

Fair Point New Hampshire  
Performance Assurance Plan Report

PRELIM

UNE Platform

Mar-2015

PO	Pre-Ordering	Performance		Observations		FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wght. 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	3.47		1,163			3.4721	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.12		552			4.1214	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>													
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.34		82				0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		32				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		83.17		101			-2	5		-0.047	-0.139	
OR-6-03-3140	% Accuracy - LSRC - Platform		3.77		106			0	5		0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		90.77		130			-1	5		-0.024	-0.069	
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		98.11		106			0	2		0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		8			0	2		0.000	0.000	
<b>PR Provisioning</b>													
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.21	40.00	307	5	21.86	SS	NA	5		NA	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.34	3.37	2,162	89	1.24	-1.8089	-2	20		-0.189	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	13.73	28.57	386	14	9.36	-1.8034	-2	10		-0.094	-0.143	
PR-4-02-3100	% OT LSRC - Total - POTS	8.87	3.44	82	9	34.94	12.27	0.3231	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.81	0.00	386	14	3.63	0.7647	0	5		0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	386	14	0.00	5.0000	0	5		0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.66	6.56	910	61	4.08	0.7806	0	10		0.000	0.000	
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	1.51	3.91		2,264				2.3943	0	2	0.000	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.01		419				44.0072	NA	0	NA	0.000
<b>Stat. Score</b>													
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	26.84	15.87	462	63	5.95	1.7661	0	10		0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	28.21	11.43	78	35	9.16	1.7636	0	10		0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	16.08	17.08	460	63	30.24	4.06	-0.3393	0	5	0.000	0.000	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	15.88	15.57	78	35	23.51	4.78	0.0725	0	5	0.000	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	65.23	75.93	279	54	7.08	-1.7157	-2	5		-0.047	-0.057	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	42.29	61.11	279	54	7.34	-2.6906	-2	5		-0.047	-0.057	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	10.75	9.26	279	54	4.61	0.0408	0	5		0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	15.65	0.00	1,879	26	7.17	2.2444	0	10		0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	20.00	NA	170	NA			NA	NA	0	NA	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.81	16.14	1,876	26	66.17	13.07	1.8692	0	5	0.000	0.000	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	24.63	NA	170	NA	31.11		NA	NA	0	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	88.01	88.89	1,393	18	7.71	-0.3980	0	5		0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	64.82	61.11	1,393	18	11.33	0.1033	0	5		0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	29.22	22.22	1,393	18	10.79	0.3547	0	5		0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	20.36	11.29	2,584	124	3.70	2.4749	0	10		0.000	0.000	
<b>BI Billing</b>													
BI-1-02-1000	% DUF in 4 Business Days		100.00		215,175				0	5	0.000		
									Totals	-11	212	-0.448	

"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

UNE LOOP

Mar-2015

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Domain Clustering Review
		FP	CLEC	CLEC			Score	Wgt.		
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	3.47	1,163		3.4721	0	2	0.000	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	4.12	552		4.1214	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		Performance		Observations		Diff.	Perf.		Wgt.	Domain Clustering Review
FP	CLEC	CLEC		Score	Wgt.					
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs	98.31		413			0	10	0.000	0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual	100.00		68			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	92.68		82			-1	5	-0.030	-0.069
OR-6-03-3331	% Accuracy - LSRC - Loop	4.02		448			0	5	0.000	0.000
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP	97.58		866			0	5	0.000	0.000
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	100.00		152			0	2	0.000	0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP	100.00		3			0	2	0.000	0.000

PR	Provisioning	Performance		Observations		FP Std Deviation	Sampling Error	Stat. Score	Wgt.	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PR-4-02-3100	Average Delay Days - Total - POTS	8.87	3.44	82	9	34.94	12.27	0.3231	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	13.73	6.08	386	33		6.24	0.9846	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.81	0.00	386	33		2.42	0.1527	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	386	33		0.00	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	14.03	5.13	549	39		5.75	1.3896	0	10	0.000	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		100				0	10	0.000	0.000
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		20				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000

MR	Maintenance & Repair	Performance		Observations		FP Std Deviation	Sampling Error	Stat. Score	Wgt.	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
MR-1-01-6050	Average Response Time - Create Trouble	1.51	3.91		2,264			2.3943	0	2	0.000	0.000
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	17.86	17.24	2,341	58		5.09	0.0885	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.93	17.79	2,336	58	60.77	8.08	1.2827	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	62.06	43.75	1,592	32		8.66	1.9028	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	26.26	9.38	1,592	32		7.86	2.0874	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	20.36	13.11	2,584	61		5.22	1.2516	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.58	33.33	77	3		21.34	SS	NA	10	NA	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	19.65	3.16	77	3	22.48	13.23	SS	NA	5	NA	0.000
								Totals	-1	167	-0.030	

"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

Mar-2015

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Reflow	
		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	3.47		1,163		3.4721	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.12		552		4.1214	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		5		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		100.00		5		0	10	0.000	0.000	
OR-6-03-2000	% Accuracy - LSRC		0.00		18		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		95.24		21		0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		5		0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		93.33		15		NA	0	NA	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000	0.000	
<b>PR Provisioning</b>											
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat Score			
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	62.21	100.00	307	1	48.56	SS	0	5	0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.34	0.00	2,162	10	3.65	1.1454	0	20	0.000	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	13.73	0.00	386	4	17.30	SS	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	8.67	NA	82	NA	34.94	NA	NA	15	NA	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.81	0.00	386	4	6.71	SS	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	386	4	0.00	SS	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.66	23.08	910	13	8.62	-1.7171	-2	15	-0.143	
<b>MR Maintenance &amp; Repair</b>											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	1.51	3.91		2,264			2.3943	0	2	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.01		419			44.0072	NA	0	
<b>Stat Score</b>											
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	26.84	11.76	462	17	10.94	1.1194	0	10	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	28.21	0.00	78	3	26.48	SS	0	10	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	16.08	127.63	460	17	30.24	7.47	5.0000	0	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	15.88	9.26	78	3	23.51	13.83	SS	NA	5	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	65.23	69.23	279	13	13.51	-0.5722	0	5	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	42.29	61.54	279	13	14.02	-1.6514	-2	5	-0.048	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	10.75	15.38	279	13	8.79	-0.9953	-1	5	-0.024	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	15.65	NA	1,879	NA		NA	NA	0	NA	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	20.00	0.00	170	1	40.12	SS	0	10	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.81	NA	1,876	NA	66.17	NA	NA	0	NA	
MR-4-03-2120	Mean Time To Repair - CO Trouble - Res.	24.63	1.66	170	1	31.11	31.20	SS	NA	5	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	88.01	NA	1,393	NA		NA	NA	0	NA	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	64.82	NA	1,393	NA		NA	NA	0	NA	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	29.22	NA	1,393	NA		NA	NA	0	NA	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	20.36	14.29	2,584	21	8.82	0.3681	0	10	0.000	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		100.00		215,175			0	5	0.000	
								Totals	-5	210	-0.214

"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

Mar-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	5.56	188		5.5638	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		5		0	2	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		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		100.00		1		0	2	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		14		0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		100.00		2		0	5	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		87.50		8		NA	0	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		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	4.00	NA	2	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders in Hold Status >30 Days -2W Digital -UNE/Resale	133.33	0.00	3	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		100.00		3			0	10	0.000	0.000
PR-4-10-3342	Average Delay Days -Total -2W xDSL Loops	NA	NA	NA	NA	0.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		15			0	10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	14.21	23.08	549	26	7.01	-1.4784	-1	15	-0.116	-0.144
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	200.00	0.00	1	16	0.00	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	1.51	3.91		2,264		2.3943	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	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	17.88	8.33	2,341	24	7.86	0.9415	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	15.58	0.00	77	5	16.74	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.93	20.19	2,336	24	60.77	12.47	0.1698	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	19.65	26.25	77	5	22.48	10.38	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	57.93	72.41	977	29	9.30	1.3805	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	62.06	50.00	1,592	2	34.33	SS	NA	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	20.36	24.14	2,584	29	7.52	-0.7551	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	-1	129	-0.116	

"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

Mar-2015

OR	Ordering	Performance		Observations		Perf.					
		CLEC		FP	CLEC	Score	Wgt.	Wgt.d. Score			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			1	0	5	0.000			
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000			
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	NA	0	0.000			
OR-2-12-5020	% On Time Trunk ASR Reject	100.00			9	0	5	0.000			
PR Provisioning		FP									
PR-4-07-3540	% On Time Performance - LNP only	96.85		794		0	20	0.000			
PR-4-15-5000	% On Time Provisioning - Trunks	0.00		1		NA	0	0.000			
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	5	1	0.00	SS	0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	5	1	0.00	SS	0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	8	3	0.00	SS	0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	20.00	100.00	5	1	43.82	SS	NA	5	0.000	
MR Maintenance & Repair											
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA	NA	0	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA			NA	NA	0	0.000
NP Network Performance											
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	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	70	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						Mar-2015	
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 - WPIS	-	-	-	-	-	-	-	-
	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>	-	-	-	-	-	\$0	\$0	\$0
	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 - 2W xDSL Loops	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - Ln Share/Spit	-	-	-	-	-	-	-	-
	OR-1-12 % On Time FCC	-	-	-	-	-	-	-	-
	OR-1-13 % On Time Design Layout Record	-	-	-	-	-	-	-	-
	OR-1-19 % OT Resp - Req. for Inbound Aug. (c=192)	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - 2Wdg-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 Spds-UNE/Rsl	-	-	-	-	-	-	-	-
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spds-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>	\$34,812	\$0	\$6,585	\$30,888	\$0	\$11,985		\$84,270
	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 - 2W xDSL Loop	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appointments - Dispatch	11,604	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-	-
	PR-4-16 % 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	-	-	-	30,888	-	-	-	-
	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	-	-	-	-	-	1,265	-	-
	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	-	-	-	-	-	5,955	-	-
	PR-5-02 % Orders Held for Facilities > 15 days - UNE/Resale	-	-	-	-	-	4,764	-	-
	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 <b>% On Time Performance - LNP</b>					\$0			\$0
<b>5</b>									
	<b>Hot Cut Performance</b>								\$0
	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-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	\$3,424	\$0	\$0	\$2,978		\$6,402
	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-4-03 Out of Service > 24Hrs. - Bus.	-	-	3,424	-	-	-	-	-
	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-4-06 % Out of Service > 4 Hrs - 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	-	-	-	-	-	2,978	-	-
<b>NETWORK PERFORMANCE</b>									
7	NP-1-04 <b>Final Trunk Groups Blocked</b>					\$0			\$0
<b>8</b>									
	<b>Collocation</b>								\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-
	NP-2-03/6 % 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>\$34,812</b>	<b>\$0</b>	<b>\$10,009</b>	<b>\$30,888</b>	<b>\$0</b>	<b>\$14,962</b>	<b>\$0</b>	<b>\$90,672</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:	99.96	2,490	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,920	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	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Rt	100.00	1	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/Resale	100.00	1	0	5

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	1	NA		NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	21.77	37.50	124	8	15.05	-1.42	-1	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	5
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA		NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	24.81	18.80	27	5	25.71	21.03	SS	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	10.34	33.33	87	6	12.85	-2.04	-2	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	8.05	16.67	87	6	11.48	-1.39	-1	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	5.94	0.00	101	7	9.24	0.42	0	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	17.46	0.00	126	9	13.10	0.87	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	21.77	NA	124	NA		NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	24.81	NA	27	NA	25.71	NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	20.16	NA	124	NA		NA	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA		NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA		NA	NA	0

## MR Maintenance &amp; Repair

MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	145.83	83.60	28	7	331.16	0.00	0.10	0	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	17.68	13.32	172	50	97.03	6.13	-0.30	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	0.00	NA	2	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	31.00	43.86	200	57		6.94	-1.95	-2	10
									Total	115

"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

Mar-2015

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.69	996	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	19	\$ -
OR-2-04-3320	% OT LSR Rej. - No Facility Check - POTS	99.22	258	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	11	\$ -

<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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2015	63.21	193	122	JAN-2015	82.36	86	70
FEB-2015	57.69	182	105	FEB-2015	76.00	100	76
MAR-2015	60.54	223	135	MAR-2015	83.17	101	84
<b>Overall</b>	<b>60.54</b>	<b>598</b>	<b>362</b>	<b>Overall</b>	<b>80.07</b>	<b>286</b>	<b>229</b>

<b>Market Adjustment *</b>	<b>\$ 265,984</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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2015	88.95	181	161	JAN-2015	93.18	88	82
FEB-2015	74.67	173	129	FEB-2015	91.67	60	55
MAR-2015	83.67	196	164	MAR-2015	92.68	82	76
<b>Overall</b>	<b>82.55</b>	<b>550</b>	<b>454</b>	<b>Overall</b>	<b>92.61</b>	<b>230</b>	<b>213</b>

<b>Market Adjustment *</b>	<b>\$ -</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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2015	74.37	948	705	JAN-2015	80.39	719	578
FEB-2015	82.48	759	626	FEB-2015	88.18	592	522
MAR-2015	87.20	828	722	MAR-2015	88.94	714	636
<b>Overall</b>	<b>80.99</b>	<b>2,535</b>	<b>2,053</b>	<b>Overall</b>	<b>85.68</b>	<b>2,026</b>	<b>1,736</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	20	66.67	3
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	100	0.00	25
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		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	18.41	98	43.65	105
		<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>	
	<b>Market Adjustment for PR-6-02-3520 / PR-9-01-3520*</b>	\$ -	\$ -	\$ -	\$ -
	<b>Market Adjustment for PR-6-02-3523 / PR-9-01-3523*</b>	\$ -	\$ -	\$ -	\$ -
	<b>Market Adjustment for PR-6-02-3525 / PR-9-01-3525*</b>	\$ -	\$ -	\$ -	\$ -
	<b>Market Adjustment for PR-9-08-3533</b>	\$ -	\$ -	\$ -	\$ -

\* 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		\$ -

\* 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 PRELIM

Mar-2015

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.448	\$ 134,771	
Unbundled Network Elements - Loop	-0.030	\$ -	
Resale	-0.214	\$ -	
Digital Subscriber Lines	-0.116	\$ -	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>		\$ 134,771	
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 84,270	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 6,402	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>		\$ 90,672	
<b>Individual Rule Payments:</b>		\$ -	
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>		\$ 255,984	
<b>CHANGE CONTROL</b>		\$ -	
<b>Grand Total</b>		\$ 481,427	

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

Mar-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		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	3.47	1,163		3.4721	0	2	0.000	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.12	552		4.1214	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		96.34		82		0	10	0.000	0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		32		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		83.17		101		-2	5	-0.047	-0.139	
OR-6-03-3140	% Accuracy - LSRC - Platform		3.77		106		0	5	0.000	0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		90.77		130		-1	5	-0.024	-0.069	
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		98.11		106		0	2	0.000	0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		8		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	62.21	40.00	307	6	21.86	SS NA	5	NA	0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	1.34	3.37	2,162	89	1.24	-1.8089	-2	20	-0.189	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	13.73	28.57	386	14	9.36	-1.8034	-2	10	-0.094	
PR-4-02-3100	Average Delay Days - Total - POTS	8.87	3.44	82	9	34.94	12.27	0.3231	0	15	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.81	0.00	386	14	3.63	0.7647	0	5	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	386	14	0.00	5.0000	0	5	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	10.66	6.56	910	61	4.08	0.7806	0	10	0.000	
<b>MR Maintenance &amp; Repair</b>		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	Wgt.	Wgtd. Score
MR-1-01-6050	Average Response Time - Create Trouble	1.51	3.91		2,264			2.3943	0	2	0.000
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.01		419			44.0072	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	26.84	15.87	462	63	5.95	1.7661	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	28.21	11.43	78	35	9.16	1.7636	0	10	0.000	0.000
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	16.08	17.08	460	63	30.24	4.06	-0.3393	0	5	0.000
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	15.88	15.57	78	35	23.51	4.78	0.0725	0	5	0.000
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	65.23	75.93	279	54	7.08	-1.7157	-2	5	-0.047	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	42.29	61.11	279	54	7.34	-2.6906	-2	5	-0.047	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	10.75	9.26	279	54	4.61	0.0408	0	5	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	15.65	0.00	1,879	26	7.17	2.2444	0	10	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	20.00	NA	170	NA		NA	NA	0	NA	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	24.81	16.14	1,876	26	66.17	13.07	1.8692	0	5	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	24.63	NA	170	NA	31.11		NA	NA	0	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	88.01	88.89	1,393	18	7.71	-0.3980	0	5	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	64.82	61.11	1,393	18	11.33	0.1033	0	5	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	29.22	22.22	1,393	18	10.79	0.3547	0	5	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	20.36	11.29	2,584	124	3.70	2.4749	0	10	0.000	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		100.00		215,175			0	5	0.000	
								Totals	-11	212	-0.448

"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

UNE LOOP

Mar-2015

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgtd.		Domain Clustering Review		
		FP	CLEC	CLEC			Score	Wgt.	Score				
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0	NA	0.000			
PO-1-01-6020	Customer Service Record - EDI	NA	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	3.47	1,163		3.4721	0	2	0.000	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	4.12	552		4.1214	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>													
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		98.31	413			0	10	0.000	0.000			
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00	68			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		92.68	82			-1	5	-0.030	-0.069			
OR-6-03-3331	% Accuracy - LSRC - Loop		4.02	448			0	5	0.000	0.000			
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		97.58	866			0	5	0.000	0.000			
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		100.00	152			0	2	0.000	0.000			
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		100.00	3			0	2	0.000	0.000			
<b>PR Provisioning</b>													
PR-4-02-3100	Average Delay Days - Total - POTS	8.87	3.44	82	9	34.94	12.27	0.3231	0	5	0.000	0.000	
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	13.73	6.06	386	33		6.24	0.9846	0	20	0.000	0.000	
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.81	0.00	386	33		2.42	0.1527	0	5	0.000	0.000	
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	386	33		0.00	5.0000	0	5	0.000	0.000	
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	14.03	5.13	549	39		5.75	1.3896	0	10	0.000	0.000	
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		100				0	10	0.000	0.000	
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut		100.00		20				0	10	0.000	0.000	
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000	
<b>MR Maintenance &amp; Repair</b>													
MR-1-01-6050	Average Response Time - Create Trouble	1.51	3.91		2,264			2.3943	0	2	0.000	0.000	
Stat. Score													
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	17.86	17.24	2,341	58		5.09	0.0885	0	10	0.000	0.000	
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	22.93	17.79	2,338	58	60.77	8.08	1.2827	0	5	0.000	0.000	
MR-4-07-3112	% Out of Service > 12 Hours - Loop	62.06	43.75	1,592	32		8.66	1.9028	0	5	0.000	0.000	
MR-4-08-3112	% Out of Service > 24 Hours - Loop	26.26	9.38	1,592	32		7.86	2.0874	0	5	0.000	0.000	
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	20.36	13.11	2,584	61		5.22	1.2516	0	10	0.000	0.000	
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	15.58	33.33	77	3		21.34	SS	NA	10	NA	0.000	
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	19.65	3.16	77	3	22.48	13.23	SS	NA	5	NA	0.000	
Totals										-1	167	-0.030	

"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

Mar-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	3.47		1,163		3.4721	0	2	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	4.12		552		4.1214	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		5		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		100.00		5		0	10	0.000	0.000	
OR-6-03-2000	% Accuracy - LSRC		0.00		18		0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		95.24		21		0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		5		0	2	0.000	0.000	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		93.33		15		NA	0	NA	0.000	
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		100.00		1		0	2	0.000	0.000	
<b>PR Provisioning</b>											
		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score			
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	62.21	100.00	307	1	48.56	SS	0	5	0.000	
PR-4-05-2100	% Missed Appointment - FP - No Dispatch - POTS	1.34	0.00	2,162	10	3.65	1.1454	0	20	0.000	
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	13.73	0.00	386	4	17.30	SS	0	10	0.000	
PR-4-02-2100	Average Delay Days - Total - POTS	8.87	NA	82	NA	34.94	NA	NA	15	NA	
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.61	0.00	386	4	6.71	SS	0	5	0.000	
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	386	4	0.00	SS	0	5	0.000	
PR-6-01-2100	% Installation Troubles within 30 days - POTS	10.66	23.08	910	13	8.62	-1.7171	-2	15	-0.143	
<b>MR Maintenance &amp; Repair</b>											
								Diff.			
MR-1-01-6050	Average Response Time - Create Trouble	1.51	3.91		2,264		2.3943	0	2	0.000	
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	44.01		419		44.0072	NA	0	NA	
								Stat Score			
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	26.84	11.76	462	17	10.94	1.1194	0	10	0.000	
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	28.21	0.00	78	3	26.48	SS	0	10	0.000	
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	16.08	127.63	460	17	30.24	7.47	5.0000	0	5	
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	15.88	9.26	78	3	23.51	13.83	SS	NA	5	
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus.	65.23	69.23	279	13	13.51	-0.5722	0	5	0.000	
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	42.29	61.54	279	13	14.02	-1.6514	-2	5	-0.048	
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	10.75	15.38	279	13	8.79	-0.9953	0	5	0.000	
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	15.65	NA	1,879	NA		NA	NA	0	NA	
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	20.00	0.00	170	1	40.12	SS	0	10	0.000	
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	24.81	NA	1,876	NA	66.17	NA	NA	0	NA	
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	24.63	1.66	170	1	31.11	31.20	SS	NA	5	
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	68.01	NA	1,393	NA		NA	NA	0	NA	
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	64.62	NA	1,393	NA		NA	NA	0	NA	
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	29.22	NA	1,393	NA		NA	NA	0	NA	
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	20.36	14.29	2,584	21	8.82	0.3681	0	10	0.000	
<b>BI Billing</b>											
BI-1-02-1000	% DUF in 4 Business Days		100.00		215,175			0	5	0.000	
								Totals	-4	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

Mar-2015

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		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	5.56	168		5.5638	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		5		0	2	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/L - No Facility Check - 2W Digital -UNE/Resale		100.00		1		0	2	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		100.00		1		0	2	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/L - No Facility Check - 2W xDSL Loops		100.00		14		0	5	0.000	0.000	
OR-1-06-3342	% On Time LSR/ASRC - Facility Check - 2W xDSL Loops		100.00		2		0	5	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		87.50		8		NA	0	0.000	0.000	
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000	
OR-1-04-3340	% OT LSR/L - 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	4.00	NA	2	NA	0.00	NA	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	100.00	NA	1	NA		NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA		NA	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	NA	2	NA		NA	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	133.33	0.00	3	NA	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		100.00		3		0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	NA	NA	NA	0.00	NA	NA	10	-0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		15		0	10	0.000	0.000	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	14.21	23.08	549	26	7.01	-1.4784	-1	15	-0.116	-0.144
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	200.00	0.00	1	16	0.00	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	1.51	3.91		2,264		2.3943	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	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	17.86	8.33	2,341	24	7.86	0.9415	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	15.58	0.00	77	5	16.74	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	22.93	20.19	2,336	24	60.77	12.47	0.1698	0	5	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	19.65	26.25	77	5	22.48	10.38	SS	NA	5	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	57.93	72.41	977	29	9.30	1.3805	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	62.06	50.00	1,592	2	34.33	SS	NA	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	20.36	24.14	2,584	29	7.52	-0.7551	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	-1	129	-0.116	

"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

Mar-2015

OR	Ordering	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	FP	CLEC	FP			
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunks)	100.00			1	0	5	0.000
OR-1-13-5000	% On Time Design Layout Record	NA			NA	NA	0	0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	0.00			0	NA	0	0.000
OR-2-12-5020	% On Time Trunk ASR Reject	100.00			9	0	5	0.000

  

PR	Provisioning	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	FP	CLEC	FP			
PR-4-07-3540	% On Time Performance - LNP only	96.85		794		0	20	0.000
PR-4-15-5000	% On Time Provisioning - Trunks	0.00		1		NA	0	0.000
PR-5-01-5000	% Missed Appointment - Facilities	0.00	0.00	5	1	0.00	SS 0	5 0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days	0.00	0.00	5	1	0.00	SS 0	5 0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days	0.00	0.00	8	3	0.00	SS 0	10 0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	20.00	100.00	5	1	43.82	SS NA	5 0.000

  

MR	Maintenance & Repair	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score
		CLEC	FP	CLEC	FP			
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00		NA NA 0 0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			NA NA 0 0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			NA NA 0 0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			NA NA 0 0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			NA NA 0 0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA			NA NA 0 0.000

  

NP	Network Performance	Performance		Observations		Perf. Score	Wgt.	Wgtd. Score	
		CLEC	FP	CLEC	FP				
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00				0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00				0	10	0.000	
						Totals	0	70	0.000

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

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Fair Point New Hampshire		FINAL						Mar-2015	
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 - 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	<b>% On Time Ordering Notification</b>	-	-	-	-	-	\$0	\$0	\$0
	OR-1-02 % On Time LSRC-Flow Through	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - 2W/dg-UNE/Resale	-	-	-	-	-	-	-	-
	OR-1-04 %OT LSRC - No Facility Check - 2W/dSL 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 - 2W/dg-UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - 2W/dSL 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 Spds-UNE/Resale	-	-	-	-	-	-	-	-
	OR-1-06 %OT LSRC/ASRC - Facility Check - All Spds-UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-04 %OT LSR Rej - No Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
	OR-2-06 %OT LSR/ASRC Rej - Facility Check - UNE/Resale	-	-	-	-	-	-	-	-
<b>PROVISIONING</b>									
3	<b>Installation Performance</b>	\$34,812	\$0	\$6,685	\$30,888	\$0	\$11,985		\$84,270
	PR-3-01 % Completed in 1 Day (1-5 Lines No Disp.)	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - 2W Digital	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - 2W xDSL Loop	-	-	-	-	-	-	-	-
	PR-4-02 Average Delay Days - Total - Line Share/Spit	-	-	-	-	-	-	-	-
	PR-4-04 Missed Appointments - Dispatch	11,604	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-	-
	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	-	-	-	30,888	-	-	-	-
	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	-	-	-	-	-	1,265	-	-
	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	-	-	-	-	-	-	5,955	-
	PR-5-02 % Orders Held for Facilities > 15 days -UNE/Resale	-	-	-	-	-	-	4,764	-
	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	<b>% On Time Performance - LNP</b>					\$0			\$0
<b>Hot Cut Performance</b>									
5	<b>Hot Cut Performance</b>								\$0
	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-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	\$2,978		\$2,978
	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 Dig-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 Dig-UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-04 % Cleared (all trbls) w/in 24hrs-2W xDSL Loops	-	-	-	-	-	-	-	-
	MR-4-04 % Cleared (all troubles) w/in 24 Hours -Line Share/Spit	-	-	-	-	-	-	-	-
	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 -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-4-06 % Out of Service >24 Hrs - nonDS0 & DS0 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-06 % Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-4-06 % Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	-	-	-	-	-	-	-	-
	MR-5-01 % Repeat Reports w/in 30 days -Specials -UNE/Resale	-	-	-	-	-	2,978	-	-
<b>NETWORK PERFORMANCE</b>									
7	<b>Final Trunk Groups Blocked</b>					\$0			\$0
<b>Collocation</b>									
8	<b>Collocation</b>							\$0	\$0
	NP-2-01/2 % OT Response to Request for Collocation - Total	-	-	-	-	-	-	-	-
	NP-2-05/6 % On Time - Physical Collocation - Total	-	-	-	-	-	-	-	-
	NP-2-07/8 Average Delay Days - Total	-	-	-	-	-	-	-	-
<b>RESOLUTION PROCESS</b>									
9	<b>Resolution Process</b>							\$0	\$0
	OR-10-01 % PON Exceptions Resolved w/in 3 Bus Days	-	-	-	-	-	-	-	-
	OR-10-02 % PON Exceptions Resolved w/in 10 Bus Days	-	-	-	-	-	-	-	-
	BI-3-04 % CLEC Billing Claims Acknwdgd w/ 2 Bus Days	-	-	-	-	-	-	-	-
	BI-3-05 %CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.	-	-	-	-	-	-	-	-
<b>Month Total</b>		<b>\$34,812</b>	<b>\$0</b>	<b>\$6,685</b>	<b>\$30,888</b>	<b>\$0</b>	<b>\$14,962</b>	<b>\$0</b>	<b>\$87,248</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.
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:	99.96	2,490	0	2
BI-3-05-1000	% CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00	6,920	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	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	1	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	0	0	0
OR-2-05-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	1	0	5

PR	Provisioning	FP		FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	1	NA			NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	21.77	37.50	124	8	15.05	-1.42	-1	5	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	100.00	NA	1	1.00	SS	NA	NA	5
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	1	NA			NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	24.81	18.80	27	5	25.71	21.03	SS	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	10.34	33.33	87	6	12.85	-2.04	-2	20	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	8.05	16.67	87	6	11.48	-1.39	-1	20	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	5.94	0.00	101	7	9.24	0.42	0	10	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	17.46	0.00	126	9	13.10	0.87	0	5	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	21.77	NA	124	NA			NA	NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	24.81	NA	27	NA	25.71		NA	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	20.16	NA	124	NA			NA	NA	0
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	NA	NA	NA	NA			NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00		NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	NA	NA	NA	NA			NA	NA	0

MR	Maintenance & Repair	FP		FP	FP	Std Dev.	Sample Error	Stat. Score	Perf. Score	Wgt.
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	145.83	83.60	28	7	###	0.00	0.10	0	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	17.68	13.32	172	50	97.03	6.13	-0.30	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	0.00	NA	2	NA			NA	NA	0
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	0.00	NA	2	NA			NA	NA	0
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	31.00	43.86	200	57		6.94	-1.95	-2	10

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

Total 115

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

Special Provision - UNE Ordering

Mar-2015

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.69	996	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	100.00	19	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	99.22	258	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	100.00	11	\$ -

<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
JAN-2015	63.21	193	122	JAN-2015	82.35	85	70
FEB-2015	57.69	182	105	FEB-2015	75.00	100	75
MAR-2015	60.54	223	135	MAR-2015	83.17	101	84
<b>Overall</b>	<b>60.54</b>	<b>598</b>	<b>362</b>	<b>Overall</b>	<b>80.07</b>	<b>286</b>	<b>229</b>

<b>Market Adjustment *</b>	<b>\$ 255,984</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
JAN-2015	88.95	181	161	JAN-2015	93.18	88	82
FEB-2015	74.67	173	129	FEB-2015	91.67	60	55
MAR-2015	83.67	196	164	MAR-2015	92.68	82	76
<b>Overall</b>	<b>82.65</b>	<b>550</b>	<b>454</b>	<b>Overall</b>	<b>92.61</b>	<b>230</b>	<b>213</b>

<b>Market Adjustment *</b>	<b>\$ -</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
JAN-2015	74.37	948	705	JAN-2015	80.39	719	578
FEB-2015	82.48	759	626	FEB-2015	88.18	692	522
MAR-2015	87.20	828	722	MAR-2015	88.94	714	635
<b>Overall</b>	<b>80.99</b>	<b>2,535</b>	<b>2,053</b>	<b>Overall</b>	<b>85.68</b>	<b>2,025</b>	<b>1,735</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	20	66.67	3
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut	NA		NA	
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut	NA		NA	
PR-6-02-3520	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut	0.00	100	0.00	25
PR-6-02-3523	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installtn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		<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		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	18.41	98	43.65	105
		<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	

	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		\$ -

\* 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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<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

Mar-2015

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
<b>MODE OF ENTRY</b>			
Unbundled Network Elements - Platform	-0.448	\$ 134,771	
Unbundled Network Elements - Loop	-0.030	\$ -	
Resale	-0.190	\$ -	
Digital Subscriber Lines	-0.116	\$ -	
Trunks	0.000	\$ -	
<b>Mode of Entry Total</b>		<b>\$ 134,771</b>	
<b># CRITICAL MEASURES</b>			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 84,270	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 2,978	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
<b>Critical Measure Total</b>		<b>\$ 87,248</b>	
<b>Individual Rule Payments:</b>		<b>\$ -</b>	
<b>SPECIAL PROVISIONS</b>			
UNE Ordering		\$ -	
UNE Flow Through		\$ 255,984	
UNE Hot Cut Loop		\$ -	
<b>Special Provision Total</b>		<b>\$ 255,984</b>	
<b>CHANGE CONTROL</b>		<b>\$ -</b>	
<b>Grand Total</b>		<b>\$ 478,003</b>	

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