

Fair Point New Hampshire Performance Assurance Plan Report

UNE Platform

Mar-2010

		Performance		Observations		Perf.		Wgt.		Domain Clustering	
PO	Pre-Ordering	FP	CLEC	CLEC		Diff.	Score	Wgt.	Score	Review	
PO-1-01-6020	Customer Service Record - EDI	NA	2.98		4,975		2.9779	NA	0	NA	0.000
PO-1-03-6020	Address Validation - EDI	NA	7.15		2,965		7.1487	NA	0	NA	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.47					-1	5	-0.022	-0.250
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	7.36		159		7.3648	NA	0	NA	0.000
PO-1-03-6050	Address Validation - Web GUI	NA	9.86		7		9.8571	NA	0	NA	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.47					-1	5	-0.022	-0.250
OR Ordering									Wgt.		
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		99.78		899			0	10	0.000	0.000
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		110			0	5	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		11,285			0	5	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.24		4,188			0	5	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.54		11,174			0	5	0.000	0.000
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		97.02		840			0	5	0.000	0.000
OR-6-03-3140	% Accuracy - LSRC - Platform		0.92		1,419			0	5	0.000	0.000
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		86.81		182			-2	5	-0.043	-0.111
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		1			0	0	0.000	0.000
OR-2-04-3140	% OT LSR Rej. - No Facility Check - Platform		NA		NA			NA	0	NA	0.000
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA			NA	0	NA	0.000
PR Provisioning		FP	CLEC	FP	CLEC						
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	44.44	29.82	702	57	6.84	2.3174	0	5	0.000	0.000
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	5.08	5.65	6,592	584	0.95	-0.5177	0	20	0.000	0.000
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	14.99	26.32	847	38	5.92	-1.5963	-1	10	-0.043	-0.071
PR-4-02-3100	Average Delay Days - Total - POTS	1.89	3.77	454	73	0.00	1.72	0.7574	0	15	0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.35	0.00	847	38	0.99	0.3595	0	5	0.000	0.000
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	847	38	0.00	0.0000	0	5	0.000	0.000
PR-6-01-3140	% Installation Troubles within 30 days - Platform	12.39	8.30	2,002	229	2.30	1.7800	0	10	0.000	0.000
MR Maintenance & Repair		Performance		Observations		FP Std	Sampling	Perf.	Wgt.	Wgt'd.	
		FP	CLEC	CLEC		Deviation	Error	Score		Score	
MR-1-01-6050	Average Response Time - Create Trouble	1.44	49.37		3,075			47.9260	-2	2	-0.017
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	95.42		938			95.4211	NA	0	NA
Stat. Score											
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	21.30	22.41	756	58	5.58	-0.0613	0	10	0.000	0.000
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	0.00	8.70	60	23	0.00	-1.4442	-1	10	-0.043	-0.049
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	22.27	38.92	756	58	22.73	-2.9370	-2	5	-0.043	-0.049
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.41	10.35	60	23	6.37	-1.4235	-1	5	-0.022	-0.025
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	79.82	90.00	560	20	9.13	-0.8183	0	5	0.000	0.000
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	46.61	85.00	560	20	11.35	-3.2482	-2	5	-0.043	-0.049
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	26.61	50.00	560	20	10.06	-1.9727	-2	5	-0.043	-0.049
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	17.35	24.02	5,015	204	2.70	-2.2862	-2	10	-0.086	-0.098
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	1.85	7.69	271	13	3.82	-0.6839	0	10	0.000	0.000
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	34.19	37.98	5,015	204	25.19	-2.6968	-2	5	-0.043	-0.049
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	10.38	7.13	271	13	12.56	8.66	0.8651	0	5	0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	91.08	92.75	3,790	69	3.46	-0.2155	0	5	0.000	0.000
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	72.37	82.61	3,790	69	5.43	-1.8035	-2	5	-0.043	-0.049
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	47.92	57.97	3,790	69	6.07	-1.5356	-1	5	-0.022	-0.025
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.21	7.38	6,102	298	1.94	2.7467	0	10	0.000	0.000
BI Billing											
BI-1-02-1000	% DUF in 4 Business Days		100.00		114,282,149			0	5	0.000	
		"NA" - no activity		"UD" - under development		"SS" - Small Sample		Totals	-22	234	-0.530

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

UNE LOOP

Mar-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf.		Wgt.	Wgt.		Domain Clustering Review
		FP	CLEC	CLEC			Score			Score		
PO-2-02-6010	OSS Interface Availability - Prime - WPTS		NA				NA	0		NA		0.000
PO-1-01-6020	Customer Service Record - EDI	NA	2.98	4,975		2.9779	NA	0		NA		0.000
PO-1-03-6020	Address Validation -EDI	NA	7.15	2,965		7.1487	NA	0		NA		0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.47				-1	5		-0.035		-0.250
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	7.36	159		7.3648	NA	0		NA		0.000
PO-1-03-6050	Address Validation - Web GUI	NA	9.86	7		9.8571	NA	0		NA		0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.47				-1	5		-0.035		-0.250
OR Ordering												
OR-1-02-3331	% On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs		97.18	425			0	10		0.000		0.000
OR-2-02-3331	% On Time LSR Reject - Flow Thru - Loop/Pre-Qual		97.37	38			0	5		0.000		0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07	11,285			0	2		0.000		0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.24	4,188			0	2		0.000		0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.54	11,174			0	2		0.000		0.000
OR-5-03-3112	% Flow-Through Achieved-UNE POTS Loop		97.75	355			0	5		0.000		0.000
OR-6-03-3331	% Accuracy - LSRC - Loop		3.37	1,633			0	5		0.000		0.000
OR-1-04-3331	OT LSRC - No Facility Check - Loop/LNP		93.15	146			-1	5		-0.035		-0.069
OR-1-06-3331	% OT LSRC/ASRC - Facility Check - Loop/LNP		0.00	1			0	0		0.000		0.000
OR-2-04-3331	% OT LSR Rej - No Facility Check - Loop/LNP		NA	NA			NA	0		NA		0.000
OR-2-06-3331	% OT LSR/ASR Rej - Facility Check - Loop/LNP		NA	NA			NA	0		NA		0.000
PR Provisioning												
PR-4-02-3100	Average Delay Days - Total - POTS	1.89	3.77	454	73	0.00	1.72	0.7574	0	5	0.000	0.000
PR-4-04-3113	% Missed Appointment - FP - Dispatch - Loop-New	14.99	14.89	847	47		5.35	0.1854	0	20	0.000	0.000
PR-5-01-3112	% Missed Appointment - Facilities - Loop	0.35	4.17	847	48		0.88	-1.9532	-2	5	-0.070	-0.111
PR-5-02-3112	% Orders Held for Facilities > 15 days - Loop	0.00	0.00	847	48		0.00	0.0000	0	5	0.000	0.000
PR-6-01-3113	% Installation Troubles within 30 days - Loop New	8.82	NA	941	NA		0.00	NA	NA	0	NA	0.000
PR-6-02-3520	% Installatn Trbls w/in 7 days-Loop-Basic Hot Cut		NA	NA				NA	0		NA	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	83				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												
MR-1-01-6050	Average Response Time - Create Trouble	1.44	49.37	3,075			47.9260	-2	2		-0.028	-0.038
Stat. Score												
MR-3-01-3112	% Missed Repair Appointments - Loop - Loop	17.87	34.38	5,771	256		2.45	-4.8549	-2	10	-0.140	-0.192
MR-4-02-3112	Mean Time to Repair - Loop Trouble - Loop	32.45	25.84	5,771	256	24.97	2.99	3.7190	0	5	0.000	0.000
MR-4-07-3112	% Out of Service > 12 Hours - Loop	72.88	59.09	4,093	110		4.30	3.1885	0	5	0.000	0.000
MR-4-08-3112	% Out of Service > 24 Hours - Loop	47.81	34.55	4,093	110		4.83	2.8732	0	5	0.000	0.000
MR-5-01-3112	% Repeat Reports w/in 30 days - Loop	12.21	11.03	6,102	272		2.03	0.6653	0	10	0.000	0.000
MR-3-02-3112	% Missed Repair Appointments - CO - Loop	0.00	28.57	56	7		0.00	-2.2990	-2	10	-0.140	-0.192
MR-4-03-3112	Mean Time to Repair - CO Trouble - Loop	7.77	28.27	56	7	9.89	10.73	-3.0618	-2	5	-0.070	-0.096
Totals												
										-13	143	-0.552

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

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

**Fair Point New Hampshire
Performance Assurance Plan Report**

RESALE

Mar-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.98		4,975	2.9779	NA	0	NA	0.000		
PO-1-03-6020	Address Validation -EDI	NA	7.15		2,965	7.1487	NA	0	NA	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.47				-1	5	-0.025	-0.250		
PO-1-01-6050	Customer Service Record - Web GUI	NA	7.36		159	7.3648	NA	0	NA	0.000		
PO-1-03-6050	Address Validation - Web GUI	NA	9.86		7	9.8571	NA	0	NA	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.47				-1	5	-0.025	-0.250		
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		97.69		2,298		0	10	0.000	0.000		
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		89		0	5	0.000	0.000		
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.07		11,285		0	5	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.24		4,188		0	5	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.54		11,174		0	5	0.000	0.000		
OR-5-03-2000	% Flow Through - Achieved - POTS		98.36		1,095		0	10	0.000	0.000		
OR-6-03-2000	% Accuracy - LSRC		2.90		241		0	10	0.000	0.000		
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		95.74		751		0	5	0.000	0.000		
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		86.67		15		-1	2	-0.010	-0.018		
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA		NA	0	NA	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	44.44	24.62	702	65		6.44	3.3136	0	5	0.000	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	5.08	17.95	6,592	117		2.05	-4.8355	-2	20	-0.196	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	14.99	31.58	847	19		8.28	-1.5792	-1	10	-0.049	-0.067
PR-4-02-2100	Average Delay Days - Total - POTS	1.89	2.67	454	27	0.00	2.70	-0.2860	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.35	0.00	847	19		1.38	0.2570	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	847	19		0.00	0.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	12.44	16.38	2,002	177		2.59	-1.5251	-1	15	-0.074	-0.100
MR Maintenance & Repair												
								Diff.				
MR-1-01-6050	Average Response Time - Create Trouble	1.44	49.37		3,075			47.9260	-2	2	-0.020	-0.035
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	95.42		938			95.4211	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	21.30	30.00	756	40		6.64	-1.0995	-1	10	-0.049	-0.088
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	0.00	11.11	60	18		0.00	-1.6357	-1	10	-0.049	-0.088
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	22.27	39.44	756	40	22.73	6.75	-3.3528	-2	5	-0.049	-0.088
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.41	9.89	60	18	6.37	7.04	-1.3135	-1	5	-0.025	-0.044
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	79.82	87.50	560	16		10.18	-0.3856	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	46.61	68.75	560	16		12.65	-1.4986	-1	5	-0.025	-0.044
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	26.61	50.00	560	16		11.20	-2.2262	-2	5	-0.049	-0.088
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	17.35	0.00	5,015	4		18.94	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	1.85	0.00	271	1		13.48	SS	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	34.19	26.96	5,015	4	25.19	23.73	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.38	38.69	271	1	12.56	30.55	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	91.08	100.00	3,790	2		20.16	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	72.37	50.00	3,790	2		31.63	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	47.92	0.00	3,790	2		35.33	SS	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.21	11.11	6,102	63		4.15	0.4186	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		114,282,149				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-17	204	-0.642

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**

DSL

Mar-2010

PO	Pre-Ordering	Performance		Customer Values		Diff.	Perf. Score	Wgt	Wgt'd Score	Domain Clustering
		FP	CLEC	FP	CLEC					
PO-1-06-6020	Mechanized Loop Qualification - EDI	NA	1.00		1	1.0000	NA	0	0.000	0.000
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.47				-1	5	-0.072	-0.278
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	NA		NA	0.0000	NA	0	0.000	0.000
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.47				-1	2	-0.029	-0.111
PO-8-01-6000	% On Time - Manual Loop Qualification		94.44		18		0	0	0.000	0.000
PO-8-02-6000	% On Time - Engineering Record Request		100.00		2		0	2	0.000	0.000
OR Ordering										
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		60.00		10		-2	2	-0.058	-0.154
OR-2-04-1341	% On Time LSR Rej - No Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000
OR-2-06-1341	% OT LSR/ASRC Rej - Facility Check - 2W Digital -UNE/Resale		NA		NA		NA	0	0.000	0.000
OR-1-04-3342	% On Time LSRC - No Facility Check - 2W xDSL Loops		90.00		30		-1	5	-0.072	-0.192
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		NA		NA		NA	0	0.000	0.000
OR-2-06-3342	% On Time LSR/ASRC Rej - Facility Check - 2W xDSL Loops		NA		NA		NA	0	0.000	0.000
OR-1-04-3340	% OT LSRC - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000
OR-2-04-3340	% OT LSR Rej - No Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000
OR-2-06-3340	% OT LSR/ASRC Rej - Facility Check - Line Share/Split		NA		NA		NA	0	0.000	0.000
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		11,285		0	2	0.000	0.000
OR-4-16-1000	% On Time PCN - 1 Business Day		99.24		4,188		0	2	0.000	0.000
OR-4-17-1000	% On Time BCN - 2 Business Day		99.54		11,174		0	2	0.000	0.000
PR Provisioning										
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale	13.75	2.00	4	3	0.00	26.30	SS	NA	0
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale	50.00	100.00	2	1		61.24	SS	NA	0
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale	42.86	100.00	7	2		39.68	SS	NA	0
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale	0.00	0.00	5	4		0.00	SS	NA	0
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale	12.50	0.00	8	3		22.39	SS	NA	0
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops		0.00		1			NA	NA	0
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops	NA	3.00	NA	1	0.00	1.00	NA	NA	10
PR-4-14-3342	% Completed On Time -2W xDSL Loops		100.00		23			0	10	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops	8.88	0.00	935	1		28.46	SS	NA	0
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops	0.00	12.00	2	25		0.00	SS	NA	0
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	NA	0
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split		NA		NA			NA	NA	0
PR-4-02-3340	Average Delay Days -Total -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split	NA	NA	NA	NA			NA	NA	0
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR Maintenance & Repair										
MR-1-01-6050	Average Response Time - Create Trouble	1.44	49.37		3,075		47.9260	NA	2	0.000
Stat. Score										
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale	20.00	NA	5	NA		0.00	NA	NA	0
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale	0.00	NA	2	NA		0.00	NA	NA	0
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale	39.80	NA	5	NA	33.60	0.00	NA	NA	0
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale	5.10	NA	2	NA	1.50	0.00	NA	NA	0
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale	71.43	NA	7	NA		0.00	NA	NA	0
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale	100.00	NA	1	NA		0.00	NA	NA	0
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale	28.57	NA	7	NA		0.00	NA	NA	0
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops	17.85	16.67	5,775	12		11.07	0.4111	0	5
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops	0.00	0.00	56	2		0.00	SS	NA	0
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops	32.44	31.51	5,775	12	24.97	13.53	0.3867	0	5
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops	7.77	11.52	56	2	9.89	19.27	SS	NA	0
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops	53.77	57.14	571	14		13.49	0.0276	0	5
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops	72.89	100.00	4,094	1		44.46	SS	NA	0
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops	12.23	21.43	6,107	14		8.77	-0.7025	0	10
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split	NA	NA	NA	NA	0.00		NA	NA	0
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split	NA	NA	NA	NA			NA	NA	0
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split	NA	NA	NA	NA			NA	NA	0
							Totals	-5	69	-0.232

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

TRUNKS

Mar-2010

OR Ordering		Performance CLEC		Observations FP CLEC		Perf. Score Wgt.		Wgt. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk		NA		NA	NA	0		0.000
OR-1-13-5000	% On Time Design Layout Record		NA		NA	NA	0		0.000
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=		NA		NA	NA	0		0.000
OR-2-12-5020	% On Time Trunk ASR Reject		NA		NA	NA	0		0.000
PR Provisioning		FP CLEC		FP CLEC		Standard Deviation	Sample Error	Stat. Score	
PR-4-07-3540	% On Time Performance - LNP only		97.66		2,738			0	20 0.000
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA			NA	0 0.000
PR-5-01-5000	% Missed Appointment - Facilities		NA		NA			NA	0 0.000
PR-5-02-5000	% Orders Held for Facilities >15 Days		NA		NA			NA	0 0.000
PR-6-01-5000	% Installation Troubles w/in 30 Days		NA		NA			NA	0 0.000
PR-8-01-5000	% Open Orders in a Hold Status >30 Days		NA		NA			NA	0 0.000
MR Maintenance & Repair		FP CLEC		FP CLEC		Standard Deviation		Sample Error	
MR-4-01-5000	Mean Time to Repair - Total		NA		NA	0.00	0.00	NA	0 0.000
MR-4-05-5000	% Out of Service >2 Hours		NA		NA		0.00	NA	0 0.000
MR-4-06-5000	% Out of Service >4 Hours		NA		NA		0.00	NA	0 0.000
MR-4-07-5000	% Out of Service >12 Hours		NA		NA		0.00	NA	0 0.000
MR-4-08-5000	% Out of Service >24 Hours		NA		NA		0.00	NA	0 0.000
MR-5-01-5000	% Repeat Reports w/in 30 Days		NA		NA		0.00	NA	0 0.000
NP Network Performance		FP CLEC		FP CLEC		Standard Deviation		Sample Error	
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA		NA			NA	0 0.000
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA		NA			NA	0 0.000
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	0 20 0.000

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

Fair Point New Hampshire										Mar-2010	
CRITICAL MEASURES			UNE-Platform	UNE-Loop	Resale	DSL	Trunks	Specials	Other	Total	
PRE-ORDERING											
1	OSS Interface		34,812	34,812	14,267	-				\$83,892	
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		17,406	17,406	7,134						
PO-2-02	OSS Interface Availability - Prime - CORBA			-							
PO-2-02	OSS Interface Availability - Prime - Web GUI		17,406	17,406	7,134						
ORDERING											
2	% On Time Ordering Notification		-	-	-	80,552	\$0	\$6,585		\$87,137	
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					80,552					
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							6,585			
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		\$11,024	\$0	\$18,877	\$0	\$0	\$0		\$29,901	
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)		-		-						
PR-4-02	Average Delay Days - Total		-	-	-						
PR-4-02	Average Delay Days - Total - 2W Digital					-					
PR-4-02	Average Delay Days - Total - 2W xDSL Loop					-					
PR-4-02	Average Delay Days -Total -Line Share/Split					-					
PR-4-04	Missed Appointments -Dispatch		11,024	-	4,170						
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					-					
PR-4-15	% On Time Provisioning - Trunks						-				
PR-6-01	Installation Troubles w/in 30 Days				5,926		-				
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					-					
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-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		\$ 33,942	\$27,850	\$13,126	\$0	\$0	\$0		\$74,918	
MR-3-01	Missed Repair Appointments - Loop - Bus.		-		7,419						
MR-3-01	Missed Repair Appointments - Loop - Res.		17,406								
MR-3-01	Missed Repair Appointments - Loop			27,850							
MR-3-01	% Missed Repr Appt -Loop-2W Digt-UNE/Resale					-					
MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops					-					
MR-3-01	% Missed Repair Appointment -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.		8,703		5,707						
MR-4-08	Out of Service >24Hrs. - Res.		7,833		-						
MR-4-08	Out of Service >24Hrs. - Total										
MR-5-01	% Repeat Reports within 30 Days		-	-	-		-				
MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale					-					
MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops					-					
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/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								\$0	\$0	
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days								-		
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days								-		
BI-3-04	% CLEC Billing Claims Acknwldgd w/ 2 Bus Days								-		
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.								-		
Month Total			\$79,778	\$62,662	\$46,270	\$80,552	\$0	\$6,585	\$0	\$275,847	

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.0	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					5

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.		CLEC Obs.		Perf. Score	Wgt
OR-10-01-1000 % PON Exceptions Resolved w/in 3 Bus Days	NA		NA		NA	0
OR-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 D	100.00		2,931		0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days after	100.00		2,623		0	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	25.00	8	-2	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/R	100.00	7	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resal	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score			
PR-4-01-1210	% Missed Appointment -FP -DS0 -UNE/Resale	0.00	NA	2	NA	0.00	NA	NA	0
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	13.51	NA	37	NA	0.00	NA	NA	0
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	0.00	2	4	0.00	SS	NA	0
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	4	NA	0.00	NA	NA	0
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	4.60	30.04	5	89	1.48	9.63	SS	NA
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	25.00	5	8	0.00	SS	NA	0
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	5	8	0.00	SS	NA	0
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	35.71	14.81	42	27	11.82	2.24	0	5
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	17.24	22.22	29	27	10.10	-0.13	0	10
PR-4-02-3510	Average Delay Days - Total - EEL	4.60	1.17	5	6	3.15	12.68	SS	NA
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	39.29	0.00	28	24	13.59	2.89	0	2
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	2	NA	0.00	NA	NA	0
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	0.00	NA	NA
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	2	NA	0.00	NA	NA	0

MR	Maintenance & Repair								
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	0.00	13.94	4	2	0.00	0.00	SS	NA
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.80	14.81	11	4	12.14	13.65	SS	NA
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	20.00	28.57	15	35		12.34	-0.26	0
"NA" - no activity "UD" - under development "SS" - Small Sample									Total
									52

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

Special Provision - UNE Ordering

Mar-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	89.63	328	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	50.00	2	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASR Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ 68,333
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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%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2010	100.00	209	209	JAN-2010	100.00	207	207
FEB-2010	100.00	264	264	FEB-2010	100.00	264	264
MAR-2010	89.98	848	763	MAR-2010	97.02	840	815
Overall	93.57	1,321	1,236	Overall	98.09	1,311	1,286

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2010	100.00	395	395	JAN-2010	100.00	393	393
FEB-2010	100.00	372	372	FEB-2010	100.00	370	370
MAR-2010	83.01	359	298	MAR-2010	97.75	355	347
Overall	94.58	1,126	1,065	Overall	99.28	1,118	1,110

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2010	93.61	1,613	1,510	JAN-2010	93.61	1,613	1,510
FEB-2010	97.14	3,922	3,810	FEB-2010	97.14	3,922	3,810
MAR-2010	-	5	-	MAR-2010	-	4	-
Overall	96.03	5,540	5,320	Overall	96.05	5,539	5,320

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 CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	83	100.00	135
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	NA		NA	0
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	0.52	1	NA	0
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC -VZ	1.29	383	0.98	177
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtn HC Install Trbl-UNE POTS Loop Ttl HC	1.19		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

Change Control Assurance Plan

Mar-2010

		% On Time	Observations	Mrkt Adj.
PO-4-01-6660	% Change Management Notices sent on Time (type 3,4,5)	NA		\$ -

* Cumulative number of delay days greater than 8 standard Delay Days*

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

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

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

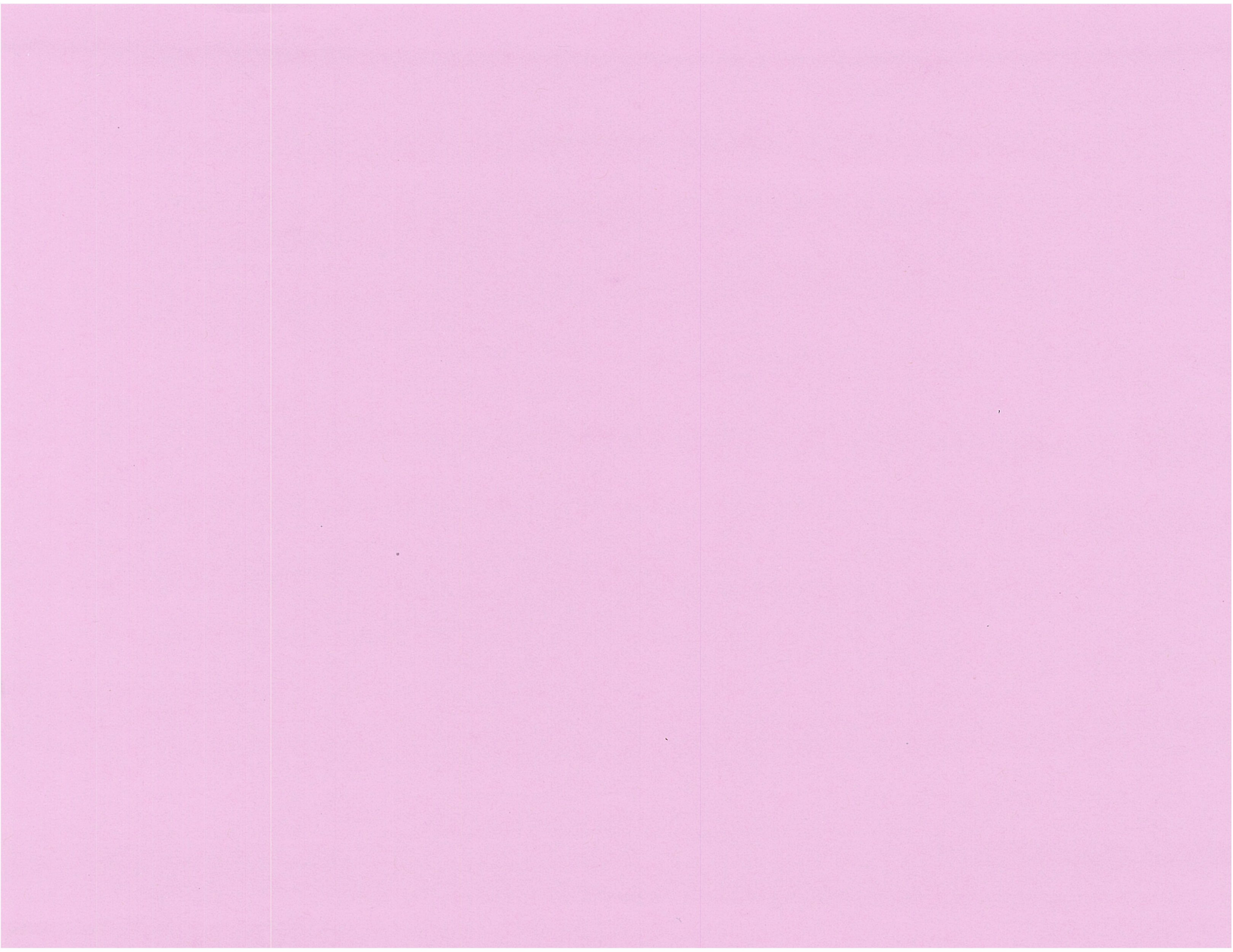
Fair Point New Hampshire

PAP/CCAP Market Adjustment Summary

Mar-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.530	\$ 177,052	
Unbundled Network Elements - Loop	-0.552	\$ 281,434	
Resale	-0.642	\$ 52,251	
Digital Subscriber Lines	-0.232	\$ 22,822	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 533,560
# CRITICAL MEASURES			
1 OSS Interface		\$ 83,892	
2 % On Time Ordering Notification		\$ 87,137	
3 Installation Performance		\$ 29,901	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 74,918	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 275,847
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			\$ 877,740

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

UNE Platform

Mar-2010

		Performance		Observations				Perf.		Wgtd.		Domain Clustering	
PO	Pre-Ordering	FP	CLEC		CLEC		Diff.	Score	Wgt.	Score		Review	
PO-1-01-6020	Customer Service Record - EDI	NA	2.98		4,975		2.9779	NA	0	NA		0.000	
PO-1-03-6020	Address Validation -EDI	NA	7.15		2,965		7.1487	NA	0	NA		0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.47					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	7.36		159		7.3648	NA	0	NA		0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	9.86		7		9.8571	NA	0	NA		0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.47					0	5	0.000		0.000	
OR Ordering										Wgt.			
OR-1-02-3140	% On Time LSRC - Flow Through - Platform - 2hrs		99.78		899			0	10	0.000		0.000	
OR-2-02-3140	% On Time LSR Reject - Flow Through - Platform		100.00		110			0	5	0.000		0.000	
OR-4-11-1000	% Completed Orders with Neither a PCN or BCN Sent		0.07		11,285			0	5	0.000		0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.24		4,188			0	5	0.000		0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.54		11,174			0	5	0.000		0.000	
OR-5-03-3140	% Flow-Through Achieved-UNE POTS Platform		97.02		840			0	5	0.000		0.000	
OR-6-03-3140	% Accuracy - LSRC - Platform		0.92		1,419			0	5	0.000		0.000	
OR-1-04-3140	% OT LSRC - No Facility Check - Platform		86.81		182			-2	5	-0.043		-0.111	
OR-1-06-3140	% OT LSRC/ASRC - Facility Check - Platform		100.00		1			0	2	0.000		0.000	
OR-2-04-3140	% OT LSR Rej.- No Facility Check - Platform		NA		NA			NA	0	NA		0.000	
OR-2-06-3140	% OT LSR/ASR Rej. - Facility Check - Platform		NA		NA			NA	0	NA		0.000	
PR Provisioning		FP	CLEC	FP	CLEC								
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Disp) - Platform	44.44	29.82	702	57	6.84	2.3174	0	5	0.000		0.000	
PR-4-05-3140	% Missed Appointment- FP - No Dispatch - Platform	5.08	5.65	6,592	584	0.95	-0.5177	0	20	0.000		0.000	
PR-4-04-3140	% Missed Appointment - FP - Dispatch - Platform	14.99	26.32	847	38	5.92	-1.5963	-1	10	-0.043		-0.071	
PR-4-02-3100	Average Delay Days - Total - POTS	1.89	3.77	454	73	0.00	1.72	0.7574	0	15	0.000		0.000
PR-5-01-3140	% Missed Appointment - Facilities - Platform	0.35	0.00	847	38	0.99	0.3595	0	5	0.000		0.000	
PR-5-02-3140	% Orders Held for Facilities > 15 days - Platform	0.00	0.00	847	38	0.00	0.0000	0	5	0.000		0.000	
PR-6-01-3140	% Installation Troubles within 30 days - Platform	12.39	8.30	2,002	229	2.30	1.7800	0	10	0.000		0.000	
MR Maintenance & Repair		Performance		Observations		FP Std		Sampling		Perf.		Wgtd.	
		FP	CLEC	FP	CLEC	Deviation	Error	Diff.	Score	Wgt.	Score		
MR-1-01-6050	Average Response Time - Create Trouble	1.44	49.37		3,075			47.9260	-2	2	-0.017		-0.020
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	95.42		938			95.4211	NA	0	NA		0.000
Stat. Score													
MR-3-01-3144	% Missed Repair Appointments - Loop - Platform - Bus	21.30	22.41	756	58	5.58	-0.0613	0	10	0.000		0.000	
MR-3-02-3144	% Missed Repair Appointments - CO - Platform - Bus	0.00	8.70	60	23	0.00	-1.4442	0	10	0.000		0.000	
MR-4-02-3144	Mean Time to Repair - Loop Trouble - Platform - Bus	22.27	38.92	756	58	22.73	-2.9370	-2	5	-0.043		-0.049	
MR-4-03-3144	Mean Time to Repair - CO Trouble - Platform - Bus	7.41	10.35	60	23	6.37	-1.4235	0	5	0.000		0.000	
MR-4-06-3144	% Out of Service >4 Hours - Platform - Bus	79.82	90.00	560	20	9.13	-0.8183	0	5	0.000		0.000	
MR-4-07-3144	% Out of Service >12 Hours - Platform - Bus	46.61	85.00	560	20	11.35	-3.2482	-2	5	-0.043		-0.049	
MR-4-08-3144	% Out of Service > 24 Hours - Platform - Bus	26.61	50.00	560	20	10.06	-1.9727	-2	5	-0.043		-0.049	
MR-3-01-3145	% Missed Repair Appointments - Loop -Platform - Res	17.35	24.02	5,015	204	2.70	-2.2862	-2	10	-0.086		-0.098	
MR-3-02-3145	% Missed Repair Appointments - CO - Platform - Res	1.85	7.69	271	13	3.82	-0.6839	0	10	0.000		0.000	
MR-4-02-3145	Mean Time to Repair - Loop Trouble - Platform - Res	34.19	37.98	5,015	204	25.19	-2.6968	-2	5	-0.043		-0.049	
MR-4-03-3145	Mean Time to Repair - CO Trouble - Platform - Res	10.38	7.13	271	13	12.56	8.66	0.8651	0	5	0.000		0.000
MR-4-06-3145	% Out of Service >4 Hours - Platform - Res	91.08	92.75	3,790	69	3.46	-0.2155	0	5	0.000		0.000	
MR-4-07-3145	% Out of Service >12 Hours - Platform - Res	72.37	82.61	3,790	69	5.43	-1.8035	-2	5	-0.043		-0.049	
MR-4-08-3145	% Out of Service > 24 Hours - Platform - Res	47.92	57.97	3,790	69	6.07	-1.5356	0	5	0.000		0.000	
MR-5-01-3140	% Repeat Reports w/in 30 days - Platform	12.21	7.38	6,102	298	1.94	2.7467	0	10	0.000		0.000	
BI Billing													
BI-1-02-1000	% DUF in 4 Business Days		100.00		114,282,149			0	5	0.000			
"NA" - no activity "UD" - under development "SS" - Small Sample						Totals		-17	234	-0.402			

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

UNE LOOP

Mar-2010

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						NA	0	NA	0.000		
PO-1-01-6020 Customer Service Record - EDI		NA	2.98			4,975		2.9779	NA	0	NA	0.000		
PO-1-03-6020 Address Validation -EDI		NA	7.15			2,965		7.1487	NA	0	NA	0.000		
PO-2-02-6020 OSS Interface Availability - Prime - EDI			99.47						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	7.36			159		7.3648	NA	0	NA	0.000		
PO-1-03-6050 Address Validation - Web GUI		NA	9.86			7		9.8571	NA	0	NA	0.000		
PO-2-02-6080 OSS Interface Availability - Prime - Web GUI			99.47						0	5	0.000	0.000		
OR Ordering		Wgt.												
OR-1-02-3331 % On Time LSRC-Flow Thru-Loop/Pre-Qual-2hrs			97.18			425			0	10	0.000	0.000		
OR-2-02-3331 % On Time LSR Reject - Flow Thru - Loop/Pre-Qual			97.37			38			0	5	0.000	0.000		
OR-4-11-1000 % Completed Orders with Neither a PCN or BCN Sent			0.07			11,285			0	2	0.000	0.000		
OR-4-16-1000 % On Time PCN - 1 Business Day			99.24			4,188			0	2	0.000	0.000		
OR-4-17-1000 % On Time BCN - 2 Business Day			99.54			11,174			0	2	0.000	0.000		
OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			97.75			355			0	5	0.000	0.000		
OR-6-03-3331 % Accuracy - LSRC - Loop			3.37			1,633			0	5	0.000	0.000		
OR-1-04-3331 % OT LSRC - No Facility Check - Loop/LNP			93.15			146			-1	5	-0.035	-0.069		
OR-1-06-3331 % OT LSRC/ASRC - Facility Check - Loop/LNP			0.00			1			0	0	0.000	0.000		
OR-2-04-3331 % OT LSR Rej - No Facility Check - Loop/LNP			NA			NA			NA	0	NA	0.000		
OR-2-06-3331 % OT LSR/ASR Rej - Facility Check - Loop/LNP			NA			NA			NA	0	NA	0.000		
PR Provisioning		FP	CLEC	FP	CLEC	FP Std Deviation	Sampling Error	Stat. Score	Wgt.					
PR-4-02-3100 Average Delay Days - Total - POTS		1.89	3.77	454	73	0.00	1.72	0.7574	0	5	0.000	0.000		
PR-4-04-3113 % Missed Appointment - FP - Dispatch - Loop-New		14.99	14.89	847	47		5.35	0.1854	0	20	0.000	0.000		
PR-5-01-3112 % Missed Appointment - Facilities - Loop		0.35	4.17	847	48		0.88	-1.9532	-2	5	-0.070	-0.111		
PR-5-02-3112 % Orders Held for Facilities > 15 days - Loop		0.00	0.00	847	48		0.00	0.0000	0	5	0.000	0.000		
PR-6-01-3113 % Installation Troubles within 30 days - Loop New		8.82	NA	941	NA		0.00	NA	NA	0	NA	0.000		
PR-6-02-3520 % Installatn Trbls w/in 7 days-Loop-Basic Hot Cut			NA		NA				NA	0	NA	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		83				0	10	0.000	0.000		
PR-9-01-3523 % On Time Performance-Loop-Lg Job Hot Cut			NA		NA				NA	0	NA	0.000		
PR-9-01-3525 % On Time Performance-Loop-Batch Hot Cut			NA		NA				NA	0	NA	0.000		
PR-9-04-3525 % On Time Batch Due Date-Loop-Batch Hot Cut			NA		NA				NA	0	NA	0.000		
MR Maintenance & Repair		Diff.												
MR-1-01-6050 Average Response Time - Create Trouble		1.44	49.37		3,075			47.9260	-2	2	-0.028	-0.038		
		Stat. Score												
MR-3-01-3112 % Missed Repair Appointments - Loop - Loop		17.87	34.38	5,771	256		2.45	-4.8549	-2	10	-0.140	-0.192		
MR-4-02-3112 Mean Time to Repair - Loop Trouble - Loop		32.45	25.84	5,771	256	24.97	2.99	3.7190	0	5	0.000	0.000		
MR-4-07-3112 % Out of Service > 12 Hours - Loop		72.88	59.09	4,093	110		4.30	3.1885	0	5	0.000	0.000		
MR-4-08-3112 % Out of Service > 24 Hours - Loop		47.81	34.55	4,093	110		4.83	2.8732	0	5	0.000	0.000		
MR-5-01-3112 % Repeat Reports w/in 30 days - Loop		12.21	11.03	6,102	272		2.03	0.6653	0	10	0.000	0.000		
MR-3-02-3112 % Missed Repair Appointments - CO - Loop		0.00	28.57	56	7		0.00	-2.2990	-2	10	-0.140	-0.192		
MR-4-03-3112 Mean Time to Repair - CO Trouble - Loop		7.77	28.27	56	7	9.89	10.73	-3.0618	-2	5	-0.070	-0.096		
"NA" - no activity "UD" - under development "SS" - Small Sample										Totals	-11	143	-0.483	

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**

RESALE

Mar-2010

PO	Pre-Ordering	Performance		Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score	Domain Clustering Review		
		FP	CLEC	FP	CLEC							
PO-1-01-6020	Customer Service Record - EDI	NA	2.98		4,975		2.9779	NA	0	NA	0.000	
PO-1-03-6020	Address Validation -EDI	NA	7.15		2,965		7.1487	NA	0	NA	0.000	
PO-2-02-6020	OSS Interface Availability - Prime - EDI		99.47					0	5	0.000	0.000	
PO-1-01-6050	Customer Service Record - Web GUI	NA	7.36		159		7.3648	NA	0	NA	0.000	
PO-1-03-6050	Address Validation - Web GUI	NA	9.86		7		9.8571	NA	0	NA	0.000	
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI		99.47					0	5	0.000	0.000	
OR Ordering												
OR-1-02-2320	% On Time LSRC -Flow Thru -POTS/Pre-Qualified Complex -2h		97.69		2,298			0	10	0.000	0.000	
OR-2-02-2320	% On Time LSR Rej - Flow Thru - POTS/Pre-Qualified Complex		100.00		89			0	5	0.000	0.000	
OR-4-11-1000	% Completed Orders with neither a PCN or BCN Sent		0.07		11,285			0	5	0.000	0.000	
OR-4-16-1000	% On Time PCN - 1 Business Day		99.24		4,188			0	5	0.000	0.000	
OR-4-17-1000	% On Time BCN - 2 Business Day		99.54		11,174			0	5	0.000	0.000	
OR-5-03-2000	% Flow Through - Achieved - POTS		98.36		1,095			0	10	0.000	0.000	
OR-6-03-2000	% Accuracy - LSRC		2.90		241			0	10	0.000	0.000	
OR-1-04-2320	% OT LSRC - No Facility Check - POTS/Pre-Qual Cmplx		95.74		751			0	5	0.000	0.000	
OR-1-06-2320	% OT LSRC/ASRC - Facility Check - POTS/Pre-Qual Cmplx		86.67		15			-1	2	-0.010	-0.018	
OR-2-04-2320	% OT LSR Rej - No Facility Check - POTS/Pre-Qual Cmplx		NA		NA			NA	0	NA	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												
PR-3-01-2100	% Completed in 1 Day (1-5 lines - No Disp) - POTS Total	44.44	24.62	702	65		6.44	3.3136	0	5	0.000	0.000
PR-4-05-2100	% Missed Appointment- FP - No Dispatch - POTS	5.08	17.95	6,592	117		2.05	-4.8355	-2	20	-0.196	-0.267
PR-4-04-2100	% Missed Appointment - FP - Dispatch - POTS	14.99	31.58	847	19		8.28	-1.5792	-1	10	-0.049	-0.067
PR-4-02-2100	Average Delay Days - Total - POTS	1.89	2.67	454	27	0.00	2.70	-0.2860	0	15	0.000	0.000
PR-5-01-2100	% Missed Appointment - Facilities - POTS	0.35	0.00	847	19		1.38	0.2570	0	5	0.000	0.000
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS	0.00	0.00	847	19		0.00	0.0000	0	5	0.000	0.000
PR-6-01-2100	% Installation Troubles within 30 days - POTS	12.44	16.38	2,002	177		2.59	-1.5251	0	15	0.000	0.000
MR Maintenance & Repair												
MR-1-01-6050	Average Response Time - Create Trouble	1.44	49.37		3,075			47.9260	-2	2	-0.020	-0.035
MR-1-06-6050	Average Response Time - Test Trouble (POTS only)	NA	95.42		938			95.4211	NA	0	NA	0.000
Stat Score												
MR-3-01-2110	% Missed Repair Appointments - Loop - Bus.	21.30	30.00	756	40		6.64	-1.0995	-1	10	-0.049	-0.088
MR-3-02-2110	% Missed Repair Appointments - CO - Bus.	0.00	11.11	60	18		0.00	-1.6357	-1	10	-0.049	-0.088
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	22.27	39.44	756	40	22.73	6.75	-3.3528	-2	5	-0.049	-0.088
MR-4-03-2110	Mean Time To Repair - CO Trouble - Bus.	7.41	9.89	60	18	6.37	7.04	-1.3135	-1	5	-0.025	-0.044
MR-4-06-2110	% Out of Service > 4 Hours - POTS - Bus	79.82	87.50	560	16		10.18	-0.3856	0	5	0.000	0.000
MR-4-07-2110	% Out of Service > 12 Hours - POTS - Bus.	46.61	68.75	560	16		12.65	-1.4986	0	5	0.000	0.000
MR-4-08-2110	% Out of Service > 24 Hours - POTS - Bus.	26.61	50.00	560	16		11.20	-2.2262	-2	5	-0.049	-0.088
MR-3-01-2120	% Missed Repair Appointments - Loop - Res.	17.35	0.00	5,015	4		18.94	SS	NA	0	NA	0.000
MR-3-02-2120	% Missed Repair Appointments - CO - Res.	1.85	0.00	271	1		13.48	SS	NA	0	NA	0.000
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	34.19	26.96	5,015	4	25.19	23.73	SS	NA	0	NA	0.000
MR-4-03-2120	Mean Time to Repair - CO Trouble - Res.	10.38	38.69	271	1	12.56	30.55	SS	NA	0	NA	0.000
MR-4-06-2120	% Out of Service > 4 Hours - POTS - Res.	91.08	100.00	3,790	2		20.16	SS	NA	0	NA	0.000
MR-4-07-2120	% Out of Service > 12 Hours - POTS - Res.	72.37	50.00	3,790	2		31.63	SS	NA	0	NA	0.000
MR-4-08-2120	% Out of Service > 24 Hours - POTS - Res.	47.92	0.00	3,790	2		35.33	SS	NA	0	NA	0.000
MR-5-01-2100	% Repeat Reports w/in 30 days - POTS	12.21	11.11	6,102	63		4.15	0.4186	0	10	0.000	0.000
BI Billing												
BI-1-02-1000	% DUF in 4 Business Days		100.00		114,282,149				0	5	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample								Totals	-13	204	-0.495	

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**

DSL

Mar-2010

PO		Pre-Ordering		Performance		Observations		Diff.	Perf. Score	Wgt	Wgt'd Score		Domain Clustering	
		FP	CLEC	FP	CLEC								Review	
PO-1-06-6020	Mechanized Loop Qualification - EDI		NA	1.00			1	1.0000	NA	0	0.000	0.000		
PO-2-02-6020	OSS Interface Availability - Prime - EDI			99.47				0	5	0.000	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	NA			NA	0.0000	NA	0	0.000	0.000		
PO-2-02-6080	OSS Interface Availability - Prime - Web GUI			99.47					0	2	0.000	0.000		
PO-8-01-6000	% On Time - Manual Loop Qualification			94.44			18		0	0	0.000	0.000		
PO-8-02-6000	% On Time - Engineering Record Request			100.00			2		0	2	0.000	0.000		
OR Ordering														
OR-1-04-1341	% On Time LSRC - No Facility Check - 2W Digital -UNE/Resale		NA			NA			NA	0	0.000	0.000		
OR-1-06-1341	% OT LSRC/ASRC - Facility Check - 2W Digital -UNE/Resale		60.00			10			-2	2	-0.058	-0.154		
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		90.00			30			-1	5	-0.072	-0.192		
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		NA			NA			NA	0	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		0.07			11.285			0	2	0.000	0.000		
OR-4-16-1000	% On Time PCN - 1 Business Day		99.24			4.188			0	2	0.000	0.000		
OR-4-17-1000	% On Time BCN - 2 Business Day		99.54			11.174			0	2	0.000	0.000		
PR Provisioning														
PR-4-02-1341	Average Delay Days -Total -2W Digital -UNE/Resale		13.75	2.00		4	3	0.00	26.30	SS	NA	0	0.000	0.000
PR-4-04-1341	% Missed Appointment -Dispatch -2W Digital -UNE/Resale		50.00	100.00		2	1		61.24	SS	NA	0	0.000	0.000
PR-4-05-1341	% Missed Appointment -No Dispatch -2W Digital -UNE/Resale		42.86	100.00		7	2		39.68	SS	NA	0	0.000	0.000
PR-6-01-1341	% Install. Troubles w/in 30 Days -2W Digital -UNE/Resale		0.00	0.00		5	4		0.00	SS	NA	0	0.000	0.000
PR-8-01-1341	% Open Orders In Hold Status >30 Days -2W Digital -UNE/Resale		12.50	0.00		8	3		22.39	SS	NA	0	0.000	0.000
PR-3-10-3342	% Comp w/in 6 Days (1-5 lines) Tot -2W xDSL Loops			0.00			1				NA	0	0.000	0.000
PR-4-02-3342	Average Delay Days -Total -2W xDSL Loops		NA	3.00		NA	1	0.00	1.00	NA	NA	10	0.000	0.000
PR-4-14-3342	% Completed On Time -2W xDSL Loops			100.00			23			0		10	0.000	0.000
PR-6-01-3342	% Installation Troubles w/in 30 Days -2W xDSL Loops		8.88	0.00		935	1		28.46	SS	NA	0	0.000	0.000
PR-8-01-3342	% Open Orders in Hold Status >30 Days -2W xDSL Loops		0.00	12.00		2	25		0.00	SS	NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split			NA		NA					NA	0	0.000	0.000
PR-3-03-3340	% Completed w/in 3 Days (1-5 lines) No Disp -Line Share/Split			NA		NA				NA	NA	0	0.000	0.000
PR-4-02-3340	Average Delay Days -Total -Line Share/Split		NA	NA		NA	NA	0.00		NA	NA	0	0.000	0.000
PR-4-04-3340	% Missed Appointment -Dispatch -Line Share/Split		NA	NA		NA	NA			NA	NA	0	0.000	0.000
PR-4-05-3340	% Missed Appointment -No Dispatch -Line Share/Split		NA	NA		NA	NA			NA	NA	0	0.000	0.000
PR-6-01-3340	% Installation Troubles w/in 30 Days -Line Share/Split		NA	NA		NA	NA			NA	NA	0	0.000	0.000
PR-8-01-3340	% Open Orders in Hold Status >30 Days -Line Share/Split		NA	NA		NA	NA			NA	NA	0	0.000	0.000
MR Maintenance & Repair														
MR-1-01-6050	Average Response Time - Create Trouble		1.44	49.37			3.075		47.9260	NA	2	0.000	0.000	
Stat. Score														
MR-3-01-1341	% Missed Repair Appt -Loop -2W Digital -UNE/Resale		20.00	NA		5	NA		0.00	NA	NA	0	0.000	0.000
MR-3-02-1341	% Missed Repair Appt -CO -2W Digital -UNE/Resale		0.00	NA		2	NA		0.00	NA	NA	0	0.000	0.000
MR-4-02-1341	Mean Time To Repair -Loop -2W Digital -UNE/Resale		39.80	NA		5	NA	33.60	0.00	NA	NA	0	0.000	0.000
MR-4-03-1341	Mean Time To Repair -CO Trouble -2W Digital -UNE/Resale		5.10	NA		2	NA	1.50	0.00	NA	NA	0	0.000	0.000
MR-4-04-1341	% Cleared (all troubles) w/in 24 Hours -2W Digital -UNE/Resale		71.43	NA		7	NA		0.00	NA	NA	0	0.000	0.000
MR-4-07-1341	% Out of Service >12 Hours -2W Digital -UNE/Resale		100.00	NA		1	NA		0.00	NA	NA	0	0.000	0.000
MR-5-01-1341	% Repeat Reports w/in 30 Days -2W Digital -UNE/Resale		28.57	NA		7	NA		0.00	NA	NA	0	0.000	0.000
MR-3-01-3342	% Missed Repair Appt -Loop -2W xDSL Loops		17.85	16.67		5.775	12		11.07	0.4111	0	5	0.000	0.000
MR-3-02-3342	% Missed Repair Appointment -CO -2W xDSL Loops		0.00	0.00		56	2		0.00	SS	NA	0	0.000	0.000
MR-4-02-3342	Mean Time To Repair -Loop -2W xDSL Loops		32.44	31.51		5.775	12	24.97	13.53	0.3867	0	5	0.000	0.000
MR-4-03-3342	Mean Time To Repair -CO -2W xDSL Loops		7.77	11.52		56	2	9.89	19.27	SS	NA	0	0.000	0.000
MR-4-04-3342	% Cleared (all troubles) w/in 24 Hours -2W xDSL Loops		53.77	57.14		571	14		13.49	0.0276	0	5	0.000	0.000
MR-4-07-3342	% Out of Service >12 Hours -2W xDSL Loops		72.89	100.00		4.094	1		44.46	SS	NA	0	0.000	0.000
MR-5-01-3342	% Repeat Reports w/in 30 Days -2W xDSL Loops		12.23	21.43		6.107	14		8.77	-0.7025	0	10	0.000	0.000
MR-3-01-3340	% Missed Repair Appointment -Loop -Line Share/Split		NA	NA		NA	NA			NA	NA	0	0.000	0.000
MR-3-02-3340	% Missed Repair Appointment -CO -Line Share/Split		NA	NA		NA	NA			NA	NA	0	0.000	0.000
MR-4-02-3340	Mean Time To Repair -Loop -Line Share/Split		NA	NA		NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-03-3340	Mean Time To Repair -CO -Line Share/Split		NA	NA		NA	NA	0.00		NA	NA	0	0.000	0.000
MR-4-04-3340	% Cleared (all troubles) w/in 24 Hours -Line Share/Split		NA	NA		NA	NA			NA	NA	0	0.000	0.000
MR-4-07-3340	% Out of Service >12 Hours -Line Share/Split		NA	NA		NA	NA			NA	NA	0	0.000	0.000
MR-5-01-3340	% Repeat Reports w/in 30 Days -Line Share/Split		NA	NA		NA	NA			NA	NA	0	0.000	0.000
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	-3	69	-0.130		

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

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

Fair Point New Hampshire
Performance Assurance Plan Report

TRUNKS

Mar-2010

OR Ordering		Performance CLEC		Observations FP CLEC					Perf. Score	Wgt.	Wgt'd. Score	
OR-1-12-5020	% OT Firm Order Confirmations (<=192 Forecasted Trunk		NA		NA				NA	0	0.000	
OR-1-13-5000	% On Time Design Layout Record		NA		NA				NA	0	0.000	
OR-1-19-5020	% On Time Response - Request for Inbound Augment (<=		NA		NA				NA	0	0.000	
OR-2-12-5020	% On TimeTrunk ASR Reject		NA		NA				NA	0	0.000	
PR Provisioning		FP	CLEC	FP	CLEC	Standard Deviation	Sample Error	Stat. Score				
PR-4-07-3540	% On Time Performance - LNP only		97.66		2,738				0	20	0.000	
PR-4-15-5000	% On Time Provisioning - Trunks		NA		NA				NA	0	0.000	
PR-5-01-5000	% Missed Appointment - Facilities	NA	NA	NA	NA			NA	NA	0	0.000	
PR-5-02-5000	% Orders Held for Facilities >15 Days	NA	NA	NA	NA			NA	NA	0	0.000	
PR-6-01-5000	% Installation Troubles w/in 30 Days	NA	NA	NA	NA			NA	NA	0	0.000	
PR-8-01-5000	% Open Orders in a Hold Status >30 Days	NA	NA					NA	NA	0	0.000	
MR Maintenance & Repair												
MR-4-01-5000	Mean Time to Repair - Total	NA	NA	NA	NA	0.00	0.00	NA	NA	0	0.000	
MR-4-05-5000	% Out of Service >2 Hours	NA	NA	NA	NA		0.00	NA	NA	0	0.000	
MR-4-06-5000	% Out of Service >4 Hours	NA	NA	NA	NA		0.00	NA	NA	0	0.000	
MR-4-07-5000	% Out of Service >12 Hours	NA	NA	NA	NA		0.00	NA	NA	0	0.000	
MR-4-08-5000	% Out of Service >24 Hours	NA	NA	NA	NA		0.00	NA	NA	0	0.000	
MR-5-01-5000	% Repeat Reports w/in 30 Days	NA	NA	NA	NA		0.00	NA	NA	0	0.000	
NP Network Performance												
NP-1-03-5000	# of Final Trunk Groups Blocked 2 months		NA						NA	0	0.000	
NP-1-04-5000	# of Final Trunk Groups Blocked 3 months		NA						NA	0	0.000	
"NA" - no activity "UD" - under development "SS" - Small Sample									Totals	0	20	0.000

"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						Mar-2010			
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	-	-	-	80,552	\$0	\$6,585		\$87,137
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				80,552				
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						6,585		
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	\$11,024	\$0	\$12,950	\$0	\$0	\$0		\$23,974
PR-3-01	% Completed in 1 Day (1-5 lines No Disp.)	-	-	-					
PR-4-02	Average Delay Days - Total	-	-	-					
PR-4-02	Average Delay Days - Total - 2W Digital				-				
PR-4-02	Average Delay Days -Total -Line Share/Split				-				
PR-4-04	Missed Appointments -Dispatch	11,024	-	4,170					
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				-				
PR-4-15	% On Time Provisioning - Trunks					-			
PR-6-01	Installation Troubles w/in 30 Days	-	-	-		-			
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				-				
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-5-01	% 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	% Installtn Trbls w/in 7 days-Loop-Basic Hot Cut		-						
PR-6-02	% Installtn Trbls w/in 7 days-Loop-Lg Job Hot Cut		-						
PR-6-02	% Installtn 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	\$ 26,109	\$27,850	\$13,126	\$0	\$0	\$0		\$67,085
MR-3-01	Missed Repair Appointments - Loop - Bus.	-		7,419					
MR-3-01	Missed Repair Appointments - Loop - Res.	17,406		-					
MR-3-01	Missed Repair Appointments - Loop		27,850						
MR-3-01	% Missed Repr Appt -Loop-2W Digtl-UNE/Resale				-				
MR-3-01	% Missed Repr Appt -Loop -2W xDSL Loops				-				
MR-3-01	% Missed Repair Appt -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.	8,703		5,707					
MR-4-08	Out of Service >24Hrs. - Res.	-		-					
MR-4-08	Out of Service >24Hrs. - Total	-	-	-		-			
MR-5-01	% Repeat Reports within 30 Days		-	-		-			
MR-5-01	% Repeat Reports w/in 30 Days-2w Digital-UNE/Resale				-				
MR-5-01	% Repeat Reports w/in 30 Days -2W xDSL Loops				-				
MR-5-01	% Repeat Reports w/in 30 Days -Line Share/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							\$0	\$0
OR-10-01	% PON Exceptions Resolved w/in 3 Bus Days							-	
OR-10-02	% PON Exceptions Resolved w/in 10 Bus Days							-	
BI-3-04	% CLEC Billing Claims Acknwdgd w/ 2 Bus Days							-	
BI-3-05	%CLEC Billing Claims Rslvd w/in 28 Cal. Days after Ack.							-	
Month Total		\$37,133	\$27,850	\$26,076	\$80,552	\$0	\$6,585	\$0	\$178,196

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

Performance Report for Critical Measure # 8 - Collocation

NP	Network Performance	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
NP-2-01/2	% OT Response to Request for Collocation - Total	100.0	4	0	5
NP-2-05/6	% On Time - Physical Collocation - Total	NA	NA	NA	0
NP-2-07/8	Average Delay Days - Total	NA	NA	NA	0
					5

Performance Report for Critical Measure # 9 - Resolution Performance

Resolution Timeliness	CLEC Perf.	CLEC Obs.	Perf. Score	Wgt.
DR-10-01-100(% PON Exceptions Resolved w/in 3 Bus Days	NA	NA	NA	0
DR-10-02-100(% PON Exceptions Resolved w/in 10 Bus Days	NA	NA	NA	0
BI-3-04-1000 % CLEC Billing Claims Acknowledged within Two Business I	100.00	2,931	0	2
BI-3-05-1000 % CLEC Billing Claims Resolved w/in 28 Calendar Days afte	100.00	2,623	0	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	25.00	8	-2	10
OR-1-06-1200	% OT LSRC/ASRC -Facil Ck(E -No FT) -All Specials -UNE/F	100.00	7	0	10
OR-2-04-1200	% OT LSR Rej -No Facil Ck (Elec.-No FT) -UNE/Resale	NA	NA	NA	0
OR-2-06-1200	% OT LSR/ASR Reject -Facil Check (Electronic) -UNE/Resale	NA	NA	NA	0

PR	Provisioning	FP	FP	Std Dev.	Sample Error	Stat. Score				
PR-4-01-1210	% Missed Appointment -FP -DSO -UNE/Resale	0.00	NA	2	NA	0.00	NA	NA	0	
PR-4-01-1211	% Missed Appointment -FP -DS1 -UNE/Resale	13.51	NA	37	NA	0.00	NA	NA	0	
PR-4-01-1213	% Missed Appointment -FP -DS3 -UNE/Resale	0.00	0.00	2	4	0.00	SS	NA	0	
PR-4-01-1214	% Missed Appointment -FP -Other -UNE/Resale	0.00	NA	4	NA	0.00	NA	NA	0	
PR-4-02-1200	Average Delay Days - Total -UNE/Resale	4.60	30.04	5	89	1.48	9.63	SS	NA	0
PR-5-01-1200	% Missed Appointment - Facilities -UNE/Resale	0.00	25.00	5	8	0.00	SS	NA	0	
PR-5-02-1200	% Orders Held for Facilities > 15 days -UNE/Resale	0.00	0.00	5	8	0.00	SS	NA	0	
PR-6-01-1200	% Installation Troubles within 30 days -UNE/Resale	NA	NA	NA	NA	0.00	NA	NA	0	
PR-8-01-1200	% Open Orders in a Hold Status > 30 Days -UNE/Resale	35.71	14.81	42	27	11.82	2.24	0	5	
PR-4-01-3510	% Missed Appointment - FP - Total - EEL	17.24	22.22	29	27	10.10	-0.13	0	10	
PR-4-02-3510	Average Delay Days - Total - EEL	4.60	1.17	5	6	3.15	12.68	SS	NA	5
PR-8-01-3510	% Open Orders in a Hold Status >30 Days -EEL	39.29	0.00	28	24	13.59	2.89	0	2	
PR-4-01-3530	% Missed Appointment - FP - Total - IOF	0.00	NA	2	NA	0.00	NA	NA	0	
PR-4-02-3530	Average Delay Days - IOF	NA	NA	NA	NA	0.00	0.00	NA	NA	0
PR-8-01-3530	% Open Orders in a Hold Status >30 Days -IOF	0.00	NA	2	NA	0.00	NA	NA	0	

MR	Maintenance & Repair										
MR-4-01-1216	Mean Time to Repair - nonDS0 & DS0 -UNE/Resale	0.00	13.94	4	2	0.00	0.00	SS	NA	0	
MR-4-01-1217	Mean Time to Repair - DS1 & DS3 -UNE/Resale	5.80	14.81	11	4	12.14	13.65	SS	NA	0	
MR-4-06-1216	% Out of Service > 4 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0	
MR-4-08-1216	% Out of Service > 24 Hours - nonDS0 & DS0 -UNE/Resale	0.00	NA	1	NA		0.00	NA	NA	0	
MR-4-06-1217	% Out of Service > 4 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	
MR-4-08-1217	% Out of Service > 24 Hours - DS1 & DS3 -UNE/Resale	NA	NA	NA	NA		0.00	NA	NA	0	
MR-5-01-1200	% Repeat Reports w/in 30 days -UNE/Resale	20.00	28.57	15	35		12.34	-0.26	0	10	
"NA" - no activity "UD" - under development "SS" - Small Sample										Total	52

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

Special Provision - UNE Ordering

Mar-2010

		% On Time	Observations	Market Adj.
OR-1-04-3320	% OT LSRC - No Facility Check - POTS	89.63	328	\$ 68,333
OR-1-06-3320	% OT LSRC/ASRC - Facility Check - POTS	50.00	2	\$ -
OR-2-04-3320	% OT LSR Rej.- No Facility Check - POTS	NA	-	\$ -
OR-2-06-3320	% OT LSR/ASRC Rej. - Facility Check - POTS	NA	-	\$ -

Total Market Adj*	\$ 68,333
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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%	\$ 27,333
UNE Loop allocation	60.00%	\$ 41,000

Special Provision - UNE Flow Through

OR-5-01-3140 % Flow-Through Total-UNE POTS Platform				OR-5-03-3140 % Flow-Through Achieved-UNE POTS Platform			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2010	100.00	209	209	JAN-2010	100.00	207	207
FEB-2010	100.00	264	264	FEB-2010	100.00	264	264
MAR-2010	89.98	848	763	MAR-2010	97.02	840	815
Overall	93.57	1,321	1,236	Overall	98.09	1,311	1,286

Market Adjustment *	\$ -
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OR-5-01-3112 % Flow-Through Total-UNE POTS Loop				OR-5-03-3112 % Flow-Through Achieved-UNE POTS Loop			
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2010	100.00	395	395	JAN-2010	100.00	393	393
FEB-2010	100.00	372	372	FEB-2010	100.00	370	370
MAR-2010	83.01	359	298	MAR-2010	97.75	355	347
Overall	94.58	1,126	1,065	Overall	99.28	1,118	1,110

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 Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
JAN-2010	93.61	1,613	1,510	JAN-2010	93.61	1,613	1,510
FEB-2010	97.14	3,922	3,810	FEB-2010	97.14	3,922	3,810
MAR-2010	-	5	-	MAR-2010	-	4	-
Overall	96.03	5,540	5,320	Overall	96.05	5,539	5,320

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 CLEC Performance	Current Month CLEC Observations	Prior Month CLEC Performance	Prior Month CLEC Observations
PR-9-01-3520	% On Time Performance-Loop-Basic Hot Cut	100.00	83	100.00	135
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	NA		NA	0
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 Durtin HC Install Trbl-UNE POTS Loop Ttl HC-CLEC	0.52	1	NA	0
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC -VZ	1.29	383	0.98	177
		VZ Std. Dev.	Stat Score	VZ Std. Dev.	Stat Score
PR-9-08-3533	Avg Durtin HC Install Trbl-UNE POTS Loop Ttl HC	1.19		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

Change Control Assurance Plan

Mar-2010

	% On Time	Observations	Mrkt Adj.
PO-4-01-6660 % Change Management Notices sent on Time (type 3,4,5)	NA		\$ -

* Cumulative number of delay days greater than 8 standard Delay Days*

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

Test Deck
Wgt.

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

PO-7-04-6000 Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround	R3		\$ -
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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

Mar-2010

	<u>Weighted Score</u>	<u>Market Adjustment</u>	
MODE OF ENTRY			
Unbundled Network Elements - Platform	-0.402	\$ 113,631	
Unbundled Network Elements - Loop	-0.483	\$ 233,868	
Resale	-0.495	\$ 37,837	
Digital Subscriber Lines	-0.130	\$ -	
Trunks	0.000	\$ -	
Mode of Entry Total			\$ 385,335
# CRITICAL MEASURES			
1 OSS Interface		\$ -	
2 % On Time Ordering Notification		\$ 87,137	
3 Installation Performance		\$ 23,974	
4 % On Time Performance - LNP		\$ -	
5 Hot Cut Performance		\$ -	
6 Maintenance Performance		\$ 67,085	
7 Final Trunk Groups Blocked		\$ -	
8 Collocation		\$ -	
9 Resolution Processes		\$ -	
Critical Measure Total			\$ 178,196
Individual Rule Payments:			
SPECIAL PROVISIONS			
UNE Ordering		\$ 68,333	
UNE Flow Through		\$ -	
UNE Hot Cut Loop		\$ -	
Special Provision Total			\$ 68,333
CHANGE CONTROL			\$ -
Grand Total			<u>\$ 631,865</u>

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