



NHPUC 31JAN20AM9:38

770 Elm St., Manchester, NH 03101 | consolidated.com | NASDAQ: CNSL

January 28, 2020

**VIA FedEx and E filing**

Ms. Debra A. Howland  
Executive Director and Secretary  
New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, New Hampshire 03301

**Re: Docket No. DT 11-061; Consolidated Communications of Northern New England Company, LLC Wholesale Performance Plan**

Dear Ms. Howland:

Consolidated Communications of Northern New England Company LLC hereby files a copy of the December 2019 aggregate Wholesale Performance Plan (WPP) report.

An electronic copy of the aggregate report will be filed today via the Commission's Electronic Report Filing system.

CLEC-specific WPP reports are available to requesting CLECs in electronic format via Consolidated Communications' wholesale web portal within 28 days of the end of each month or the next business day thereafter if the 28<sup>th</sup> is a weekend or holiday.

Please contact me with any questions or concern.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sarah Davis', written over a light blue horizontal line.

Sarah Davis  
Senior Director Government Relations  
Consolidated Communications  
207.535.4188

2020 JAN 29 10:11 AM

|     | Month       | CLEC Id   | Metric Id     | Metric Title                                                                                 | Product                                         | Performance Standard                                            | Eligible/Diagnostic | FRP Num | FRP Den | CLEC Num | CLEC Den | FRP Perf. | CLEC Perf. | Z Score | Met Miss Ss | Qual'd Miss | Escalation Level | \$ Miss            | \$ Credit |
|-----|-------------|-----------|---------------|----------------------------------------------------------------------------------------------|-------------------------------------------------|-----------------------------------------------------------------|---------------------|---------|---------|----------|----------|-----------|------------|---------|-------------|-------------|------------------|--------------------|-----------|
| NNE | 01-DEC-2019 | Aggregate | PO-1-01-6040  | Average Response Time - CSR                                                                  | XML                                             | <= 4.5 Seconds                                                  | ELIGIBLE            | NA      | NA      | 112.00   | 31.00    | NA        | 3.61       | NA      | MET         | 0           | 1.00             | 5                  | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-1-01-6050  | Average Response Time - CSR                                                                  | WEB GUI                                         | <= 6.5 Seconds                                                  | ELIGIBLE            | NA      | NA      | 589.00   | 198.00   | NA        | 2.97       | NA      | MET         | 0           | 1.00             | 5                  | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-1-03-6040  | Average Response Time - Address Validation                                                   | XML                                             | <= 4.5 Seconds                                                  | ELIGIBLE            | NA      | NA      | 444.00   | 161.00   | NA        | 2.76       | NA      | MET         | 0           | 1.00             | 5                  | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-1-03-6050  | Average Response Time - Address Validation                                                   | WEB GUI                                         | <= 7.5 Seconds                                                  | ELIGIBLE            | NA      | NA      | 1378.00  | 501.00   | NA        | 2.75       | NA      | MET         | 0           | 1.00             | 5                  | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-1-05-6040  | Average Response Time - TN Availability and Reservation                                      | XML                                             | <= 4.5 Seconds                                                  | DIAGNOSTIC          | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | NA          | NA               | NA                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-1-05-6050  | Average Response Time - TN Availability and Reservation                                      | WEB GUI                                         | <= 7.5 Seconds                                                  | DIAGNOSTIC          | NA      | NA      | 508.00   | 46.00    | NA        | 11.04      | NA      | NA          | NA          | NA               | NA                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-1-06-6040  | Average Response Time - Mech. Loop Qualification                                             | XML                                             | <= 4.5 Seconds                                                  | ELIGIBLE            | NA      | NA      | 1237.00  | 259.00   | NA        | 4.78       | NA      | MISS        | 51          | 1.00             | 5                  | 5.00      |
| NNE | 01-DEC-2019 | Aggregate | PO-1-06-6050  | Average Response Time - Mech. Loop Qualification                                             | WEB GUI                                         | <= 6.5 Seconds                                                  | ELIGIBLE            | NA      | NA      | 199.00   | 45.00    | NA        | 4.42       | NA      | MET         | 0           | 1.00             | 5                  | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-1-07-6040  | Average Response Time - Rejected Query                                                       | XML                                             | <= 4.5 Seconds                                                  | DIAGNOSTIC          | NA      | NA      | 9.00     | 8.00     | NA        | 1.13       | NA      | NA          | NA          | NA               | NA                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-1-07-6050  | Average Response Time - Rejected Query                                                       | WEB GUI                                         | <= 7.5 Seconds                                                  | DIAGNOSTIC          | NA      | NA      | 96.00    | 38.00    | NA        | 2.53       | NA      | NA          | NA          | NA               | NA                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-1-08-6040  | % Timeouts                                                                                   | XML                                             | <= 0.33%                                                        | ELIGIBLE            | NA      | NA      | 117.00   | 2286.00  | NA        | 5.12       | NA      | MISS        | 112         | 4.00             | 5                  | 960.00    |
| NNE | 01-DEC-2019 | Aggregate | PO-1-08-6050  | % Timeouts                                                                                   | WEB GUI                                         | <= 0.33%                                                        | ELIGIBLE            | NA      | NA      | 18.00    | 846.00   | NA        | 2.13       | NA      | MISS        | 17          | 5.00             | 5                  | 275.00    |
| NNE | 01-DEC-2019 | Aggregate | PO-1-09-6040  | Average Response Time - Parsed CSR                                                           | XML                                             | <= 4.5 Seconds                                                  | DIAGNOSTIC          | NA      | NA      | 6069.00  | 1710.00  | NA        | 3.55       | NA      | NA          | NA          | NA               | NA                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-2-02-6000  | OSS Interface Availability - Prime Time                                                      | VFO                                             | >= 99.5%                                                        | ELIGIBLE            | NA      | NA      | 22680.00 | 22680.00 | NA        | 100.00     | NA      | MET         | 0           | 1.00             | Severity Dependent | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-3-02-1000  | % Answered within 30 Seconds - Ordering                                                      | Resale and UNE                                  | >= 80%                                                          | DIAGNOSTIC          | NA      | NA      | 475.00   | 514.00   | NA        | 92.41      | NA      | NA          | NA          | NA               | NA                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-3-04-1000  | % Answered within 30 Seconds - Repair                                                        | Resale and UNE                                  | >= 80%                                                          | DIAGNOSTIC          | NA      | NA      | 8119.00  | 9517.00  | NA        | 85.31      | NA      | NA          | NA          | NA               | NA                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-4-01-6660  | % Change Management Notices Sent on Time                                                     | Change Notices (types 3, 4 and 5)               | >= 95%                                                          | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | Severity Dependent | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-4-01-6671  | % Change Management Notices Sent on Time                                                     | Change Notices (types 1 and 2)                  | >= 95%                                                          | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | Severity Dependent | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-4-02-6600  | Change Management Notices - Delay 1 to 7 Days                                                | Change Notices all types                        | No Standard                                                     | DIAGNOSTIC          | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | NA          | NA               | NA                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-4-03-6600  | Change Management Notices - Delay >= 8 Days                                                  | Change Notices all types                        | 0 (zero) Notices >= 8 Days                                      | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | Severity Dependent | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-5-01-6500  | % On Time Notice of OSS Interface Outage                                                     | OSS Interface Outage Notifications              | >= 95% within 20 Minutes of Outage                              | DIAGNOSTIC          | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | NA          | NA               | NA                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-6-01-6000  | Software Validation                                                                          | VFO                                             | <= 5% Failed Transactions                                       | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | Severity Dependent | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-7-01-6000  | % Production Software Referrals Resolved On Time                                             | VFO                                             | >= 95% within 48 Hours/10 Business Days                         | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | Severity Dependent | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-7-02-6000  | Delay Hours - Production Software Resolution - Change - Transactions Failed - No Workaround  | VFO                                             | 0 (zero) production resolution changes > 48 Hours               | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | Severity Dependent | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-7-03-6000  | Delay Days - Production Software Resolution - Change - Transactions Failed - With Workaround | VFO                                             | 0 (zero) production resolution changes > 10 Business Days       | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | Severity Dependent | 0         |
| NNE | 01-DEC-2019 | Aggregate | PO-7-04-6000  | Delay Hours - Failed/Rejected Test Deck Transactions - Transactions Failed - No Workaround   | VFO                                             | 0 (zero) failed/rejected test deck transactions > 48 Hours      | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | Severity Dependent | 0         |
| NH  | 01-DEC-2019 | Aggregate | PO-8-01-6100  | % On Time - Manual Loop Qualification                                                        | Manual Loop Qual Request                        | >= 95% within 48 Hours                                          | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 40                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-02-2000  | % On Time LSRC - Flow-Through                                                                | Resale                                          | >= 95% within 2 Hours                                           | ELIGIBLE            | NA      | NA      | 4.00     | 4.00     | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-02-3332  | % On Time LSRC - Flow-Through                                                                | UNE 2-Wire Loops/LNP                            | >= 95% within 2 Hours                                           | ELIGIBLE            | NA      | NA      | 498.00   | 504.00   | NA        | 98.81      | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-04-2000  | % On Time LSRC - No Facility Check (Non-Flow-Through)                                        | Resale                                          | >= 95% within 24 Hours                                          | ELIGIBLE            | NA      | NA      | 3.00     | 3.00     | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-04-3331  | % On Time LSRC - No Facility Check (Non-Flow-Through)                                        | UNE 2-Wire Analog Loop/LNP                      | >= 95% within 24 Hours                                          | ELIGIBLE            | NA      | NA      | 55.00    | 57.00    | NA        | 96.49      | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-04-3343  | % On Time LSRC - No Facility Check (Non-Flow-Through)                                        | UNE 2-Wire Digital and xDSL Loops               | >= 95% within 24 Hours                                          | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-06-2000  | % On Time LSRC/ASRC - Facility Check (Non-Flow-Through)                                      | Resale                                          | >= 95% within 72 Hours                                          | ELIGIBLE            | NA      | NA      | 3.00     | 3.00     | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-06-3200  | % On Time LSRC/ASRC - Facility Check (Non-Flow-Through)                                      | UNE Specials                                    | >= 95% within 5 Business Days                                   | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 56                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-06-3331  | % On Time LSRC/ASRC - Facility Check (Non-Flow-Through)                                      | UNE 2-Wire Analog Loop/LNP                      | >= 95% within 72 Hours                                          | ELIGIBLE            | NA      | NA      | 5.00     | 6.00     | NA        | 83.33      | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-06-3343  | % On Time LSRC/ASRC - Facility Check (Non-Flow-Through)                                      | UNE 2-Wire Digital and xDSL Loops               | >= 95% within 72 Hours                                          | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-12-5020  | % On Time ASRC                                                                               | CLEC Trunks (<= 192 Forecasted)                 | >= 95% within 10 Business Days                                  | ELIGIBLE            | NA      | NA      | 3.00     | 3.00     | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 56                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-12-5030  | % On Time ASRC                                                                               | CLEC Trunks (> 192, Unforecasted, and Projects) | >= 95% within Negotiated Interval                               | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 56                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-1-13-5000  | % On Time Design Layout Record (DLR)                                                         | CLEC Trunks                                     | >= 95% On or Before DLRD                                        | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 56                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-02-2000  | % On Time LSR Reject (Flow-Through)                                                          | Resale                                          | >= 95% within 2 Hours                                           | ELIGIBLE            | NA      | NA      | 12.00    | 12.00    | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-02-3332  | % On Time LSR Reject (Flow-Through)                                                          | UNE 2-Wire Loops/LNP                            | >= 95% within 2 Hours                                           | ELIGIBLE            | NA      | NA      | 168.00   | 168.00   | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-04-2000  | % On Time LSR Reject - No Facility Check (Non-Flow-Through)                                  | Resale                                          | >= 95% within 24 Hours                                          | ELIGIBLE            | NA      | NA      | 2.00     | 2.00     | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-04-3331  | % On Time LSR Reject - No Facility Check (Non-Flow-Through)                                  | UNE 2-Wire Analog Loop/LNP                      | >= 95% within 24 Hours                                          | ELIGIBLE            | NA      | NA      | 15.00    | 15.00    | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-04-3343  | % On Time LSR Reject - No Facility Check (Non-Flow-Through)                                  | UNE 2-Wire Digital and xDSL Loops               | >= 95% within 24 Hours                                          | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-06-2000  | % On Time LSR/ASR Reject - Facility Check (Non-Flow-Through)                                 | Resale                                          | >= 95% within 72 Hours                                          | ELIGIBLE            | NA      | NA      | 4.00     | 4.00     | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-06-3200  | % On Time LSR/ASR Reject - Facility Check (Non-Flow-Through)                                 | UNE Specials                                    | >= 95% within 5 Business Days                                   | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 56                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-06-3331  | % On Time LSR/ASR Reject - Facility Check (Non-Flow-Through)                                 | UNE 2-Wire Analog Loop/LNP                      | >= 95% within 72 Hours                                          | ELIGIBLE            | NA      | NA      | 7.00     | 7.00     | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-06-3343  | % On Time LSR/ASR Reject - Facility Check (Non-Flow-Through)                                 | UNE 2-Wire Digital and xDSL Loops               | >= 95% within 72 Hours                                          | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-12-5020  | % On Time Trunk ASR Reject                                                                   | CLEC Trunks (<= 192 Forecasted)                 | >= 95% within 7 Business Days                                   | ELIGIBLE            | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 56                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-2-12-5030  | % On Time Trunk ASR Reject                                                                   | CLEC Trunks (> 192, Unforecasted, and Projects) | >= 95% within Negotiated Interval                               | DIAGNOSTIC          | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-4-11-1000  | % Completed Orders with Neither a PCN nor BCN Sent                                           | Resale and UNE                                  | <= 0.25% within 2 Business Days of Provisioning Completion      | DIAGNOSTIC          | NA      | NA      | 0.00     | 910.00   | NA        | 0.00       | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-4-16-1000  | % Provisioning Completion Notifiers Sent within One Business Day                             | Resale and UNE                                  | >= 95%                                                          | ELIGIBLE            | NA      | NA      | 371.00   | 372.00   | NA        | 99.73      | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-4-17-1000  | % Billing Completion Notifiers Sent On Time                                                  | Resale and UNE                                  | >= 95.5% within 2 or 4 Business Days of Provisioning Completion | ELIGIBLE            | NA      | NA      | 908.00   | 908.00   | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-5-01-2000  | % Flow-Through - Total                                                                       | Resale                                          | No Standard                                                     | DIAGNOSTIC          | NA      | NA      | 4.00     | 10.00    | NA        | 40.00      | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-5-01-3112  | % Flow-Through - Total                                                                       | UNE 2-Wire Analog Loop                          | No Standard                                                     | DIAGNOSTIC          | NA      | NA      | 47.00    | 52.00    | NA        | 90.38      | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-5-01-3121  | % Flow-Through - Total                                                                       | Directory Listings and LNP                      | No Standard                                                     | DIAGNOSTIC          | NA      | NA      | 1027.00  | 1096.00  | NA        | 93.70      | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-5-03-2000  | % Flow-Through - Achieved                                                                    | Resale                                          | >= 95%                                                          | ELIGIBLE            | NA      | NA      | 1.00     | 1.00     | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 35                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-5-03-3112  | % Flow-Through - Achieved                                                                    | UNE 2-Wire Analog Loop                          | >= 95%                                                          | ELIGIBLE            | NA      | NA      | 26.00    | 26.00    | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 35                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-5-03-3121  | % Flow-Through - Achieved                                                                    | Directory Listings and LNP                      | >= 95%                                                          | ELIGIBLE            | NA      | NA      | 679.00   | 697.00   | NA        | 97.42      | NA      | MET         | 6           | 1.00             | 35                 | 210.00    |
| NNE | 01-DEC-2019 | Aggregate | OR-6-01-1001  | % Service Order Accuracy                                                                     | Resale and UNE 2-Wire Loops /LNP                | >= 95% without Errors                                           | ELIGIBLE            | NA      | NA      | 57.00    | 61.00    | NA        | 93.44      | NA      | MISS        | 3           | 1.00             | 56                 | 54.00     |
| NH  | 01-DEC-2019 | Aggregate | OR-6-03-2000  | % Resent LSRC                                                                                | Resale                                          | <= 5% due to Errors                                             | ELIGIBLE            | NA      | NA      | 0.00     | 6.00     | NA        | 0.00       | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-6-03-3332  | % Resent LSRC                                                                                | UNE 2-Wire Loops/LNP                            | <= 5% due to Errors                                             | ELIGIBLE            | NA      | NA      | 0.00     | 69.00    | NA        | 0.00       | NA      | MET         | 0           | 1.00             | 28                 | 0         |
| NNE | 01-DEC-2019 | Aggregate | OR-6-04-1040  | % Accuracy - Directory Listing                                                               | Directory Listings                              | >= 95% without Errors                                           | ELIGIBLE            | NA      | NA      | 2.00     | 4.00     | NA        | 50.00      | NA      | MISS        | 0           | 1.00             | 40                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | OR-11-01-2000 | % On Time Resale Provider Notifications                                                      | Resale                                          | >= 95% within 2 Business Days                                   | ELIGIBLE            | NA      | NA      | 70.00    | 70.00    | NA        | 100.00     | NA      | MET         | 0           | 1.00             | 56                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | PR-1-04-3112  | Average Interval Offered - Dispatch (6 to 9 Lines)                                           | UNE 2-Wire Analog Loop                          | Diagnostic Comparison to Retail POTS                            | DIAGNOSTIC          | 17.00   | 2.00    | 12.00    | 1.00     | 8.50      | 12.00      | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | PR-1-05-3112  | Average Interval Offered - Dispatch (>= 10 Lines)                                            | UNE 2-Wire Analog Loop                          | Diagnostic Comparison to Retail POTS                            | DIAGNOSTIC          | 8.00    | 2.00    | NA       | NA       | 4.00      | NA         | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | PR-1-09-3211  | Average Interval Offered                                                                     | UNE DS1                                         | Parity with Retail DS1                                          | DIAGNOSTIC          | 44.00   | 8.00    | NA       | NA       | 5.50      | NA         | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | PR-1-09-3213  | Average Interval Offered                                                                     | UNE DS3                                         | Parity with Retail DS3                                          | DIAGNOSTIC          | NA      | NA      | NA       | NA       | NA        | NA         | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate | PR-1-09-5020  | Average Interval Offered                                                                     | CLEC Trunks (<= 192 Forecasted)                 | Parity with IXC Feature Group D Trunks                          | DIAGNOSTIC          | 72.00   | 5.00    | NA       | NA       | 14.40     | NA         | NA      | NA          | NA          | NA               | NA                 | 0         |
| NH  | 01-DEC-2019 | Aggregate |               |                                                                                              |                                                 |                                                                 |                     |         |         |          |          |           |            |         |             |             |                  |                    |           |

| State | Month       | CLEC Id   | Metric Id    | Metric Title                                            | Product                                | Performance Standard                                | Eligible/Diagnostic | FRP Num  | FRP Den   | CLEC Num | CLEC Den | FRP Perf. | CLEC Perf. | Z Score | Met Miss Ss | Qual'd Miss | Escalation Level | \$ Miss | \$ Credit |
|-------|-------------|-----------|--------------|---------------------------------------------------------|----------------------------------------|-----------------------------------------------------|---------------------|----------|-----------|----------|----------|-----------|------------|---------|-------------|-------------|------------------|---------|-----------|
| NH    | 01-DEC-2019 | Aggregate | PR-6-01-3113 | % Installation Troubles Reported within 30 Days         | UNE 2-Wire Analog Loop - New           | Parity with Retail POTS - Dispatched                | ELIGIBLE            | 17.00    | 216.00    | 2.00     | 13.00    | 7.87      | 15.38      | -5.000  | MISS        | 1           | 1.00             | 60      | 60.00     |
| NH    | 01-DEC-2019 | Aggregate | PR-6-01-3200 | % Installation Troubles Reported within 30 Days         | UNE Specialists                        | Parity with Retail Specials                         | ELIGIBLE            | NA       | NA        | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 150     | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-6-01-3343 | % Installation Troubles Reported within 30 Days         | UNE 2-Wire Digital and xDSL Loops      | Parity with Retail POTS - Dispatched                | ELIGIBLE            | 44.00    | 216.00    | 0.00     | 1.00     | 20.37     | 0.00       | NA      | SS          | 0           | 1.00             | 60      | 0         |
| NNE   | 01-DEC-2019 | Aggregate | PR-6-01-5000 | % Installation Troubles Reported within 30 Days         | Parity with IXC Feature Group D Trunks | CLEC Trunks                                         | ELIGIBLE            | 0.00     | 9.00      | 0.00     | 3.00     | 0.00      | 0.00       | NA      | MET         | 0           | 1.00             | 150     | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-6-02-3520 | % Installation Troubles Reported within 7 Days          | UNE 2-Wire Analog Loop - Hot Cut       | <= 2%                                               | ELIGIBLE            | NA       | NA        | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-01-2000 | % Open Orders in a Hold Status > 30 Days                | Resale                                 | Parity with Retail POTS                             | ELIGIBLE            | 34.00    | 1220.00   | 0.00     | 16.00    | 2.79      | 0.00       | 5.000   | MET         | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-01-3112 | % Open Orders in a Hold Status > 30 Days                | UNE 2-Wire Analog Loop                 | Parity with Retail POTS                             | ELIGIBLE            | 34.00    | 1220.00   | 0.00     | 6.00     | 2.79      | 0.00       | 5.000   | MET         | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-01-3200 | % Open Orders in a Hold Status > 30 Days                | UNE Specialists                        | Parity with Retail Specials                         | ELIGIBLE            | 4.00     | 12.00     | NA       | NA       | 33.33     | NA         | NA      | NA          | 0           | 1.00             | 150     | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-01-3343 | % Open Orders in a Hold Status > 30 Days                | UNE 2-Wire Digital and xDSL Loops      | Parity with Retail POTS                             | ELIGIBLE            | 34.00    | 1220.00   | 0.00     | 1.00     | 2.79      | 0.00       | NA      | SS          | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-01-5000 | % Open Orders in a Hold Status > 30 Days                | CLEC Trunks                            | Parity with IXC Feature Group D Trunks              | ELIGIBLE            | 0.00     | 5.00      | NA       | NA       | 0.00      | NA         | NA      | NA          | 0           | 1.00             | 150     | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-02-2000 | % Open Orders in a Hold Status > 90 Days                | Resale                                 | Diagnostic Comparison to Retail POTS                | DIAGNOSTIC          | 30.00    | 1216.00   | 0.00     | 16.00    | 2.47      | 0.00       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-02-3112 | % Open Orders in a Hold Status > 90 Days                | UNE 2-Wire Analog Loop                 | Diagnostic Comparison to Retail POTS                | DIAGNOSTIC          | 30.00    | 1216.00   | 0.00     | 6.00     | 2.47      | 0.00       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-02-3200 | % Open Orders in a Hold Status > 90 Days                | UNE Specialists                        | Diagnostic Comparison to Retail Specials            | DIAGNOSTIC          | 2.00     | 10.00     | NA       | NA       | 20.00     | NA         | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-02-3343 | % Open Orders in a Hold Status > 90 Days                | UNE 2-Wire Digital and xDSL Loops      | Diagnostic comparison to Retail POTS                | DIAGNOSTIC          | 30.00    | 1216.00   | 0.00     | 1.00     | 2.47      | 0.00       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-8-02-5000 | % Open Orders in a Hold Status > 90 Days                | CLEC Trunks                            | Diagnostic Comparison to IXC Feature Group D Trunks | DIAGNOSTIC          | 0.00     | 5.00      | NA       | NA       | 0.00      | NA         | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-9-01-3520 | % On Time Performance - Hot Cut                         | UNE 2-Wire Analog Loop - Hot Cut       | >= 95% Completed within Window                      | ELIGIBLE            | NA       | NA        | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 100     | 0         |
| NH    | 01-DEC-2019 | Aggregate | PR-9-08-3520 | Average Duration of Hot Cut Installation Troubles       | UNE 2-Wire Analog Loop - Hot Cut       | Parity with Retail POTS - New                       | ELIGIBLE            | 1011.78  | 17.00     | NA       | NA       | 59.52     | NA         | NA      | NA          | 0           | 1.00             | 100     | 0         |
| NNE   | 01-DEC-2019 | Aggregate | MR-1-01-6000 | Average Response Time - Create Trouble                  | VFO                                    | <= 4.5 Seconds                                      | ELIGIBLE            | NA       | NA        | 1037.00  | 617.00   | NA        | 1.68       | NA      | MET         | 0           | 1.00             | 5       | 0         |
| NNE   | 01-DEC-2019 | Aggregate | MR-1-02-6000 | Average Response Time - Status Trouble                  | VFO                                    | <= 4.5 Seconds                                      | DIAGNOSTIC          | NA       | NA        | NA       | NA       | NA        | NA         | NA      | NA          | NA          | NA               | NA      | 0         |
| NNE   | 01-DEC-2019 | Aggregate | MR-1-03-6000 | Average Response Time - Modify Trouble                  | VFO                                    | <= 4.5 Seconds                                      | DIAGNOSTIC          | NA       | NA        | 1267.00  | 39.00    | NA        | 32.49      | NA      | NA          | NA          | NA               | NA      | 0         |
| NNE   | 01-DEC-2019 | Aggregate | MR-1-04-6000 | Average Response Time - Request Cancellation of Trouble | VFO                                    | <= 4.5 Seconds                                      | DIAGNOSTIC          | NA       | NA        | 135.00   | 3.00     | NA        | 45.00      | NA      | NA          | NA          | NA               | NA      | 0         |
| NNE   | 01-DEC-2019 | Aggregate | MR-1-05-6000 | Average Response Time - Status and Trouble History      | VFO                                    | No Standard                                         | DIAGNOSTIC          | NA       | NA        | 169.00   | 4.00     | NA        | 42.25      | NA      | NA          | NA          | NA               | NA      | 0         |
| NNE   | 01-DEC-2019 | Aggregate | MR-1-06-6000 | Average Response Time - Test Trouble (Resale POTS Only) | VFO                                    | <= 90 Seconds                                       | ELIGIBLE            | NA       | NA        | 4467.00  | 86.00    | NA        | 51.94      | NA      | MET         | 0           | 1.00             | 5       | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-2-01-3200 | Network Trouble Report Rate                             | UNE Specialists                        | No Standard                                         | DIAGNOSTIC          | NA       | NA        | 8.00     | 3512.00  | NA        | 0.23       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-2-01-5000 | Network Trouble Report Rate                             | CLEC Trunks                            | Parity with IXC Feature Group D Trunks              | ELIGIBLE            | 0.00     | 48.00     | 0.00     | 690.00   | 0.00      | 0.00       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-2-02-2000 | Network Trouble Report Rate - Loop                      | Resale                                 | Parity with Retail POTS                             | DIAGNOSTIC          | 1363.00  | 116514.00 | 13.00    | 3537.00  | 1.17      | 0.37       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-2-02-3112 | Network Trouble Report Rate - Loop                      | UNE 2-Wire Analog Loop                 | Parity with Retail POTS                             | DIAGNOSTIC          | 1363.00  | 116514.00 | 33.00    | 10239.00 | 1.17      | 0.32       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-2-02-3343 | Network Trouble Report Rate - Loop                      | UNE 2-Wire Digital and xDSL Loops      | Parity with Retail POTS                             | DIAGNOSTIC          | 334.00   | 116514.00 | 0.00     | 1465.00  | 0.29      | 0.00       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-2-03-2000 | Network Trouble Report Rate - Central Office            | Resale                                 | Parity with Retail POTS                             | DIAGNOSTIC          | 132.00   | 116514.00 | 1.00     | 3537.00  | 0.11      | 0.03       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-2-03-3112 | Network Trouble Report Rate - Central Office            | UNE 2-Wire Analog Loop                 | Parity with Retail POTS                             | DIAGNOSTIC          | 11.00    | 116514.00 | 0.00     | 10239.00 | 0.01      | 0.00       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-2-03-3343 | Network Trouble Report Rate - Central Office            | UNE 2-Wire Digital and xDSL Loops      | Parity with Retail POTS                             | DIAGNOSTIC          | 6.00     | 116514.00 | 0.00     | 1465.00  | 0.01      | 0.00       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-3-01-2010 | % Missed Repair Appointment - Loop                      | Resale Business                        | Parity with Retail POTS - Business                  | ELIGIBLE            | 127.00   | 276.00    | 3.00     | 12.00    | 46.01     | 25.00      | 5.000   | MET         | 0           | 1.00             | 70      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-3-01-2120 | % Missed Repair Appointment - Loop                      | Resale POTS Residence                  | Parity with Retail POTS - Residence                 | ELIGIBLE            | 168.00   | 1087.00   | NA       | NA       | 15.46     | NA         | NA      | NA          | 0           | 1.00             | 35      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-3-01-3112 | % Missed Repair Appointment - Loop                      | UNE 2-Wire Analog Loop                 | Parity with Retail POTS                             | ELIGIBLE            | 295.00   | 1363.00   | 11.00    | 33.00    | 21.64     | 33.33      | -5.000  | MISS        | 4           | 3.00             | 70      | 840.00    |
| NH    | 01-DEC-2019 | Aggregate | MR-3-01-3343 | % Missed Repair Appointment - Loop                      | UNE 2-Wire Digital and xDSL Loops      | Parity with Retail POTS                             | ELIGIBLE            | 295.00   | 1363.00   | 1.00     | 4.00     | 21.64     | 25.00      | NA      | SS          | 0           | 1.00             | 70      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-3-02-2010 | % Missed Repair Appointment - Central Office            | Resale Business                        | Parity with Retail POTS - Business                  | ELIGIBLE            | 13.00    | 53.00     | 0.00     | 1.00     | 24.53     | 0.00       | NA      | SS          | 0           | 1.00             | 70      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-3-02-2120 | % Missed Repair Appointment - Central Office            | Resale POTS Residence                  | Parity with Retail POTS - Residence                 | ELIGIBLE            | 12.00    | 79.00     | NA       | NA       | 15.19     | NA         | NA      | NA          | 0           | 1.00             | 35      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-3-02-3112 | % Missed Repair Appointment - Central Office            | UNE 2-Wire Analog Loop                 | Parity with Retail POTS                             | ELIGIBLE            | 6.00     | 25.00     | NA       | NA       | 24.00     | NA         | NA      | NA          | 0           | 1.00             | 70      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-3-02-3343 | % Missed Repair Appointment - Central Office            | UNE 2-Wire Digital and xDSL Loops      | Parity with Retail POTS                             | ELIGIBLE            | 6.00     | 25.00     | NA       | NA       | 24.00     | NA         | NA      | NA          | 0           | 1.00             | 70      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-01-3200 | Mean Time To Repair - Total                             | UNE Specialists                        | Parity with Retail Specials                         | ELIGIBLE            | 8.43     | 3.00      | 96.83    | 8.00     | 2.81      | 12.10      | NA      | SS          | 0           | 1.00             | 125     | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-01-5000 | Mean Time To Repair - Total                             | CLEC Trunks                            | Parity with IXC Feature Group D Trunks              | ELIGIBLE            | NA       | NA        | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 125     | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-02-2010 | Mean Time To Repair - Loop Trouble                      | Resale Business                        | Parity with Retail POTS - Business                  | ELIGIBLE            | 6698.13  | 276.00    | 295.30   | 12.00    | 24.27     | 24.61      | -0.165  | MET         | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-02-2120 | Mean Time To Repair - Loop Trouble                      | Resale POTS Residence                  | Parity with Retail POTS - Residence                 | ELIGIBLE            | 5554.74  | 1087.00   | NA       | NA       | 51.10     | NA         | NA      | NA          | 0           | 1.00             | 35      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-02-3112 | Mean Time To Repair - Loop Trouble                      | UNE 2-Wire Analog Loop                 | Parity with Retail POTS                             | ELIGIBLE            | 62245.80 | 1363.00   | 735.81   | 33.00    | 45.67     | 22.30      | 5.000   | MET         | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-02-3343 | Mean Time To Repair - Loop Trouble                      | UNE 2-Wire Digital and xDSL Loops      | Parity with Retail POTS                             | ELIGIBLE            | 62245.80 | 1363.00   | 61.45    | 4.00     | 45.67     | 15.36      | NA      | SS          | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-03-2010 | Mean Time To Repair - Central Office Trouble            | Resale Business                        | Parity with Retail POTS - Business                  | ELIGIBLE            | 969.73   | 53.00     | 27.65    | 1.00     | 18.30     | 27.65      | NA      | SS          | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-03-2120 | Mean Time To Repair - Central Office Trouble            | Resale POTS Residence                  | Parity with Retail POTS - Residence                 | ELIGIBLE            | 2331.82  | 79.00     | NA       | NA       | 29.52     | NA         | NA      | NA          | 0           | 1.00             | 35      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-03-3112 | Mean Time To Repair - Central Office Trouble            | UNE 2-Wire Analog Loop                 | Parity with Retail POTS                             | ELIGIBLE            | 744.91   | 25.00     | NA       | NA       | 29.80     | NA         | NA      | NA          | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-03-3343 | Mean Time To Repair - Central Office Trouble            | UNE 2-Wire Digital and xDSL Loops      | Parity with Retail POTS                             | ELIGIBLE            | 744.91   | 25.00     | NA       | NA       | 29.80     | NA         | NA      | NA          | 0           | 1.00             | 60      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-04-2000 | % Cleared within 24 Hours                               | Resale                                 | Diagnostic Comparison to Retail POTS                | DIAGNOSTIC          | 569.00   | 1495.00   | 12.00    | 14.00    | 38.06     | 85.71      | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-04-3112 | % Cleared within 24 Hours                               | UNE 2-Wire Analog Loop                 | Diagnostic Comparison to Retail POTS                | DIAGNOSTIC          | 494.00   | 1388.00   | 22.00    | 33.00    | 35.59     | 66.67      | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-04-3200 | % Cleared within 24 Hours                               | UNE Specialists                        | Diagnostic Comparison to Retail Specials            | DIAGNOSTIC          | 3.00     | 3.00      | 8.00     | 8.00     | 100.00    | 100.00     | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-04-3343 | % Cleared within 24 Hours                               | UNE 2-Wire Digital and xDSL Loops      | Diagnostic Comparison to Retail POTS                | DIAGNOSTIC          | 494.00   | 1388.00   | 4.00     | 4.00     | 35.59     | 100.00     | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-04-5000 | % Cleared within 24 Hours                               | CLEC Trunks                            | Diagnostic Comparison to IXC Feature Group D        | DIAGNOSTIC          | NA       | NA        | NA       | NA       | NA        | NA         | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-05-5000 | % Out of Service > 2 Hours                              | CLEC Trunks                            | Parity with IXC Feature Group D Trunks              | ELIGIBLE            | NA       | NA        | NA       | NA       | NA        | NA         | NA      | NA          | 0           | 1.00             | 175     | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-06-2010 | % Out of Service > 4 Hours                              | Resale Business                        | Diagnostic Comparison to Retail POTS - Business     | DIAGNOSTIC          | 171.00   | 232.00    | 9.00     | 9.00     | 73.71     | 100.00     | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-06-2120 | % Out of Service > 4 Hours                              | Resale POTS Residence                  | Diagnostic Comparison to Retail POTS - Residence    | DIAGNOSTIC          | 713.00   | 753.00    | NA       | NA       | 94.69     | NA         | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-06-3200 | % Out of Service > 4 Hours                              | UNE Specialists                        | Parity with Retail Specials                         | ELIGIBLE            | 0.00     | 2.00      | 0.00     | 1.00     | 0.00      | 0.00       | NA      | SS          | 0           | 1.00             | 175     | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-06-5000 | % Out of Service > 4 Hours                              | CLEC Trunks                            | Diagnostic Comparison to IXC Feature Group D Trunks | DIAGNOSTIC          | NA       | NA        | NA       | NA       | NA        | NA         | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-07-2010 | % Out of Service > 12 Hours                             | Resale Business                        | Parity with Retail POTS - Business                  | ELIGIBLE            | 131.00   | 232.00    | 7.00     | 9.00     | 56.47     | 77.78      | -5.000  | MISS        | 4           | 1.00             | 100     | 400.00    |
| NH    | 01-DEC-2019 | Aggregate | MR-4-07-2120 | % Out of Service > 12 Hours                             | Resale POTS Residence                  | Diagnostic Comparison to Retail POTS - Residence    | DIAGNOSTIC          | 66.00    | 753.00    | NA       | NA       | 88.58     | NA         | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-07-3112 | % Out of Service > 12 Hours                             | UNE 2-Wire Analog Loop                 | Parity with Retail POTS                             | ELIGIBLE            | 765.00   | 912.00    | 24.00    | 28.00    | 83.88     | 85.71      | -5.000  | MISS        | 2           | 1.00             | 100     | 200.00    |
| NH    | 01-DEC-2019 | Aggregate | MR-4-07-3343 | % Out of Service > 12 Hours                             | UNE 2-Wire Digital and xDSL Loops      | Parity with Retail POTS                             | ELIGIBLE            | 765.00   | 912.00    | 2.00     | 3.00     | 83.88     | 66.67      | NA      | SS          | 0           | 1.00             | 100     | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-07-5000 | % Out of Service > 12 Hours                             | CLEC Trunks                            | Diagnostic Comparison to IXC Feature Group D Trunks | DIAGNOSTIC          | NA       | NA        | NA       | NA       | NA        | NA         | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-08-2010 | % Out of Service > 24 Hours                             | Resale Business                        | Parity with Retail POTS - Business                  | DIAGNOSTIC          | 59.00    | 232.00    | 0.00     | 9.00     | 25.43     | 0.00       | NA      | NA          | NA          | NA               | NA      | 0         |
| NH    | 01-DEC-2019 | Aggregate | MR-4-08-2120 | % Out of Service > 24 Hours                             | Resale POTS Residence                  | Parity with Retail POTS - Residence                 | ELIGIBLE            | 525.00   | 753.00    | NA       | NA       | 69.72     |            |         |             |             |                  |         |           |