

Fair Point New Hampshire

FINAL

UNE Platform

Oct-2011

Performance Assurance Plan Report

PO		Pre-Ordering		Performance		Observations		Pert.		Wgtd.		Domain Clustering	
				FP	CLEC	CLEC	Diff.	Score	Wgt.	Score	Review		
PO-1-01-6020	Customer Service Record - EDI	NA	7.32		1,848		7.3247	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	15.21		486		15.2078	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	9.20		30		9.2000	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	28.75		8		28.7500	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	5	0.000	0.000		
OR		Ordering		Wgt.									
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		96.00		200			0	10	0.000	0.000		
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		41			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.20		2,025			0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		92.66		2,015			0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.18		2,019			0	5	0.000	0.000		
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		75.90		83			-2	5	-0.042	-0.102		
OR-6-03-3140	% Accuracy - LSRC - Platform		1.71		117			0	5	0.000	0.000		
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		104			0	5	0.000	0.000		
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		75.00		4			NA	0	NA	0.000		
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		100.00		126			0	2	0.000	0.000		
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		10			0	2	0.000	0.000		
PR		Provisioning		FP	CLEC	FP	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	62.52	48.48	515	33		8.69	-1.7745	-2	5	-0.042	-0.071	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.05	6.25	6,239	176		1.08	-2.9802	-2	20	-0.169	-0.286	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	17.29	5.26	694	19		8.79	1.9145	0	10	0.000	0.000	
PR-4-02-3100	Average Delay Days - Total - POTS	1.89	1.44	248	18	2.22	0.54	1.0403	0	15	0.000	0.000	
PR-5-01-3140	% Missed Appointment - Facilities - Platform	1.15	0.00	694	19		2.48	5.0000	0	5	0.000	0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.14	0.00	694	19		0.88	5.0000	0	5	0.000	0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	9.26	2.11	1,425	95		3.07	3.0219	0	10	0.000	0.000	
MR		Maintenance & Repair		Performance FP	CLEC	Observations FP	FP Std Deviation	Sampling Error	Diff.	Pert. Score	wgt.	Wgtd. Score	
MR-1-01-6050	Average Response Time - Create Trouble	1.39	53.25		3,601				51.8651	-2	2	-0.017	-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	148.51		987				148.5137	NA	0	NA	0.000
Stat. Score													
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	17.23	8.97	563	78		4.56	2.1334	0	10	0.000	0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	12.50	0.00	88	10		11.04	5.0000	0	10	0.000	0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	11.01	19.23	562	78	12.47	1.51	5.0000	0	5	0.000	0.000	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	10.48	7.03	88	10	19.78	6.60	0.3486	0	5	0.000	0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	65.57	63.64	395	33		8.61	0.4279	0	5	0.000	0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	34.43	42.42	395	33		8.61	-0.7416	0	5	0.000	0.000	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	6.33	6.06	395	33		4.41	0.3472	0	5	0.000	0.000	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	9.16	1.85	3,656	54		3.95	2.5295	0	10	0.000	0.000	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	4.35	0.00	184	1		20.45	SS	0	10	0.000	0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	23.34	19.67	3,655	54	18.77	2.57	1.5398	0	5	0.000	0.000	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	12.19	2.18	184	1	30.29	30.37	SS	NA	5	NA	0.000	
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	88.66	92.86	2,495	14		8.50	-0.0452	0	5	0.000	0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	71.98	57.14	2,495	14		12.04	1.4918	0	5	0.000	0.000	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	28.38	14.29	2,495	14		12.08	1.5428	0	5	0.000	0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	16.06	21.68	4,489	143		3.12	-1.6405	0	10	0.000	0.000	
BI		Billing											
BI-1-02-1000	% DUF in 4 Business Days		99.98		125,202,157				0	5	0.000		
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-8	236	-0.271	

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

Fair Point New Hampshire

FINAL

UNE LOOP

Oct-2011

Performance Assurance Plan Report

PO	Pre-Ordering	Performance		Observations		Perf.		Wgtd.		Domain Clustering		
		FP	CLEC		CLEC	Diff.	Score	Wgt.	Score	Review		
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				0	5	0.000	0.000		
PO-1-01-6020	Customer Service Record - EDI	NA	7.32		1,848	7.3247	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	15.21		486	15.2078	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	9.20		30	9.2000	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	28.75		8	28.7500	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000		
OR Ordering								Wgt.				
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		95.13		1,643		0	10	0.000	0.000		
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		100.00		185		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.20		2,025		0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		92.66		2,015		0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		97.18		2,019		0	2	0.000	0.000		
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		91.57		178		0	5	0.000	0.000		
OR-6-03-3331	% Accuracy - LSRC - Loop		6.03		514		0	5	0.000	0.000		
OR-1-04-3331	% OT LSRC - No Facility Check - Loop/LNP		94.95		436		0	5	0.000	0.000		
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000		
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		100.00		326		0	2	0.000	0.000		
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA		NA		NA	0	NA	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.			
PR-4-02-3100	Average Delay Days - Total - POTS	1.89	1.44	248	18	2.22	0.54	1.0403	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	17.46	11.11	590	45		5.87	1.3342	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	1.15	0.00	694	45		1.64	5.0000	0	5	0.000	0.000
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.14	0.00	694	45		0.58	5.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	5.11	12.36	763	89		2.47	-2.3128	-2	10	-0.118	-0.154
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		0.00		39				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		9				0	10	0.000	0.000
PR-9-01-3523	% On Time Performance-Loop-Lg Job Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-01-3525	% On Time Performance-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
PR-9-04-3525	% On Time Batch Due Date-Loop-Batch Hot Cut		NA		NA				NA	0	NA	0.000
MR Maintenance & Repair								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	1.39	53.25		3,601			51.8651	-2	2	-0.024	-0.038
								Stat. Score				
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	10.24	14.89	4,219	141		2.60	-1.5936	0	10	0.000	0.000
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	21.51	8.30	4,217	141	18.39	1.57	5.0000	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	67.33	2.86	2,810	35		7.98	5.0000	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	25.41	2.86	2,810	35		7.40	3.9623	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	16.06	10.81	4,489	148		3.07	1.9037	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	3.70	0.00	54	7		7.59	5.0000	0	10	0.000	0.000
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	9.68	2.25	54	7	18.65	7.49	1.5709	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-4	170	-0.141

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-2011

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	7.32		1,848	7.3247	NA	0	NA	0.000				
PO-1-03-6020	Address Validation -EDI	NA	15.21		486	15.2078	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	9.20		30	9.2000	NA	0	NA	0.000				
PO-1-03-6050	Address Validation - Web GUI	NA	28.75		8	28.7500	NA	0	NA	0.000				
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00				0	5	0.000	0.000				
OR Ordering														
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		92.00		25		0	10	0.000	0.000				
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		10		0	5	0.000	0.000				
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.20		2,025		0	5	0.000	0.000				
OR-4-16-1000	% On Time PCN - 1 Business Day		92.66		2,015		0	5	0.000	0.000				
OR-4-17-1000	% On Time BCN - 2 Business Day		97.18		2,019		0	5	0.000	0.000				
OR-5-03-2000	% Flow Through - Achieved - POTS		32.35		34		-2	10	-0.080	-0.169				
OR-6-03-2000	% Accuracy - LSRC		7.50		40		0	10	0.000	0.000				
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		100.00		32		0	5	0.000	0.000				
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		100.00		6		0	2	0.000	0.000				
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		100.00		27		0	2	0.000	0.000				
OR-2-06-2320	% OT LSR/ASR Rej - Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	0.000				
PR Provisioning														
		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	62.52	80.00	515	5		21.75	SS	NA	5	NA	0.000		
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.05	19.44	6,239	36		2.37	-4.2870	-2	20	-0.159	-0.267		
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	17.29	15.38	694	13		10.59	0.4853	0	10	0.000	0.000		
PR-4-02-2100	Average Delay Days - Total - POTS	1.89	3.40	248	10	2.22	0.72	-1.4031	0	15	0.000	0.000		
PR-5-01-2100	% Missed Appointment - Facilities - POTS	1.15	7.69	694	13		2.99	-1.0167	0	5	0.000	0.000		
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.14	7.69	694	13		1.06	-1.7933	-2	5	-0.040	-0.067		
PR-6-01-2100	% Installation Troubles within 30 days - POTS	9.26	9.80	1,425	51		4.13	-0.0511	0	15	0.000	0.000		
MR Maintenance & Repair														
Diff.														
MR-1-01-6050	Average Response Time - Create Trouble	1.39	53.25		3,601			51.8651	-2	2	-0.016	-0.020		
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	148.51		987			148.5137	NA	0	NA	0.000		
Stat Score														
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	17.23	16.67	563	30		7.08	0.2812	0	10	0.000	0.000		
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	12.22	20.00	90	10		10.92	-0.2958	0	10	0.000	0.000		
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	11.01	16.51	562	30	12.47	2.34	-1.9881	-2	5	-0.040	-0.049		
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	10.48	3.89	88	10	19.78	6.60	1.0110	0	5	0.000	0.000		
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	65.57	80.00	395	10		15.21	-0.5856	0	5	0.000	0.000		
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	34.43	70.00	395	10		15.21	-1.9460	-2	5	-0.040	-0.049		
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	6.33	10.00	395	10		7.80	-0.0277	0	5	0.000	0.000		
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	9.16	0.00	3,656	2		20.41	SS	0	10	0.000	0.000		
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	4.35	0.00	184	1		20.45	SS	0	10	0.000	0.000		
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	23.34	22.33	3,655	2	18.77	13.28	SS	NA	5	NA	0.000		
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	12.19	2.32	184	1	30.29	30.37	SS	NA	5	NA	0.000		
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	88.66	100.00	2,495	1		31.72	SS	NA	5	NA	0.000		
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	71.98	100.00	2,495	1		44.92	SS	NA	5	NA	0.000		
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	28.38	0.00	2,495	1		45.09	SS	0	5	0.000	0.000		
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	16.06	16.28	4,489	43		5.63	-0.1233	0	10	0.000	0.000		
BI Billing														
BI-1-02-1000	% DUF in 4 Business Days		99.98		125,202,157				0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals			-12	251	-0.375

Fair Point New Hampshire Performance Assurance Plan Report

FINAL

DSL

Oct-2011

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	11.61		148		11.6149	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	18.44		9		18.4444	NA	0	0.000	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		100.00					0	2	0.000	0.000	
PO-8-01-6000	% On Time - Manual Loop Qualification		55.56		9			-2	2	-0.028	-0.182	
PO-8-02-6000	% On Time - Engineering Record Request		100.00		1			0	2	0.000	0.000	
OR Ordering												
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		50.00		2			NA	0	0.000	0.000	
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		100.00		1			0	2	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/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		96.30		27			0	5	0.000	0.000	
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check - 2W xDSL Loops		NA		NA			NA	0	0.000	0.000	
OR-2-04-3342	% OT LSR Rej - No Facility Check - 2W xDSL Loops		100.00		8			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		0.20		2,025			0	2	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		92.66		2,015			0	2	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		97.18		2,019			0	2	0.000	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Stat Score						
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	7.67	1.00	3	1	8.33	9.61	SS	NA	2	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	NA	2	NA			NA	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	66.67	100.00	3	1		54.43	SS	NA	2	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	9	3		0.00	SS	0	2	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	160.00	0.00	5	1		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		96.77		31			0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	1.86		7	0.00	7.00	SS	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops		85.00		40			-2	10	-0.138	-0.172	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	5.24	18.18	763	55		3.11	-3.0765	-2	15	-0.207	-0.259
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	100.00	4.88	2	41		0.00	SS	NA	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			0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair		FP	CLEC	FP	CLEC	Diff.		Perf. Score	Wtg	Wgtd Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.39	53.25		3,601			51.8651	-2	2	-0.028	-0.034
Stat. Score												
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	100.00	4	1		0.00	SS	NA	2	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	0.00	1	1		0.00	SS	0	2	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	15.37	22.73	4	1	11.57	12.94	SS	NA	2	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	3.69	59.51	1	1	0.00		SS	NA	2	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	80.00	50.00	5	2		33.47	SS	NA	2	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	20.00	50.00	5	2		33.47	SS	NA	2	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	10.24	4.65	4,217	43		4.65	1.5802	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	3.70	0.00	54	2		13.60	SS	0	5	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	21.52	5.46	4,215	43	18.39	2.82	5.0000	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	9.68	1.12	54	2	18.65	13.43	SS	NA	5	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	9.81	97.78	683	45		4.58	5.0000	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	67.33	0.00	2,810	1		46.91	SS	0	10	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	16.05	22.22	4,487	45		5.50	-0.9267	-1	10	-0.069	-0.085
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-9	145	-0.469	

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-2011**

OR		Ordering		Performance		Observations		Perf.			
		CLEC		FP	CLEC			Score	Wgt.	Wgtd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk	100.00			1			0	5	0.000	
OR-1-13-5000	% On Time Design Layout Record	0.00			1			NA	10	0.000	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			0			0	0	0.000	
OR-2-12-5020	% On TimeTrunk ASR Reject	100.00			8			0	5	0.000	
PR		Provisioning		FP							
PR-4-07-3540	% On Time Performance - LNP only	98.66		1,192				0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks	100.00		4				0	20	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA	0.00	NA	4	4.00	SS	0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	0.00	NA	4	4.00	SS	0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	0.00	NA	12	12.00	SS	0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	0	4	4.00	SS	0	5	0.000	
MR		Maintenance & Repair									
MR-4-01-5000	Mean Time to Repair - Total	NA	74.21	NA	5	0.00	5.00	SS	NA	5	0.000
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA			NA	NA	0	0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	0.00	NA	5	5.00	SS	0	10	0.000	
NP		Network Performance									
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months	0.00						0	5	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months	0.00						0	10	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0	115	0.000

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

Fair Point New Hampshire		FINAL					Oct-2011		
CRITICAL MEASURES		UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total
PRE-ORDERING									
1		OSS Interface	-	-	-	-			\$0
	PO-1-06	Mechanized Loop Qualification - EDI				-			
	PO-1-06	Mechanized Loop Qualification - CORBA				-			
	PO-1-06	Mechanized Loop Qualification - Web GUI				-			
	PO-2-02	OSS Interface Availability - Prime - WPTS		-					
	PO-2-02	OSS Interface Availability - Prime - EDI	-	-	-				
	PO-2-02	OSS Interface Availability - Prime - CORBA	-	-					
	PO-2-02	OSS Interface Availability - Prime - Web GUI	-	-	-				
ORDERING									
2		% On Time Ordering Notification	-	-	-	-	\$0	\$0	\$0
	OR-1-02	% On Time LSRC -Flow Through	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - 2Wdig-UNE/Rsl				-			
	OR-1-04	%OT LSRC - No Facility Check - 2W xDSL Loops				-			
	OR-1-04	%OT LSRC - No Facility Check - Ln Share/Split				-			
	OR-1-12	% On Time FOC					-		
	OR-1-13	% On Time Design Layout Record					-		
	OR-1-19	% OT Resp. -Req. for Inbound Aug. (<=192)					-		
	OR-2-04	%OT LSR Rej - No Facility Check - 2Wdig-UNE/Rsl				-			
	OR-2-04	%OT LSR Rej - No Facility Check - 2W xDSL Loops				-			
	OR-2-04	%OT LSR Rej - No Facility Check - Ln Share/Split				-			
	OR-4-16	% On Time PCN - 1 Bus. Day	-	-	-				
	OR-1-04	%OT LSRC - No Facility Check - All Spcls-UNE/Rsl					-		
	OR-1-06	%OT LSRC/ASRC - Facility Check - All Spcls-UNE/Rsl					-		
	OR-2-04	%OT LSR Rej - No Facility Check - UNE/Resale					-		
	OR-2-06	%OT LSR/ASR Rej - Facility Check - UNE/Resale					-		
PROVISIONING									
3		Installation Performance	\$29,010	\$19,893	\$8,780	\$51,702	\$0	\$0	\$109,385
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	5,802		-				
	PR-4-02	Average Delay Days - Total	-	-	-				
	PR-4-02	Average Delay Days - Total - 2W Digital				-			
	PR-4-02	Average Delay Days - Total - 2W xDSL Loop				-			
	PR-4-02	Average Delay Days -Total -Line Share/Split				-			
	PR-4-04	Missed Appointments -Dispatch	-	-	-				
	PR-4-04	Missed Appts - Disp - 2W Digital UNE/Resale				-			
	PR-4-04	Missed Appts - Disp - Line Share/Split				-			
	PR-4-05	Missed Appointments - No Dispatch	23,208		8,780				
	PR-4-05	% Missed Appt -No Disp -2W Digital -UNE/Resale				-			
	PR-4-05	% Missed Appt -No Disp -Line Share/Split				-			
	PR-4-14	% Completed On Time - 2W xDSL Loops				20,681			
	PR-4-15	% On Time Provisioning - Trunks				-			
	PR-6-01	Installation Troubles w/in 30 Days	-	19,893	-	-			
	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				31,021			
	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					-		
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale					-		
	PR-4-01	% Missed Appointment - FP - Total - EEL					-		
	PR-4-02	Average Delay Days - Total - EEL					-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL					-		
	PR-4-01	% Missed Appointment - FP - Total - IOF					-		
	PR-4-02	Average Delay Days - IOF					-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF					-		
4	PR-4-07	% On Time Performance - LNP					\$0		\$0
5		Hot Cut Performance		-					\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-					
MAINTENANCE									
6		Maintenance Performance	\$ -	\$0	\$0	\$12,954	\$0	\$0	\$12,954
	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 Digtl-UNE/Resale				-			
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-			
	MR-3-01	% Missed Repair Appoint -Loop -Line Share/Split				-			
	MR-3-02	% Missed Repair Appointment -CO -2W xDSL Loops				-			
	MR-4-03	Mean Time To Repair -CO -2W xDSL Loops				-			
	MR-4-04	% Cleared(all trbls) w/in 24hrs-2W Dig-UNE/Resale				-			
	MR-4-04	% Cleared (all trbls) w/in 24hrs-2W xDSL Loops				-			
	MR-4-04	% Cleared (all troubles) w/in 24 Hours -Line Share/Split				-			
	MR-4-08	Out of Service >24Hrs. - Bus.	-		-				
	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				12,954			
	MR-5-01	% Repeat Reports w/in 30 Days -Line Share/Split				-			
	MR-4-01	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-01	Mean Time to Repair - DS1 & DS3 -UNE/Resale					-		
	MR-4-06	% Out of Service>4 Hrs - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-08	%Out of Service>24 Hrs - nonDS0 & DS0 -UNE/Resale					-		
	MR-4-06	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale					-		
	MR-4-08	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale					-		
	MR-5-01	% Repeat Reports w/in 30 days -Specials -UNE/Resale					-		
NETWORK PERFORMANCE									
7	NP-1-04	Final Trunk Groups Blocked					\$0		\$0
8		Collocation						\$0	\$0
	NP-2-01/2	% OT Response to Request for Collocation - Total						-	
	NP-2-05/6	% On Time - Physical Collocation - Total						-	
	NP-2-07/8	Average Delay Days - Total						-	
RESOLUTION PROCESS									
9		Resolution Process						\$10,376	\$10,376
	OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days						-	
	OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days						-	
	BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days						-	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.						10,376	
Month Total			\$29,010	\$19,893	\$8,780	\$64,657	\$0	\$0	\$10,376
									\$132,716

Under the Plan, -1 performance scores are subject to further adjustment.

Fair Point New Hampshire

FINAL

Oct-2011

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.0	1	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	1	0	20
NP-2-07/8	Average Delay Days - Total	NA	0	0	10
					35

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	0	0	0
OR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	0	0	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business D	94.97	5,085	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	39.29	2,464	-2	20
				22

Performance Report for Critical Measures - Specials

OR	Ordering	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
OR-1-04-1200	% OT LSRC -No Facil Ck(Elec.-No FT) -All Specials -UNE/Resale	NA	NA	NA	0
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/Resale	100.00	20	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	100.00	29	0	5
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	100.00	15	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	2	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	15.06	0.00	166	22	8.11	5.00	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	0.00	NA	1	1.00	SS	5
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	3.76	NA	25	NA	5.21	NA	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	7.14	0.00	168	23	5.73	5.00	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	1.79	0.00	168	23	2.94	5.00	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	1.01	7.14	199	28	2.01	-1.44	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	22.62	8.70	168	23	9.30	1.96	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	15.06	NA	166	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	3.76	NA	25	NA	5.21	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	21.08	0.00	166	0	0.00	SS	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	0.00	NA	0	NA		NA	0

MR	Maintenance & Repair							
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	15.80	3.52	30	4	19.76	19.41	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	8.02	10.26	306	100	9.72	3.13	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	69.23	50.00	13	4	26.39	SS	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	7.69	0.00	13	4	15.24	SS	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	25.89	32.41	336	108	4.85	-1.19	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.

Fair Point New Hampshire Performance Assurance Plan Report FINAL Special Provisions Report

Special Provision - UNE Ordering

Oct-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	95.93	540	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	100.00	452	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

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

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

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2011	63.20	375	237	AUG-2011	78.63	117	92
SEP-2011	80.10	201	161	SEP-2011	80.10	201	161
OCT-2011	63.09	317	200	OCT-2011	75.90	83	63
Overall	66.97	893	598	Overall	78.80	401	316

Market Adjustment *	Calculated Quarterly
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2011	88.05	452	398	AUG-2011	93.03	287	267
SEP-2011	98.41	251	247	SEP-2011	98.41	251	247
OCT-2011	83.58	335	280	OCT-2011	91.57	178	163
Overall	89.11	1,038	925	Overall	94.55	716	677

Market Adjustment *	\$ -
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OR-5-01-3121 % Flow-Through Total-UNE Other				OR-5-03-3121 % Flow-Through Achieved-UNE Other			
Month	%	Observations		Month	%	Observations	
		Gross #	Flow-thru			Gross #	Flow-thru
AUG-2011	82.90	1,047	868	AUG-2011	86.87	396	344
SEP-2011	90.85	164	149	SEP-2011	90.85	164	149
OCT-2011	100.00	99	99	OCT-2011	100.00	99	99
Overall	85.19	1,310	1,116	Overall	89.83	659	592

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

Special Provision - Hot Cut - Loop Performance

		Current Month	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	9	100.00	20
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	39	0.00	86
PR-6-02-3523	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut	NA		NA	
PR-6-02-3525	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut	NA		NA	
		Performance	Observations	Performance	Observations
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	NA		NA	
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC-FP	16.27	152	18.11	166
		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.

Fair Point New Hampshire FINAL

Change Control Assurance Plan

Oct-2011

	% 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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Total Market Adjustment		\$	-
UNE Platform allocation	31.43%	\$	-
UNE Loop allocation	47.14%	\$	-
Resale allocation	7.14%	\$	-
DSL allocation	14.29%	\$	-

Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary FINAL

Oct-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.271	\$ 50,209	
Unbundled Network Elements - Loop	-0.141	\$ -	
Resale	-0.375	\$ 23,423	
Digital Subscriber Lines	-0.469	\$ 70,869	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 144,501
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ -	
3 Installation Performance		\$ 109,385	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 12,954	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 10,376	
Critical Measure Total			\$ 132,716
Individual Rule Payments:			\$ 358
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 277,574

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