	10		
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	51.13	37.90	1,509	61	62.75	8.20	1.7050	0	5		
MR-4-07-3112	% Out of Service > 12 Hours - Loop	74.50	55.26	953	38		7.21	2.3569	0	5		
MR-4-08-3112	% Out of Service > 24 Hours - Loop	49.63	28.95	953	38		8.27	2.3640	0	5		
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	16.18	13.84	1,712	66		4.62	0.3493	0	10		
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.69	40.00	51	5		17.04	SS	NA	10		
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	40.91	64.47	51	5	49.77	23.32	SS	NA	5		
								<b>Totals</b>		<b>-5</b>	<b>167</b>	<b>-0.222</b>

"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

Oct-2014

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	3.05		1,178		3.0475	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.32		459		3.3246	0	2	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
<b>OR Ordering</b>											
OR-1-02-2320	% On Time LSRC - Flow Thru - POTS/Pre-Qualified Complex - 2h		100.00		4		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		6		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		46.15		13		-2	10	-0.102	-0.217	
OR-6-03-2000	% Accuracy - LSRC		2.27		44		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		60.00		60		-2	5	-0.051	-0.109	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		4		0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		94.12		34		-1	2	-0.010	-0.022	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		6		0	2	0.000	0.000	
<b>PR Provisioning</b>											
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	78.65	66.67	768	3	23.71	SS NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.55	6.90	3,018	29	2.94	-1.7771	-2	20	-0.203	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	15.89	16.67	258	6	15.10	-0.6932	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	2.26	1.67	118	3	2.43	1.42	SS NA	15	NA	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.55	0.00	258	6	5.10	1.3510	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	258	6	0.00	5.0000	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	5.74	24.14	1,532	29	4.36	-3.5296	-2	15	-0.152	
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	1.35	3.72				2.3692	0	2	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	59.71		428		59.7079	NA	0	NA	
<b>Stat Score</b>											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	32.62	11.11	279	9	15.88	0.9971	0	10	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	44.29	78.57	70	14	14.54	-2.7110	-2	10	-0.102	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	37.11	24.32	279	9	60.22	20.39	0.5499	0	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	72.33	74.62	69	14	87.41	25.62	-0.1545	0	5	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	75.84	57.14	178	7	16.49	0.7132	0	5	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	49.44	42.86	178	7	19.27	0.0452	0	5	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	33.15	28.57	178	7	18.14	0.1996	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	28.62	NA	1,230	NA		NA	NA	0	NA	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	29.85	NA	134	NA		NA	NA	0	NA	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	54.59	NA	1,230	NA	63.76	NA	NA	0	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	59.40	NA	134	NA	68.14	NA	NA	0	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	90.40	NA	844	NA		NA	NA	0	NA	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	78.55	NA	844	NA		NA	NA	0	NA	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	52.73	NA	844	NA		NA	NA	0	NA	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	16.18	4.35	1,712	23	7.73	1.3072	0	10	0.000	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		99.99	231,541				0	5	0.000	
							Totals		-11	197	-0.619

"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

DSL

Oct-2014

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt	Wgtd Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-06-6020	Mechanized Loop Qualification - EDI	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	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	4.48		179		4.4637	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		0.00				NA	0	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1		0	2	0.000	0.000		
<b>OR Ordering</b>												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	NA			NA		NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000		
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		93.94		33		-1	5	-0.045	-0.357		
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		100.00		3		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		
<b>PR Provisioning</b>												
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	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	NA	NA	NA	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	0.00	0.00	0	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		88.89		9		NA	0	0.000	0.000		
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	2.00	NA	2	0.00	2.00	SS	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		81.82		11		-1	10	-0.091	-0.119		
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	11.31	38.46	442	13	8.91	-2.8628	-2	15	-0.273	-0.357	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00	0	12	12.00	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	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	
<b>MR Maintenance &amp; Repair</b>												
MR-1-01-6050	Average Response Time - Create Trouble	1.35	3.72		1,032		2.3692	0	2	0.000	0.000	
<b>Stat. Score</b>												
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	0.00	NA	1	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	120.70	NA	1	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	0.00	NA	1	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	0.00	NA	1	NA		NA	NA	0	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	29.36	33.33	1,509	12	13.20	-0.6443	0	5	0.000	0.000	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	15.69	100.00	51	1	36.72	SS	NA	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	51.13	55.93	1,509	12	62.76	18.19	-0.3491	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	40.91	15.41	51	1	49.77	50.25	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	27.37	46.15	687	13	12.48	1.1756	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	74.60	100.00	953	1	43.61	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	16.18	15.38	1,712	13	10.25	0.3775	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	110	-0.409	

"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

Oct-2014

OR	Ordering	Performance		Observations		Perf.					
		CLEC	FP	FP	CLEC	Score	Wgt	Wgtd. Score			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk)	100.00			3	0	5	0.000			
OR-1-13-5000	% On Time Design Layout Record	0.00			2	-1	10	-0.125			
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			5	0	5	0.000			
<b>PR Provisioning</b>		<b>FP</b>									
PR-4-07-3540	% On Time Performance - LNP only	96.34		711		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	0.00	NA	1	1.00	SS	0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	0.00	NA	1	1.00	SS	0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	0.00	NA	1	1.00	SS	0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	100.00	NA	1	1.00	SS	NA	5	0.000	
<b>MR Maintenance &amp; Repair</b>											
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
<b>NP Network Performance</b>											
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00						0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00						0	10	0.000	
								Totals	-1	80	-0.125

"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		PRELIM						Oct-2014	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
<b>PRE-ORDERING</b>									
1	<b>OSS Interface</b>	-	-	-	-	-	-	-	\$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 - VPTS	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-
<b>ORDERING</b>									
2	<b>% On Time Ordering Notification</b>	-	-	-	36,339	\$18,262	\$0	-	\$54,601
OR-1-02	% On Time LSRC - Flow Through	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl	-	-	-	36,339	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
OR-1-12	% On Time FOC	-	-	-	-	18,262	-	-	-
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/Spit	-	-	-	-	-	-	-	-
OR-4-16	% On Time PCN - 1 Bus Day	-	-	-	-	-	-	-	-
OR-1-04	%OT LSRC - No Facility Check - All Spots-UNE/Rsl	-	-	-	-	-	-	-	-
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spots-UNE/Rsl	-	-	-	-	-	-	-	-
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
<b>PROVISIONING</b>									
3	<b>Installation Performance</b>	\$32,491	\$31,828	\$15,385	\$60,665	\$0	\$2,807	-	\$143,057
PR-3-01	% Completed in 1 Day (1-5 lines No Disp)	5,802	-	-	-	-	-	-	-
PR-4-02	Average Delay Days - Total	17,406	9,946	-	-	-	-	-	-
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/Spit	-	-	-	-	-	-	-	-
PR-4-04	Missed Appointments - Dispatch	9,283	21,862	-	-	-	-	-	-
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	-	-	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 - 2W xDSL Loops	-	-	-	24,226	-	-	-	-
PR-4-15	% On Time Provisioning - Trunks	-	-	-	-	-	-	-	-
PR-6-01	Installation Troubles w/in 30 Days	-	-	6,585	-	-	-	-	-
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	-	-	-	36,339	-	-	-	-
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	-	-	-	-	-	2,807	-	-
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 <b>% On Time Performance - LNP</b>	-	-	-	-	\$0	-	-	\$0
<b>Hot Cut Performance</b>									
6	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut	-	-	-	-	-	-	-	\$0
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-9-01	% On Time Performance-Loop-Basic Hot Cut	-	-	-	-	-	-	-	-
PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut	-	-	-	-	-	-	-	-
PR-9-01	% On Time Performance-Loop-Batch Hot Cut	-	-	-	-	-	-	-	-
<b>MAINTENANCE</b>									
6	<b>Maintenance Performance</b>	\$	\$0	\$0	\$0	\$0	\$0	\$0	\$0
MR-3-01	Missed Repair Appointments - Loop - Bus.	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop - Res.	-	-	-	-	-	-	-	-
MR-3-01	Missed Repair Appointments - Loop	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt - Loop-2W Digt-UNE/Resale	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repr Appt - Loop - 2W xDSL Loops	-	-	-	-	-	-	-	-
MR-3-01	% Missed Repair Appt - Loop - Line Share/Spit	-	-	-	-	-	-	-	-
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 Digt-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/Spit	-	-	-	-	-	-	-	-
MR-4-03	Out of Service > 24Hrs. - Bus.	-	-	-	-	-	-	-	-
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 - 2W xDSL 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-4-06	% Out of Service > 4 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	-
MR-4-03	% Out of Service > 24 Hrs - nonDS0 & DS0 - UNE/Resale	-	-	-	-	-	-	-	-
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	-
MR-4-03	% Out of Service > 24 Hours - DS1 & DS3 - UNE/Resale	-	-	-	-	-	-	-	-
MR-5-01	% Repeat Reports w/in 30 days - Specials - UNE/Resale	-	-	-	-	-	-	-	-
<b>NETWORK PERFORMANCE</b>									
7	NP-1-04 <b>Final Trunk Groups Blocked</b>	-	-	-	-	\$0	-	-	\$0
<b>Collocation</b>									
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	-	-	-	-	-	-	-	-
<b>RESOLUTION PROCESS</b>									
9	<b>Resolution Process</b>	-	-	-	-	-	-	\$0	\$0
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-
BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
BI-3-05	% CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
<b>Month Total</b>		<b>\$32,491</b>	<b>\$31,828</b>	<b>\$15,385</b>	<b>\$96,905</b>	<b>\$18,262</b>	<b>\$2,807</b>	<b>\$0</b>	<b>\$197,658</b>

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 D.	100.00	1,040	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	97.48	3,533	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/Re	100.00	3	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Re	100.00	2	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	20	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	NA	NA	NA	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	6.90	0.00	58	6	10.87	0.43	0	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	NA	NA	NA			NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	NA	NA	NA	NA			NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	3.25	NA	4	NA	1.71		NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	28	6	0.00	SS	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	28	6	0.00	SS	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.50	16.67	40	6	6.84	-5.00	-2	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	31.03	0.00	58	6	19.84	1.15	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	6.90	NA	58	NA			NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.25	NA	4	NA	1.71		NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	27.59	0.00	58	0	0.00	SS	0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA			NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA			NA	0

MR	Maintenance & Repair									
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	21.04	3.08	11	1	20.58	42.57	SS	5	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	23.68	15.35	99	21	36.66	10.21	0.95	5	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA			NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	80.00	100.00	5	1		43.82	SS	5	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	40.00	100.00	5	1		53.67	SS	5	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	23.64	26.09	110	23		9.74	-0.54	10	
"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.

Oct-2014

Special Provision - UNE Ordering

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	92.74	813	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	19	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	91.97	274	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	21	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2014	66.84	193	129	AUG-2014	79.80	99	79
SEP-2014	67.26	223	160	SEP-2014	80.16	126	101
OCT-2014	72.11	190	137	OCT-2014	78.90	109	86
<b>Overall</b>	<b>68.65</b>	<b>606</b>	<b>416</b>	<b>Overall</b>	<b>79.64</b>	<b>334</b>	<b>266</b>

<b>Market Adjustment *</b>	<b>Calculated Quarterly</b>
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2014	46.15	299	136	AUG-2014	87.32	71	62
SEP-2014	77.46	173	134	SEP-2014	90.28	72	65
OCT-2014	92.80	236	219	OCT-2014	97.04	136	131
<b>Overall</b>	<b>68.93</b>	<b>708</b>	<b>488</b>	<b>Overall</b>	<b>92.81</b>	<b>278</b>	<b>258</b>

<b>Market Adjustment *</b>	<b>Calculated Quarterly</b>
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2014	94.83	1,181	1,120	AUG-2014	95.73	1,006	963
SEP-2014	92.33	1,066	976	SEP-2014	91.80	902	828
OCT-2014	89.46	1,016	908	OCT-2014	91.01	912	830
<b>Overall</b>	<b>92.34</b>	<b>3,262</b>	<b>3,003</b>	<b>Overall</b>	<b>92.94</b>	<b>2,820</b>	<b>2,621</b>

<b>Market Adjustment *</b>	<b>\$ -</b>
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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	100.00	18	100.00	7
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	36	0.00	37
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		19.28	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	43.36	84	26.43	128
		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)	NA		\$	-
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\* Cumulative number of delay days greater than 8 standard Delay Days\*

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

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

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

Oct-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.410	\$ 124,201	
Unbundled Network Elements - Loop	-0.222	\$ -	
Resale	-0.619	\$ 49,849	
Digital Subscriber Lines	-0.409	\$ 56,455	
Trunks	-0.125	\$ -	
<b>Mode of Entry Total</b>			<b>\$ 230,504</b>
 <b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 54,601	
3 Installation Performance		\$ 143,057	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ -	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 197,658</b>
<b>Individual Rule Payments:</b>			<b>\$ -</b>
 <b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			<b>\$ -</b>
<b>CHANGE CONTROL</b>			<b>\$ -</b>
<b>Grand Total</b>			<b>\$ 428,163</b>

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

Oct-2014

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-1-01-6030	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	3.05		1,178		3.0475	0	2	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	3.32		459		3.3246	0	2	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
<b>OR Ordering</b>										Wgt.		
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		98.82		85		0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		50		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		78.90		109		-2	5	-0.047	-0.139		
OR-6-03-3140	% Accuracy - LSRC - Platform		1.23		81		0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		85.11		94		-2	5	-0.047	-0.139		
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		93.64		110		-1	2	-0.009	-0.028		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		13		0	2	0.000	0.000		
<b>PR Provisioning</b>										Wgt.		
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	78.66	33.33	768	9	13.74	-3.2793	-2	5	-0.047	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.55	3.03	3,018	66	1.96	-0.7119	0	20	0.000	0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	15.89	28.57	258	7	14.00	-1.3595	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	2.26	3.13	118	8	2.43	0.89	-1.8720	-2	15	-0.142	-0.214
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.55	12.50	258	8	4.44	-2.4281	-2	5	-0.047	-0.071	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	258	8	0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	6.74	4.88	1,532	41	3.68	0.2025	0	10	0.000	0.000	
<b>MR Maintenance &amp; Repair</b>										Wgt.		
MR-1-01-6050	Average Response Time - Create Trouble	1.35	3.72		1,832		2.3692	0	2	0.000	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	69.71		428		59.7079	NA	0	NA	0.000	
<b>Stat. Score</b>										Wgtd. Score		
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	32.62	21.05	279	38	8.11	1.2694	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	44.93	0.00	69	10	16.83	2.6090	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	37.11	39.67	279	38	60.22	10.41	-0.2864	0	5	0.000	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	72.33	20.94	69	10	87.41	29.58	2.1321	0	5	0.000	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	75.84	76.00	178	25		9.14	-0.2346	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	49.44	56.00	178	25		10.68	-0.8271	-1	5	-0.024	-0.029
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	33.15	28.00	178	25		10.05	0.2666	0	5	0.000	0.000
MR-3-01-3145	% Missed Repair Appointments - Loop - Platform - Res	28.62	22.22	1,230	18		10.73	0.2981	0	10	0.000	0.000
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	29.85	NA	134	NA			NA	NA	0	NA	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	54.59	39.96	1,230	18	63.76	15.14	0.9841	0	5	0.000	0.000
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	59.40	NA	134	NA	68.14		NA	NA	0	NA	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	90.40	100.00	844	5		13.21	SS	NA	5	NA	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	78.55	80.00	844	5		18.41	SS	NA	5	NA	0.000
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	52.73	60.00	844	5		22.39	SS	NA	5	NA	0.000
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	16.18	18.18	1,712	66		4.62	-0.6249	0	10	0.000	0.000
<b>BI Billing</b>										Wgt.		
BI-1-02-1000	% DUF in 4 Business Days		99.99		231,541			0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals		
										-12	212	-0.363

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 LOOP

Oct-2014

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	3.05		1,178			3.0475	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.32		459			3.3246	0	2	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
<b>OR Ordering</b>											Wgt		
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.34		527			0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		97			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		97.04		135			0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		3.22		311			0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		93.74		719			-1	5	-0.030	-0.069		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		100.00		11			0	2	0.000	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		90.85		164			0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00		8			0	2	0.000	0.000		
<b>PR Provisioning</b>											Wgt		
PR-4-02-3100	Average Delay Days - Total - POTS	2.26	3.13	118	8	2.43	0.89	-1.8720	-2	5	-0.060	-0.077	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	15.69	21.43	258	14		10.03	-0.9374	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.55	0.00	258	15		3.28	0.8297	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	258	15		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	10.63	4.00	442	25		6.34	0.6791	0	10	0.000	0.000	
PR-6-02-3520	% Installatn TrbIs w/in 7 days-Loop-Basic Hot Cut		0.00		36				0	10	0.000	0.000	
PR-6-02-3523	% Installatn TrbIs w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn TrbIs 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		18				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
<b>MR Maintenance &amp; Repair</b>											Diff.		
MR-1-01-6050	Average Response Time - Create Trouble	1.35	3.72		1,832			2.3692	0	2	0.000	0.000	
											Stat. Score		
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	29.36	18.03	1,509	61		5.95	1.8193	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	51.13	37.90	1,509	61	62.75	8.20	1.7050	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	74.50	55.26	953	38		7.21	2.3569	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	49.63	28.95	953	38		8.27	2.3640	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	16.18	13.64	1,712	66		4.62	0.3493	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.69	40.00	51	5		17.04	SS	NA	10	NA	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	40.91	64.47	51	5	49.77	23.32	SS	NA	5	NA	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample											Totals		
											-3	167	-0.090

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

Oct-2014

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	3.05		1,178		3.0475	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	3.32		459		3.3246	0	2	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000	
<b>OR Ordering</b>											
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		100.00		4		0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		6		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		46.15		13		-2	10	-0.102	-0.217	
OR-6-03-2000	% Accuracy - LSRC		2.27		44		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		80.00		60		-2	5	-0.051	-0.109	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		4		0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		94.12		34		0	2	0.000	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		6		0	2	0.000	0.000	
<b>PR Provisioning</b>											
PR-3-01-2100	% Completed In 1 Day (1-5 lines - No Disp) - POTS Total	78.65	66.67	768	3	23.71	SS NA	5	NA	0.000	
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.55	6.90	3,018	29	2.94	-1.7771	-2	20	-0.203	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	15.89	16.67	258	6	15.10	-0.6932	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	2.26	1.67	118	3	2.43	1.42	SS NA	15	NA	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.55	0.00	258	6	5.10	1.3510	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	258	6	0.00	5.0000	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	5.74	24.14	1,532	29	4.36	-3.5296	-2	15	-0.152	
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	1.35	3.72		1,832			Diff.	2,3692	0	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	59.71		428			Stat Score	59.7079	NA	
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	32.62	11.11	279	9	15.88	0.9971	0	10	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	44.29	78.67	70	14	14.54	-2.7110	-2	10	-0.102	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	37.11	24.32	279	9	60.22	20.39	0.5499	0	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	72.33	74.62	69	14	87.41	25.62	-0.1545	0	5	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	75.84	57.14	178	7	16.49	0.7132	0	5	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	49.44	42.86	178	7	19.27	0.0452	0	5	0.000	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	33.15	28.57	178	7	18.14	0.1996	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	28.62	NA	1,230	NA		NA	NA	0	NA	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	29.65	NA	134	NA		NA	NA	0	NA	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	54.59	NA	1,230	NA	63.76	NA	NA	0	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	59.40	NA	134	NA	66.14	NA	NA	0	NA	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	90.40	NA	844	NA		NA	NA	0	NA	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	78.55	NA	844	NA		NA	NA	0	NA	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	52.73	NA	844	NA		NA	NA	0	NA	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	16.18	4.35	1,712	23	7.73	1.3072	0	10	0.000	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		99.99	231,541					0	5	
								Totals	-10	197	-0.609

"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

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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	4.48	179		4.4637	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		0.00				NA	0	0.000	0.000	
PO-8-02-6000	% On Time - Engineering Record Request		100.00	1			0	2	0.000	0.000	
<b>OR Ordering</b>											
OR-1-04-1341	% On Time LSR - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-06-1341	% OT LSR/ASRC - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000	
OR-1-04-3342	% On Time LSR - No Facility Check - 2W xDSL Loops		93.94		33		-1	5	-0.045	-0.357	
OR-1-06-3342	% On Time LSR/ASRC - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		3		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 LSR - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSR/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		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	
<b>PR Provisioning</b>											
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	NA	NA	NA	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	NA	NA	NA	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	0.00	0.00	0	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		88.89		9		NA	0	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	2.00	NA	2	0.00	2.00	SS	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		81.82		11			-1	10	-0.091	-0.119
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	11.31	38.46	442	13	8.91	-2.8628	-2	15	-0.273	-0.357
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	0.00	0	12	12.00	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
<b>MR Maintenance &amp; Repair</b>											
MR-1-01-6050	Average Response Time - Create Trouble	1.35	3.72		1.832		2.3692	0	2	0.000	0.000
<b>Stat Score</b>											
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	0.00	NA	1	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	120.70	NA	1	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	0.00	NA	1	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	0.00	NA	1	NA		NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	29.36	33.33	1,509	12	13.20	-0.6443	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	15.69	100.00	51	1	36.72	SS	NA	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	51.13	55.93	1,509	12	62.75	18.19	-0.3491	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	40.91	15.41	51	1	49.77	50.25	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	27.37	46.15	687	13	12.48	1.1756	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	74.50	100.00	953	1	43.61	SS	NA	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	16.18	15.38	1,712	13	10.25	0.3775	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	110	-0.409

"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

Oct-2014

OR	Ordering	Performance		Observations		Perf. Score	Wgt	Wgtd. Score		
		CLEC		FP	CLEC					
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk:	100.00			3	0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	0.00			2	-1	10	-0.125		
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			5	0	5	0.000		
<b>PR Provisioning</b>		<b>FP</b>								
PR-4-07-3540	% On Time Performance - LNP only	96.34			711	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	0.00	NA	1	SS	0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	0.00	NA	1	SS	0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	0.00	NA	1	SS	0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	100.00	NA	1	SS	NA	5	0.000	
<b>MR Maintenance &amp; Repair</b>										
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
<b>NP Network Performance</b>										
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00					0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00					0	10	0.000	
"NA" - no activity    "UD" - under development    "SS" - Small Sample							Totals	-1	80	-0.125

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

Fair Point New Hampshire		FINAL							Oct-2014	
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
<b>PRE-ORDERING</b>										
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									
<b>ORDERING</b>										
2	% On Time Ordering Notification				38,339	\$18,262	\$0		\$54,601	
OR-1-02	% On Time LSRC - Flow Through									
OR-1-04	%OT LSRC - No Facility Check - 2Wdg-UNE/Rsl									
OR-1-04	%OT LSRC - No Facility Check - 2WxDSL Loops				36,339					
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					18,262				
OR-1-19	% OT Resp - Req for Inbound Aug (<=192)									
OR-2-04	%OT LSR Rej - No Facility Check - 2Wdg-UNE/Rsl									
OR-2-04	%OT LSR Rej - No Facility Check - 2WxDSL 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 Spots-UNE/Rsl									
OR-1-06	%OT LSRC/ASRC - Facility Check - All Spots-UNE/Rsl									
OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale									
OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale									
<b>PROVISIONING</b>										
3	Installation Performance	\$23,208	\$9,946	\$15,365	\$60,665	\$0	\$2,807		\$111,892	
PR-3-01	% Completed In 1 Day (1-5 lines No Disp.)	5,802								
PR-4-02	Average Delay Days - Total	17,406	9,946							
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/Split									
PR-4-04	Missed Appointments - Dispatch									
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			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 - 2WxDSL Loops				24,226					
PR-4-15	% On Time Provisioning - Trunks									
PR-6-01	Installation Troubles w/in 30 Days			6,585						
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				36,339					
PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split									
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						2,807			
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	
<b>Hot Cut Performance</b>										
6	PR-6-02 % Installn Trbls w/in 7 days-Loop-Basic Hot Cut								\$0	
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-9-01	% On Time Performance-Loop-Basic Hot Cut									
PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut									
PR-9-01	% On Time Performance-Loop-Batch Hot Cut									
<b>MAINTENANCE</b>										
6	Maintenance Performance	\$	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
MR-3-01	Missed Repair Appointments - Loop - Bus									
MR-3-01	Missed Repair Appointments - Loop - Res									
MR-3-01	Missed Repair Appointments - Loop									
MR-3-01	% Missed Repr Appt -Loop-2W Digt-UNE/Resale									
MR-3-01	% Missed Repr Appt -Loop-2WxDSL Loops									
MR-3-01	% Missed Repair Appoint -Loop-Line Share/Split									
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 Digt-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/Split									
MR-4-08	Out of Service >24Hrs - Bus									
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/Split									
MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale									
MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale									
MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale									
MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale									
MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale									
MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale									
MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale									
<b>NETWORK PERFORMANCE</b>										
7	NP-1-04 Final Trunk Groups Blocked					\$0			\$0	
<b>Collocation</b>										
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									
<b>RESOLUTION PROCESS</b>										
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.									
<b>Month Total</b>		\$23,208	\$9,946	\$15,365	\$98,905	\$18,262	\$2,807	\$0	\$166,493	

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-10-01-1000	% PON Exceptions Resolved w/in 3 Bus Days	0.00	0	NA	5
OR-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 D:	100.00	1,040	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	97.48	3,533	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/Re	100.00	3	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Rc	100.00	2	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	20	0	5

PR	Provisioning	FP		FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	NA	NA	NA	NA			NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	6.90	0.00	58	6		10.87	0.43	0	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	3.25	NA	4	NA	1.71		NA	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	0.00	28	6		0.00	SS	0	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	28	6		0.00	SS	0	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	2.50	16.67	40	6		6.84	-5.00	-2	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	31.03	0.00	58	6		19.84	1.15	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	6.90	NA	58	NA			NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.25	NA	4	NA	1.71		NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	27.59	0.00	58	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	FP	FP	FP	FP	Std Dev.	Sample Error	Stat. Score			
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	21.04	3.08	11	1	20.58	42.57	SS	NA	5	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	23.68	15.35	99	21	36.66	10.21	0.95	0	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	80.00	100.00	5	1		43.82	SS	NA	5	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	40.00	100.00	5	1		53.67	SS	NA	5	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	23.64	26.09	110	23		9.74	-0.54	0	10	
"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

Oct-2014

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	92.74	813	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	19	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	91.97	274	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	21	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2014	66.84	193	129	AUG-2014	79.80	99	79
SEP-2014	67.26	223	160	SEP-2014	80.16	126	101
OCT-2014	72.11	190	137	OCT-2014	78.90	109	86
<b>Overall</b>	<b>68.65</b>	<b>606</b>	<b>416</b>	<b>Overall</b>	<b>79.64</b>	<b>334</b>	<b>266</b>

<b>Market Adjustment *</b>	<b>Calculated Quarterly</b>
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2014	46.15	299	135	AUG-2014	87.32	71	62
SEP-2014	77.46	173	134	SEP-2014	90.28	72	65
OCT-2014	92.80	236	219	OCT-2014	97.04	135	131
<b>Overall</b>	<b>68.93</b>	<b>708</b>	<b>488</b>	<b>Overall</b>	<b>92.81</b>	<b>278</b>	<b>258</b>

<b>Market Adjustment *</b>	<b>Calculated Quarterly</b>
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2014	94.83	1,181	1,120	AUG-2014	95.73	1,006	963
SEP-2014	92.33	1,066	975	SEP-2014	91.80	902	828
OCT-2014	89.46	1,015	908	OCT-2014	91.01	912	830
<b>Overall</b>	<b>92.34</b>	<b>3,252</b>	<b>3,003</b>	<b>Overall</b>	<b>92.94</b>	<b>2,820</b>	<b>2,621</b>

<b>Market Adjustment *</b>	<b>\$ -</b>
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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	100.00	18	100.00	7
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	36	0.00	37
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	
		<b>Performance</b>	<b>Observations</b>	<b>Performance</b>	<b>Observations</b>
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		19.28	1
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	43.36	84	25.43	128
		<b>VZ Std. Dev.</b>	<b>Stat Score</b>	<b>VZ Std. Dev.</b>	<b>Stat Score</b>
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	0.00		0.00	
		<b>Greater of -</b>	<b>Tier II (2 mo) or Tier III (1mo)</b>	<b>Total</b>	
	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)	NA		\$	-
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\* Cumulative number of delay days greater than 8 standard Delay Days\*

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

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

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

# Fair Point New Hampshire

## PAP/CCAP Market Adjustment Summary FINAL

Oct-2014

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.363	\$ 103,060	
Unbundled Network Elements - Loop	-0.090	\$ -	
Resale	-0.609	\$ 49,849	
Digital Subscriber Lines	-0.409	\$ 56,455	
Trunks	-0.125	\$ -	
<b>Mode of Entry Total</b>			<b>\$ 209,364</b>
 <b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 54,601	
3 Installation Performance		\$ 111,892	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ -	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>			<b>\$ 166,493</b>
<b>Individual Rule Payments:</b>			<b>\$ -</b>
 <b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>			<b>\$ -</b>
<b>CHANGE CONTROL</b>			<b>\$ -</b>
<b>Grand Total</b>			<b>\$ 375,857</b>

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