

Fair Point New Hampshire

FINAL

UNE Platform

Nov-2011

Performance Assurance Plan Report

PO		Pre-Ordering	Performance		Observations		Perf.		Wgt.		Domain Clustering			
			FP	CLEC		CLEC	Diff.	Score		Score	Review			
PO-1-01-6020	Customer Service Record - EDI	NA	47.38		158		47.3797	NA	0	NA	0.000			
PO-1-03-6020	Address Validation - EDI	NA	45.38		61		45.3770	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	46.54		13		46.5385	NA	0	NA	0.000			
PO-1-03-6050	Address Validation - Web GUI	NA	NA		NA			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		96.77		186			0	10	0.000	0.000			
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		42			0	5	0.000	0.000			
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.48		1,684			0	5	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day		94.72		1,668			0	5	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day		98.03		1,679			0	5	0.000	0.000			
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		85.33		75			-2	5	-0.042	-0.098			
OR-6-03-3140	% Accuracy - LSRC - Platform		0.00		100			0	5	0.000	0.000			
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		100.00		89			0	5	0.000	0.000			
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		7			0	2	0.000	0.000			
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		98.63		146			0	2	0.000	0.000			
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		100.00		6			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	63.93	60.38	524	53		6.92	-0.6681	0	5	0.000	0.000		
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	2.40	3.35	5,175	179		1.16	-0.6197	0	20	0.000	0.000		
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	21.44	14.29	984	14		11.05	0.9758	0	10	0.000	0.000		
PR-4-02-3100	Average Delay Days - Total - POTS	3.25	2.57	335	21	5.44	1.22	0.4427	0	15	0.000	0.000		
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.61	0.00	984	14		2.10	5.0000	0	5	0.000	0.000		
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.10	0.00	984	14		0.86	5.0000	0	5	0.000	0.000		
PR-6-01-3140	% Installation Troubles within 30 days - Platform	7.48	2.83	1,737	106		2.63	2.2171	0	10	0.000	0.000		
MR		Maintenance & Repair		Performance FP	CLEC	Observations FP	CLEC	FP Std Deviation	Sampling Error	Diff.	Perf. Score	wgt.	Wgt. Score	
MR-1-01-6050	Average Response Time - Create Trouble	2.46	7.36		2,799					4.8963	-1	2	-0.008	-0.010
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	127.06		795					127.0629	NA	0	NA	0.000
Stat. Score														
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	37.44	34.29	617	105		5.11	0.7247	0	10	0.000	0.000		
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	18.99	25.00	79	12		12.15	-0.1576	0	10	0.000	0.000		
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	20.97	22.00	617	105	26.33	2.78	-0.4070	0	5	0.000	0.000		
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	18.00	8.69	79	12	35.05	10.86	0.8574	0	5	0.000	0.000		
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	78.11	79.41	466	34		7.35	-0.0733	0	5	0.000	0.000		
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	56.01	38.24	466	34		8.82	2.1877	0	5	0.000	0.000		
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	30.90	8.82	466	34		8.21	3.2434	0	5	0.000	0.000		
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	27.71	32.89	4,070	76		5.18	-0.8739	0	10	0.000	0.000		
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	13.18	25.00	220	4		17.07	SS	NA	10	NA	0.000		
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	43.56	44.50	4,070	76	41.08	4.76	-0.2749	0	5	0.000	0.000		
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	21.55	24.13	220	4	35.47	17.89	SS	NA	5	NA	0.000		
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	91.68	81.48	2,898	27		5.34	2.0172	0	5	0.000	0.000		
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	82.88	81.48	2,898	27		7.28	0.4928	0	5	0.000	0.000		
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	59.90	59.26	2,898	27		9.48	0.2765	0	5	0.000	0.000		
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.45	10.66	4,986	197		2.40	0.8540	0	10	0.000	0.000		
BI		Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.98		117,434,831				0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-3	238	-0.050			

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

Nov-2011

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	47.38		158	47.3797	NA	0	NA	0.000		
PO-1-03-6020 Address Validation -EDI				NA	45.38		61	45.3770	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	46.54		13	46.5385	NA	0	NA	0.000		
PO-1-03-6050 Address Validation - Web GUI				NA	NA		NA		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					94.77		1,625		0	10	0.000	0.000		
OR-2-02-3331 % On Time LSR Reject - Flow Thru - Loop/Pre-Qual					100.00		213		0	5	0.000	0.000		
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent					0.48		1,684		0	2	0.000	0.000		
OR-4-16-1000 % On Time PCN - 1 Business Day					94.72		1,668		0	2	0.000	0.000		
OR-4-17-1000 % On Time BCN - 2 Business Day					98.03		1,679		0	2	0.000	0.000		
OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop					96.65		209		0	5	0.000	0.000		
OR-6-03-3331 % Accuracy - LSRC - Loop					5.01		499		0	5	0.000	0.000		
OR-1-04-3331 % OT LSRC - No Facility Check - Loop/LNP					95.45		396		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		341		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				3.25	2.57	335	21	5.44	1.22	0.4427	0	5	0.000	0.000
PR-4-04-3113 % Missed Appointment - FP - Dispatch - Loop-New				21.33	17.86	886	56		5.64	0.7751	0	20	0.000	0.000
PR-5-01-3112 % Missed Appointment - Facilities - Loop				0.61	1.79	984	56		1.07	-0.4621	0	5	0.000	0.000
PR-5-02-3112 % Orders Held for Facilities > 15 days - Loop				0.10	0.00	984	56		0.44	5.0000	0	5	0.000	0.000
PR-6-01-3113 % Installation Troubles within 30 days - Loop New				4.32	8.39	1,110	143		1.81	-1.8372	-2	10	-0.118	-0.154
PR-6-02-3520 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut					0.00		49				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		16				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				2.46	7.36		2,799			4.8963	-1	2	-0.012	-0.019
										Stat. Score				
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop				29.00	33.33	4,687	216		3.16	-1.2888	-1	10	-0.059	-0.096
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop				40.37	17.70	4,687	216	40.26	2.80	5.0000	0	5	0.000	0.000
MR-4-07-3112 % Out of Service > 12 Hours - Loop				79.14	25.88	3,246	85		4.46	5.0000	0	5	0.000	0.000
MR-4-08-3112 % Out of Service > 24 Hours - Loop				55.91	20.00	3,246	85		5.46	5.0000	0	5	0.000	0.000
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop				12.45	14.29	4,986	224		2.26	-0.7183	0	10	0.000	0.000
MR-3-02-3112 % Missed Repair Appointments - CO - Loop				9.09	25.00	33	8		11.33	-0.6856	0	10	0.000	0.000
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop				14.38	6.73	33	8	27.75	10.94	0.6268	0	5	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-4	170	-0.188	

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

Nov-2011

PO		Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	47.38		158	47.3797	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	45.38		61	45.3770	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	46.54		13	46.5385	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	NA		NA		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	100.00		11			0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex	100.00		4			0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent	0.48		1,684			0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day	94.72		1,668			0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day	98.03		1,679			0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS	54.55		22			-2	10	-0.085	-0.169		
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	100.00		14			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		4			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	63.93	80.00	524	10		15.33	0.6969	0	5	0.000	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	2.40	15.69	5,175	51		2.15	-3.9819	-2	20	-0.169	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	21.44	33.33	984	12		11.92	-0.6800	0	10	0.000	0.000
PR-4-02-2100	Average Delay Days - Total - POTS	3.25	5.31	335	13	5.44	1.54	-1.2646	-1	15	-0.064	-0.100
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.61	25.00	984	12		2.26	-3.6994	-2	5	-0.042	-0.067
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.10	0.00	984	12		0.93	5.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	7.48	5.13	1,737	78		3.05	1.0041	0	15	0.000	0.000
MR Maintenance & Repair		Diff.										
MR-1-01-6050	Average Response Time - Create Trouble	2.46	7.36		2,799			4.8963	-1	2	-0.008	-0.011
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	127.06		795			127.0629	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	37.44	36.84	617	38		8.09	0.2338	0	10	0.000	0.000
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	18.52	50.00	81	6		16.44	-1.2811	-1	10	-0.042	-0.057
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	20.97	21.88	617	38	26.33	4.40	-0.2853	0	5	0.000	0.000
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	18.00	26.30	79	6	35.05	14.84	-0.6508	0	5	0.000	0.000
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	78.11	33.33	466	9		13.92	3.2213	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	56.01	22.22	466	9		16.70	2.4068	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	30.90	11.11	466	9		15.55	1.7934	0	5	0.000	0.000
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	27.71	27.27	4,070	11		13.51	0.3205	0	10	0.000	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	13.18	NA	220	NA			NA	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	43.56	50.74	4,070	11	41.08	12.40	-0.6954	0	5	0.000	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	21.55	NA	220	NA	35.47		NA	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	91.68	100.00	2,898	5		12.36	SS	NA	5	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	82.88	100.00	2,898	5		16.86	SS	NA	5	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	59.90	80.00	2,898	5		21.94	SS	NA	5	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.45	10.91	4,986	55		4.48	0.5136	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		99.98		117,434,831				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-9	236	-0.411	

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

Nov-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	42.38		66	42.3788	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	59.14		7	59.1429	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		80.77		26		-2	2	-0.029	-0.222			
PO-8-02-6000	% On Time - Engineering Record Request		NA				0	0	0.000	0.000			
OR Ordering													
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale	100.00			2		0	2	0.000	0.000			
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale	100.00			2		0	2	0.000	0.000			
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale	NA			NA		NA	0	0.000	0.000			
OR-2-06-1341	% OT LSR/ASR Rej - Facility Check - 2W Digital -UNE/Resale	NA			NA		NA	0	0.000	0.000			
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops	91.30			23		-1	5	-0.036	-0.147			
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			14		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	0.48			1,684		0	2	0.000	0.000			
OR-4-16-1000	% On Time PCN - 1 Business Day	94.72			1,668		0	2	0.000	0.000			
OR-4-17-1000	% On Time BCN - 2 Business Day	98.03			1,679		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	20.71	7.00	7	1	23.68	25.31	SS	NA	2	0.000	0.000	
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	71.43	100.00	7	1		48.29	SS	NA	2	0.000	0.000	
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	50.00	NA	4	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	30	NA			NA	NA	0	0.000	0.000	
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	45.45	0.00	11	1		52.01	SS	0	2	0.000	0.000	
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		96.97		33				0	10	0.000	0.000	
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	2.00	3.91	1	11	0.00		SS	NA	10	0.000	0.000	
PR-4-14-3342	% Completed On Time -2W xDSL Loops		79.17		48				-2	10	-0.146	-0.179	
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	4.32	30.77	1,110	65		2.60	-5.0000	-2	15	-0.219	-0.268	
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	33.33	6.00	6	50		20.37	2.4777	0	5	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA				NA	0	0.000	0.000	
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA			0.000	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	2.46	7.36		2,799			4.8963	-1	2	-0.015	-0.018	
Stat. Score													
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	0.00	20.00	2	5		0.00	SS	NA	2	0.000	0.000	
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA			NA	NA	0	0.000	0.000	
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	19.84	36.15	1	5	0.00		SS	NA	2	0.000	0.000	
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	15.39	NA	2	NA	17.36		NA	NA	0	0.000	0.000	
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	66.67	60.00	3	5		34.43	SS	NA	2	0.000	0.000	
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	NA	NA	NA	NA			NA	NA	0	0.000	0.000	
MR-5-01-1341	% Repeat Reports w/in 30 Days -2w Digital -UNE/Resale	0.00	20.00	3	5		0.00	SS	NA	2	0.000	0.000	
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	29.00	51.67	4,687	60		5.90	-3.5314	-2	5	-0.073	-0.091	
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	9.09	0.00	33	10		10.38	5.0000	0	5	0.000	0.000	
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	40.37	16.71	4,687	60	40.26	5.23	5.0000	0	5	0.000	0.000	
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	14.38	3.47	33	10	27.75	10.02	1.4524	0	5	0.000	0.000	
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	6.39	87.14	548	70		3.10	5.0000	0	5	0.000	0.000	
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	79.14	25.00	3,246	4		20.33	SS	NA	10	0.000	0.000	
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.46	21.43	4,985	70		3.97	-1.9572	-2	10	-0.146	-0.182	
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	-12	137	-0.664		

"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

FINAL

TRUNKS

Nov-2011

Performance Assurance Plan Report

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			2			0	5	0.000		
OR-1-13-5000	% On Time Design Layout Record	100.00			1			0	10	0.000		
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=	NA			NA			NA	0	0.000		
OR-2-12-5020	% On TimeTrunk ASR Reject	100.00			9			0	5	0.000		
PR		Provisioning		FP								
PR-4-07-3540	% On Time Performance - LNP only		97.69		1,081			0	20	0.000		
PR-4-15-5000	% On Time Provisioning - Trunks		100.00		2			0	20	0.000		
PR-5-01-5000	% Missed Appointment - Facilities	NA	0.00	NA	2		2.00	SS	0	5	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	0.00	NA	2		2.00	SS	0	5	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	0.00	NA	3		3.00	SS	0	10	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	0.00	0.00	0	2		2.00	SS	0	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	100	0.000

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

Fair Point New Hampshire		FINAL					Nov-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	-	-	-	40,041	\$0	\$0	\$40,041
	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				40,041			
	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	\$0	\$19,893	\$13,719	\$54,354	\$0	\$0	\$87,965
	PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-		-				
	PR-4-02	Average Delay Days - Total	-	-	4,939				
	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	-		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				21,741			
	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				32,612			
	PR-6-01	% Install Trbls w/in 30 Days -Line Share/Split				-			
	PR-4-01	% Missed Appointment -FP -DSO -UNE/Resale					-		
	PR-4-01	% Missed Appointment -FP -DS1 -UNE/Resale					-		
	PR-4-01	% Missed Appointment -FP -DS3 -UNE/Resale					-		
	PR-4-01	% Missed Appointment -FP -Other -UNE/Resale					-		
	PR-4-02	Average Delay Days - Total -UNE/Resale					-		
	PR-5-01	% Missed Appointment - Facilities -UNE/Resale					-		
	PR-5-02	% Orders Held for Facilities > 15 days -UNE/Resale					-		
	PR-6-01	% Installation Troubles within 30 days -UNE/Resale					-		
	PR-8-01	% Open Orders in Hold Status>30 Days-UNE/Resale					-		
	PR-4-01	% Missed Appointment - FP - Total - EEL					-		
	PR-4-02	Average Delay Days - Total - EEL					-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -EEL					-		
	PR-4-01	% Missed Appointment - FP - Total - IOF					-		
	PR-4-02	Average Delay Days - IOF					-		
	PR-8-01	% Open Orders in a Hold Status >30 Days -IOF					-		
4	PR-4-07	% On Time Performance - LNP					\$0		\$0
5		Hot Cut Performance		-					\$0
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-					
	PR-6-02	% Installatn Trbls w/in 7 days-Loop-Batch Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Basic Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Lg Job Hot Cut		-					
	PR-9-01	% On Time Performance-Loop-Batch Hot Cut		-					
MAINTENANCE									
6		Maintenance Performance	\$ -	\$20,887	\$0	\$35,330	\$0	\$0	\$56,217
	MR-3-01	Missed Repair Appointments - Loop - Bus.	-		-				
	MR-3-01	Missed Repair Appointments - Loop - Res.	-		-				
	MR-3-01	Missed Repair Appointments - Loop		20,887					
	MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-			
	MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				11,777			
	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				23,553			
	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						\$11,414	\$11,414
	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						1,038	
	BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.						10,376	
Month Total			\$0	\$40,780	\$13,719	\$129,724	\$0	\$0	\$195,637

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

Fair Point New Hampshire

FINAL

Nov-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	2	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	100.0	2	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.
DR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-1000 % PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business Days	88.44	4,281	-2	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	42.53	5,700	-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/R	100.00	2	0	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	22	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	88.89	9	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score		
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	16.67	NA	6	NA		NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	12.20	8.70	205	23	7.20	0.81	5
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	NA	33.33	NA	3	3.00	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	8.12	26.67	26	3	11.71	16.65	5
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	1.42	3.85	211	26	2.46	-0.32	20
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	1.42	0.00	211	26	2.46	5.00	20
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	1.54	0.00	195	29	2.45	5.00	10
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	20.38	7.69	211	26	8.37	1.98	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	12.20	NA	205	NA		NA	0
PR-4-02-3510	Average Delay Days - Total - EEL	8.36	NA	25	NA	11.88	NA	0
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	19.51	0.00	205	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	13.95	5.51	33	3	17.93	20.89	5
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	10.25	8.40	309	102	17.18	3.46	5
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	NA	NA	NA	NA		NA	0
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	85.71	100.00	7	1		37.41	5
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	57.14	0.00	7	1		52.90	5
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	23.10	16.67	342	108		4.65	10
"NA" - no activity "UD" - under development "SS" - Small Sample								Total
								127

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

Nov-2011

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	96.29	485	\$ -
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	NA	-	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	99.59	487	\$ -
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
SEP-2011	80.10	201	161	SEP-2011	80.10	201	161
OCT-2011	63.09	317	200	OCT-2011	75.90	83	63
NOV-2011	56.73	342	194	NOV-2011	85.33	75	64
Overall	64.53	860	555	Overall	80.22	359	288

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
SEP-2011	98.41	251	247	SEP-2011	98.41	251	247
OCT-2011	83.58	335	280	OCT-2011	91.57	178	163
NOV-2011	86.31	409	353	NOV-2011	96.65	209	202
Overall	88.44	995	880	Overall	95.92	638	612

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
SEP-2011	90.85	164	149	SEP-2011	90.85	164	149
OCT-2011	100.00	99	99	OCT-2011	100.00	99	99
NOV-2011	100.00	100	100	NOV-2011	100.00	100	100
Overall	95.87	363	348	Overall	95.87	363	348

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	16	100.00	9
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	49	0.00	39
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	19.67	150	16.27	152
		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**

Nov-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

Nov-2011

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.050	\$ -	
Unbundled Network Elements - Loop	-0.188	\$ -	
Resale	-0.411	\$ 28,227	
Digital Subscriber Lines	-0.664	\$ 109,306	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 137,534
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 40,041	
3 Installation Performance		\$ 87,965	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 56,217	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ 11,414	
Critical Measure Total			\$ 195,637
Individual Rule Payments:			\$ 2,516
SPECIAL PROVISIONS			
UNE Ordering		\$ -	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ -
CHANGE CONTROL			\$ -
Grand Total			\$ 335,686

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